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CONCORDIA UNIVERSITY
DEPARTMENT OF
COMPUTER SCIENCE AND SOFTWARE ENGINEERING

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QUIZ 4

Name: _____

ID: _____

USABILITY TESTING AND ANALYTICAL EVALUATION

Answer All Questions
Answers should be properly justified

The low-fidelity prototype of the Search interface from Quiz 3 (to find one of the following information types: (1) all Document files (of one or more types — PDFs, word processor files, spreadsheets, presentations) containing user-specified keywords in the name and optionally in the body or (2) all E-mail messages containing user-specified keywords in the subject and optionally in the body, or (3) all Media files (of one or more types — pictures, audio, video) containing user-specified keywords in the name) is given below.

One of the following is displayed depending on the selected Information Type

Find Information	
Find all <input checked="" type="radio"/> Document Files or <input type="radio"/> E-mail messages or <input type="radio"/> Media Files	
Containing the keyword(s) <input type="text"/>	
In their name <input type="checkbox"/> and also in their content	
And of the following Document types <input type="checkbox"/> All Document Files <input type="checkbox"/> PDF <input type="checkbox"/> Word Processor Files <input type="checkbox"/> Spreadsheets <input type="checkbox"/> Presentations	
<input type="button" value="Cancel"/>	<input type="button" value="Find Files"/>

Find Information	
Find all <input type="radio"/> Document Files or <input checked="" type="radio"/> E-mail messages or <input type="radio"/> Media Files	
Containing the keyword(s) <input type="text"/>	
In their subject <input type="checkbox"/> and also in their body	
<input type="button" value="Cancel"/>	<input type="button" value="Find Messages"/>

Find Information	
Find all <input type="radio"/> Document Files or <input type="radio"/> E-mail messages or <input checked="" type="radio"/> Media Files	
Containing the keyword(s) <input type="text"/>	
In their name	
And of the following Media types <input type="checkbox"/> All Media Files <input type="checkbox"/> Pictures <input type="checkbox"/> Audio <input type="checkbox"/> Video	
<input type="button" value="Cancel"/>	<input type="button" value="Find Files"/>

This quiz is to evaluate *the effectiveness* of this prototype.

- (a) [1 mark] Consider the task of finding all Microsoft Word documents containing the specified keyword(s) in their content/body. Can this task be used in the required evaluation? Why or why not?
- Yes we can use this task in the required evaluation. Because finding a Microsoft Word file is not a trivial task. the user must figure out that it is contained in word processor file.*
- (b) [1 mark] What type of users/participants (novice/typical/expert) would you use for usability testing to evaluate the given prototype using the task in (a)? Why?
- The type of participant I would use is typical user. novice user won't be effective in most of the cases due to lack of knowledge of the application and expert will always be more effective due to their big knowledge of the application. The typical user will provide a good measurement of effective.*

- (c) [1 mark] Do you have to observe the user's thought process during the usability testing in (b) in order to evaluate the given prototype using the task in (a)? Why or why not?

Yes, it is important to observe the user's thought process during the usability testing as it will highlight any issue or hurdles encountered by the user during the test. *why? -1/2*

- (d) [1 mark] Which think aloud protocol (concurrent think aloud or retrospective think aloud) is the most appropriate for this evaluation during the usability testing? Why?

Think aloud, so that the user can define any difficulty or uncertainty while performing the task. *which one? / why? -1/2*
It is better than retrospective as he might forget.

- (e) [1 mark] Identify a potential uncertainty in the user's mind while selecting the file type during the task in (a). Which aspect of the given prototype may lead to this uncertainty? Why?

It's really clear how one would select only a word file in this UI. word processor files include .txt, .doc, .docx, .odt... *Microsoft*
We cannot specifically pick one in particular. This can cause uncertainty.

- (f) [1 mark] Can the protocol you selected in (d) expose the uncertainty you identified in (e)? Why or why not?

Yes the protocol selected in d will expose the fact that the user struggled to pick the file type he will express hesitation. *why? -1/2*

- (g) [1 mark] Suggest modification(s) to the given prototype to avoid the potential uncertainty identified in (e). How does your modification avoid the uncertainty?

A simple solution to this problem would be to allow the user to select specific file types instead of the vast category that is word processor file. This could be done with a dropdown menu. This will show the user exactly which type he is searching for. *irrelevant -1/2*

- (h) [1 mark] Would you (as an expert) do a cognitive walkthrough during an analytical evaluation to evaluate the given prototype using the task in (a)? Why or why not?

Yes, a cognitive walkthrough will give a good idea of the effectiveness of the design, the expert would analyse the task to do and its subtask. This will show how effective it is. *completely irrelevant*

- (i) [1 mark] Would the analytical evaluation reveal the uncertainty you identified in (e)? Why or why not?

Most likely not as the analytical evaluation is done by an expert. He would know what a word processor file is and that it is contained by word processor file. *Microsoft*

- (j) [1 mark] Which approach (usability testing or analytical evaluation) is more appropriate for the required evaluation? Why?

Usability testing would be better as it will evaluate how the end user is effective at performing a real world task using the UI. *why? -1/2*

*** END OF QUIZ ***