Exercise 6 – Mensch-Maschine-Interaktion 1

Task 1: Conduct a Heuristic Evaluation

Thereby execute the following steps together with your group:

1. **Create a Checklist**
   Create a checklist that fits your paper prototyped scenario. The checklist could e.g. consist of Nielson's heuristics. For each of the main heuristics define a set of specific questions (~ 3-5) as shown in Figure 1 exemplary for the visibility of the system status. Use his website as a quick reference: http://www.useit.com/papers/heuristic/heuristic_list.html

Heuristic Evaluation - A System Checklist

1. Visibility of System Status

The system should always keep user informed about what is going on, through appropriate feedback within reasonable time.

#	Review Checklist	Yes No N/A	Comments
1.1	Does every display begin with a title or header that describes screen contents?	○ ○ ○	
1.2	Is there a consistent icon design scheme and stylistic treatment across the system?	○ ○ ○	
1.3	Is a single, selected icon clearly visible when surrounded by unselected icons?	○ ○ ○	
1.4	Do menu instructions, prompts, and error messages appear in the same place(s) on each menu?	○ ○ ○	
1.5	In multipage data entry screens, is each page labeled to show its relation to others?	○ ○ ○	
1.6	If overtype and insert mode are both available, is there a visible indication of which one the user is in?	○ ○ ○	
1.7	If pop-up windows are used to display error messages, do they allow the user to see the field in error?	○ ○ ○	
1.8	Is there some form of system feedback for every operator action?	○ ○ ○	

Use your checklist to evaluate the user interface issues. Create an Excel spreadsheet to document the results. The table should look like this:

#	Review Checklist	not at all – very much 1 - 2 - 3 - 4 - 5	Comments

2. **Take pictures from your Paper Prototype as it is right now**
3. **Conduct a Heuristic Evaluation with your team filling out the created checklist**
4. **Write a short report**
   Write a report, which covers all detailed results of the heuristic evaluation. (~ 15 sentences) *e.g.: What did you notice? Where some design elements completely ignoring the Heuristics?* Combine your results and

give a severity rating for each problem found. (see
http://www.useit.com/papers/heuristic/severityrating.html).
Perform this exercise as a team and hand in one spreadsheet and report
per group.

5. **Improve your Paper Prototype**
   Based on your evaluation spreadsheet, improve elements that were
   considered negative in your Heuristic Evaluation.
6. **Take pictures of your improved prototype.**
7. **Describe the improvements in own words.**
   Write a report, which covers all detailed results of the improvement.
   (~ 15 sentences) *e.g.: Which elements were modified? How were they
   improved? What are your expectations regarding the improvement?*

Task 2: Present your Data

Prepare a short presentation of your heuristic evaluation and the changes to your
prototype (5-10min).

Use this opportunity to address questions to the other groups and get feedback.

The presentation will be given in your next tutorial by one of your team members.

Bring everything you need for your presentation to the next tutorial!

Submission:

-   Submit your checklist, the photos of your old and your improved prototype,
    your short report about your heuristic evaluation and your report about the
    improvements (all in one **PDF**) and the Excel Spreadsheet (readable with
    Excel 2003!!) via UniWorx.
-   Deadline: 16.06.2010 8:00
    (**Late submissions** or submissions via eMail will not be accepted!)