

PROJECT 2: HEURISTIC EVALUATION REPORT

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AGENDA

Part A: mymercer.edu

Part B: MyNextLvl Website Prototype



PART A:



Tasks:

1. Register to a summer INFM322 class;
2. Find out all the information needed to get ready for the class;

Negative Findings (mymercer.edu)

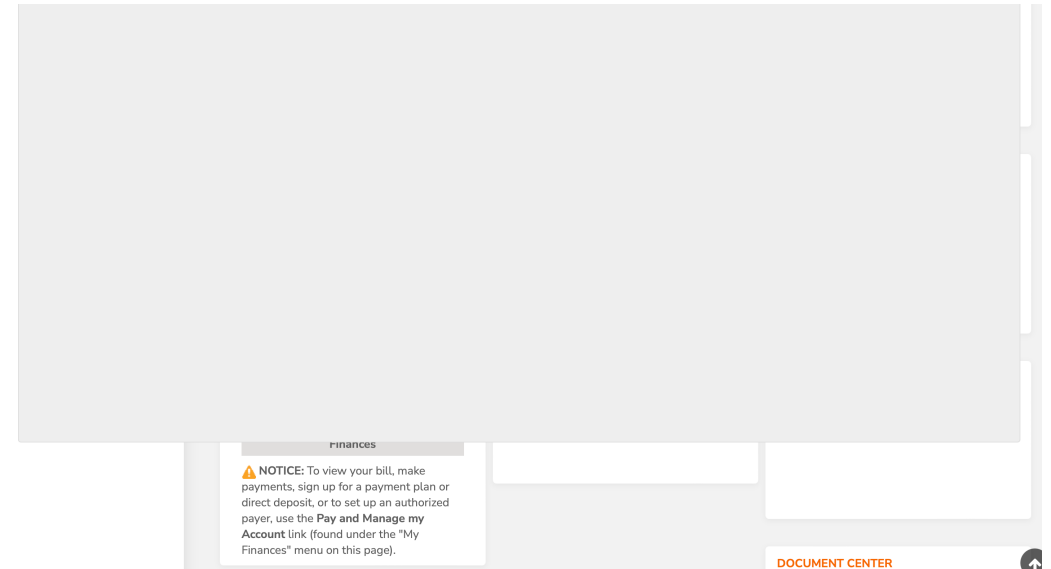
Severity rating: 3

Violation Explanation: When I was loading onto the mercer page, a white screen appeared and as a user, I was not sure what was going on and a loading bar did not appear.

Recommendation: Add a simple loading bar to the page to inform users of what is going on.

#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.



Positive Findings (mymercer.edu)

MyMercer

Hello Zachary Show Quick Links... Logout Help

Online Registration

Section ID# Key: The 2nd position of section # indicates course location. A=Atlanta D=Douglas County E=Eastman F=Forsyth County H=Henry County M=Macon N=Newnan S=Savannah W=Online Y=Hybrid

Refresh Page View Registration Tutorial

Program 8/24/2021 Bachelor of Science - CPV - Distance Learning Term 2023 Sum MCN/ATL/RAC/NUR/THE

Need registration help? View Registration Tutorial

Registration Status

Code	Term Description	Term Period	Registration Period	Last Day to Add	Last Day to Drop	Status
2023-SU-MUL-01	2023 Sum Att & Ctrs 1st Sess	5/22/2023-7/17/2023	11/3/2022 08:30 AM - 5/30/2023 11:59 PM	5/30/2023 11:59 PM	5/30/2023 11:59 PM	Open
2023-SU-MUL-02	2023 Sum Att & Ctrs 2nd Sess	7/18/2023-8/14/2023	11/2/2022 08:30 AM - 7/21/2023 11:59 PM	7/21/2023 11:59 PM	7/21/2023 11:59 PM	Open
2023-SU-MUL-03	2023 Sum Att & Ctrs Full Sess	8/22/2023-	11/2/2022 08:30 AM - 5/30/2023	5/30/2023 11:59 PM	5/30/2023 11:59 PM	Open

#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.

Positive Explanation: In this example, of aesthetic & minimalist design the website mymercer.edu has a notably nonminimalist visual style: highly textured and intricate visuals elements and fully utilized pages with little whitespace. However, it satisfies the heuristic in its approach of featuring sufficient information, and only sufficient information.

Positive Findings (mymercer.edu)

Need registration help? [View Registration Tutorial](#)

#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.

Positive Explanation: In this example of help, mymercer.edu has a "help link" option identified on their menu bar for access to registration help for newer users learning to register for classes. The help menu is clearly visible and available to the user for instant and immediate help.

Positive Findings (mymercer.edu)



#3: User control and freedom

Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process.

Positive Explanation: This example for user control & freedom was found on mymercer.edu. Mercer Page has a clear marked exit button for users to press, if they make a slight mistake in registering for classes. This “close window” button offers users the freedom to be in control and not feel stuck or frustrated.

Positive Findings (mymercer.edu)



#7: Flexibility and efficiency of use

Shortcuts — hidden from novice users — may speed up the interaction for the expert user so that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Positive Explanation: In this example, of flexibility and efficiency mymercer has an option for expert or new users to do shortcuts. The shortcuts speed up the interaction process. In mymercer whilst finding your desired course on the bottom of the page, it displays a menu to skip to any page instead of clicking between each page. You can use the shortcut and press the specific keys on your computer as a faster way to provide efficiency.

PART B:

Tasks:

1. Justin wants to create an account.
2. Justin wants to login to his account
3. Justin wants to add/view/edit his allergies to his profile
4. Justin wants to set a reminder to refill his medications
5. Justin wants to set/modify/ delete a reminder of a doctor's appointment

Positive Findings (MyNextLv1 Website)



#2: Match between system and the real world

The design should speak the users' language. Use words, phrases, and concepts familiar to the user, rather than internal jargon. Follow real-world conventions, making information appear in a natural and logical order.

Positive Explanation: In this image example below of familiar metaphors & language, the system and the real-world match between the users because it is clearly identified by the image that this is your profile/ log-in image. It is understood and familiar to the user to see an image of a human when they are getting ready to make an account/ log-in.

Negative Findings (MyNextLvl Website)

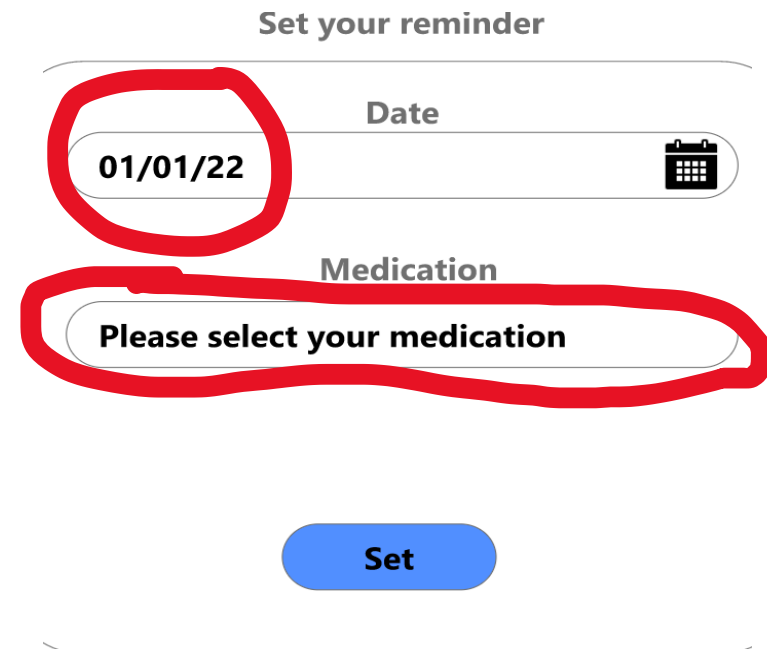
Severity rating: 4

Violation Explanation: In this example I was setting a reminder to refill my medications and as I was selecting a date and selecting my medication, nothing was changing in the textbox. I would select a medication and a new medication wouldn't pop up. As a user I was confused as to what was going on. I was not given any feedback based on if my date and medication was selected.

Recommendation: When a user is selecting a specific date or medication, make sure the website updates the specific medication and/or date selected. It is a simple coding fix.

#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.



The screenshot shows a web form titled "Set your reminder". It contains two input fields: "Date" and "Medication". The "Date" field contains the text "01/01/22" and has a calendar icon to its right. The "Medication" field contains the text "Please select your medication". Both the "Date" and "Medication" fields are circled in red. Below these fields is a blue button labeled "Set".

Positive Findings (MyNextLvl Website)



#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.

Positive Explanation: In this example of help, MyNextLvl website has a "FAQ" option identified on their footer bar to be able to find any relevant answers to any questions a user may have whilst going through the tasks. The FAQ menu is clearly visible and available to the user for instant and immediate help.

Positive Findings (MyNextLv1 Website)

Allergies

Please select all of the following allergies that apply:

Allergy <input type="radio"/>	Allergy <input type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input checked="" type="radio"/>	Allergy <input type="radio"/>
Allergy <input checked="" type="radio"/>	Allergy <input type="radio"/>	Allergy <input checked="" type="radio"/>
Allergy <input type="radio"/>	Allergy <input type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input checked="" type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input type="radio"/>	Allergy <input type="radio"/>
Allergy <input type="radio"/>	Allergy <input type="radio"/>	Other: _____ <input type="radio"/>

[Submit/Edit](#)

#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.

Positive Explanation: In this example of aesthetic and minimalist design, the screenshot clearly contains only relevant and significant information and the page is not cluttered at all. It satisfies the heuristic and does not have any unnecessary elements to distract users from the important information.

Positive Findings (MyNextLvl Website)

Allergies



Thank you. Your allergies have been submitted/edited!

[Go to Profile](#)

#6: Recognition rather than recall

Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g., field labels or menu items) should be visible or easily retrievable when needed.

Positive Explanation: In this example of recognition over recall, the MyNextLvl website clearly makes it visible to the users that you have submitted your allergy information. They promote recognition, because users don't need to search to find out if their allergy information, has been submitted, the element should be visible just like the example above.

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THANK YOU

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