

## Exercise 7

*Deadline: 28.06.2013; 12:00 (noon)*

### Task 1: Heuristic Evaluation (Individual Work ; 1 Bonus Point)

Note: Since we announced this exercise as group work during the tutorials. This exercise can also be completed in groups of two people.

- a) Familiarize yourself with the principles of heuristic evaluation. Starting points for your research could be: <http://www.useit.com/papers/heuristic/>

A heuristic evaluation is performed by an expert. Perform the heuristic evaluation on one of the following objects (but ensure not to use the example from the tutorial on Monday and Wednesday:

- a DVD/Blu-ray player (hardware)
- a phone book application on a mobile device (not yours)
- a website or open-source application of your choice (ensure reasonable complexity)

Prepare 2-3 scenarios that you are going to perform in your evaluation. Choose at least one typical scenario (e.g. call a contact) and one exceptional scenario (e.g. changing the number of a contact).

- b) In order to complete the task, familiarize yourself with Nielsen's checklist for heuristic evaluation as shown in Figure 1 and adapt it if needed (you can leave out unsuitable questions or insert new ones). The complete checklist can be found here:

<http://www.stcsig.org/usability/topics/articles/he-checklist.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?	<input type="radio"/> <input type="radio"/> <input type="radio"/>	
1.2	Is there a consistent icon design scheme and stylistic treatment across the system?	<input type="radio"/> <input type="radio"/> <input type="radio"/>	
1.3	Is a single, selected icon clearly visible when surrounded by unselected icons?	<input type="radio"/> <input type="radio"/> <input type="radio"/>	
1.4	Do menu instructions, prompts, and error messages appear in the same place(s) on each menu?	<input type="radio"/> <input type="radio"/> <input type="radio"/>	

Figure 1: System Checklist

- c) Conduct the heuristic evaluation. 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 or n/a	Comments
		1 – 2 – 3 – 4 – 5 or n/a	

- d) Write a report (approx.. 2 pages, no template given), which includes the following:
- A brief description of the object of your evaluation, including a picture, some expressive screenshots, or a link to the product page
  - A description of the scenarios you performed your evaluation with
  - Results of the heuristic evaluation. Combine your results and give a severity rating for each problem found. For each problem try to give a short hint how to solve it (see <http://www.nngroup.com/articles/how-to-rate-the-severity-of-usability-problems/> )

**Note:** You can write your answers in German.

**Submit** your solution as PDF using UniWorX (including the spreadsheet from task 1c as PDF).