

Exercise 2 – Mensch-Maschine-Interaktion 1

Heuristic Evaluation

(Individual homework)

1. Choose a topic & scenarios

Familiarize yourself with the principles of heuristic evaluation. Starting points for your research could be e.g. www.useit.com/papers/heuristic/

A heuristic evaluation is performed by an expert. Perform the heuristic evaluation on one of the following objects:

- a DVD/Blu-ray player (hardware)
- a phone book application on a mobile phone (not yours!!), or
- 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).

2. Familiarize with checklist (& adapt it)

Familiarize yourself with Nielsen’s checklist for heuristic evaluation shown in Figure 1 and adapt it if needed (you can leave out unsuitable questions or insert new ones). The 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?	○ ○ ○	
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 overwrite 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	○ ○ ○	

Figure 1: System Checklist

3. 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	Comments
		1 - 2 - 3 - 4 - 5	

4. Write a Report

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
- 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.useit.com/papers/heuristic/severityrating.html>).
- insights of pros and cons of heuristic evaluations

Submission:

- Submit the solution using Uniworx. Your file has to be a PDF and has to be named in the following scheme: exercise2-<cip-Kennung>.pdf
- **Deadline:** 23.05.2011, 12:00 (noon).