Practical Lab – 7 & 8

User Experience Evaluation

Name	Shivani Shaileshkumar Varu
Student ID	8941914

Heuristics Evaluation

Evaluator Name: Shivani Varu
Device/ Browser/ OS: Dell Laptop, Chrome, Windows 11
Application: eConestoga Portal

SEVERITY RATING

0 = I do not agree that this is a usability problem at all

1 = Cosmetic problem only: fix if time is available

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, given high priority

4 = Usability catastrophe: fix this before the product can be released

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
1. Visibility of system status *The design should always keep users informed about what is going on, through appropriate feedback within a reasonable amount of time.*	There is a violation of this rule on the upload assignment page. If an assignment link is active and the user has already uploaded a document, it is displayed on the main list page. However, when the user clicks the assignment link, there isn't a confirmation alert stating that the file has been "already uploaded" or a link to the uploaded document.	I recommend including a clear indicator or notification about previously submitted assignments on the upload assignment page to keep users informed.	3
2. Match between system and the real world *Follow real-world conventions, making information appear in a natural and logical order.*	There is a violation of this rule on the FAQ section presents at the bottom of the eConestoga portal, where there is a disorganized text, making it difficult for users to find information.	I recommend organizing the FAQ area with clear navigation links for easy access to important information.	3

3. User control and freedom *Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.*	There is no clear option to return or cancel subscription alerts.	I recommend adding an easily accessible option to dismiss or hide subscription alerts for users who do not want to subscribe.	2
4. Consistency and standards *Users should not have to wonder whether different words, situations, or actions mean the same thing.*	There is inconsistency in the Subscription Alert's design because it doesn't follow the website's overall appearance.	To make the user experience seamless, I recommend making sure that subscription alerts match the website's layout.	2
5. Error prevention *Either eliminate error prone conditions or check for them and present users with a confirmation option before they commit to the action.*	If there are no files available on the E portfolio and you select an item, no error message is displayed. The webpage remains unchanged. Thus, a violation occurred here.	To effectively inform users, I recommend displaying an error notification indicating that there are no files available for upload.	3
6. Recognition rather than recall *Minimize the user's memory load by making objects, actions, and options visible.*	Rather than being directed step-by-step, users need to remember how to access different courses and submit assignments.	I suggest designing step-by-step indicator, with clear instructions for accessing courses and completing assignments to reduce users' mental load.	2

7. Flexibility and Efficiency of Use *Allow users to tailor frequent actions.*	eConestoga does not provide any shortcuts or any pins functionalities. students must follow some flows to operate which violates this rule.	I recommend that It is good to include features that allow users to add shortcuts or pins to their home screen so they can quickly access commonly used content.	3
8. Aesthetic and minimalist design *Interfaces should not contain information that is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility.*	The calendar page on the website fails to keep to the simple UI because it includes a lot of details to show, which can confuse students.	I recommend creating an appealing and straightforward UI for the website's calendar page to ensure clarity and ease of usage.	2
9. Help users recognize, diagnose, and recover from errors *Error messages should be expressed in plain language (no codes), precisely indicate the* *problem, and constructively suggest a solution.*	No violation observed.	No recommendation required. Since 2023, I have been using eConestoga, and I haven't seen any errors of that type.	0

10. Help and documentation *It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.*	The lack of sufficient documentation may make it more difficult for users to get help.	To provide complete assistance to users, I recommend that help sections be improved with rich documentation and user-friendly interfaces.	2