Evaluation I

User Experience Design I (Interaction Design)
SoSe 2018

Evaluation I

Goals for Today:

1. Get familiar with a common usability method:
   Nielsens‘ 10 heuristics
2. Conduct and document a heuristic evaluation
3. Reflect

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Exam

Date: Tuesday 17.07.2018

Time: 12:00 - 14:00

Location: N120 (big physics lab in the main building)

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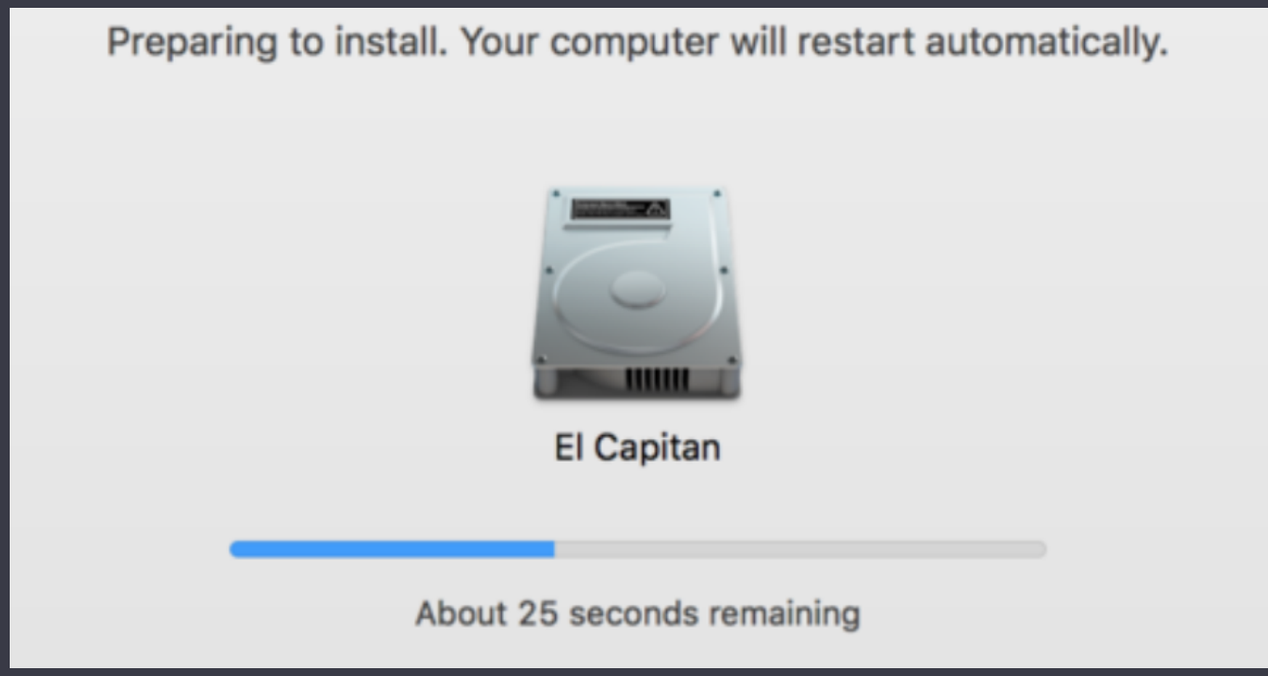
Evaluation I

01. VISIBILITY OF SYSTEM STATUS

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



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02. MATCH BETWEEN SYSTEM AND THE REAL WORLD

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

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03. USER CONTROL AND FREEDOM

Users often choose system functions by mistake and will need a clearly marked „emergency exit“ to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

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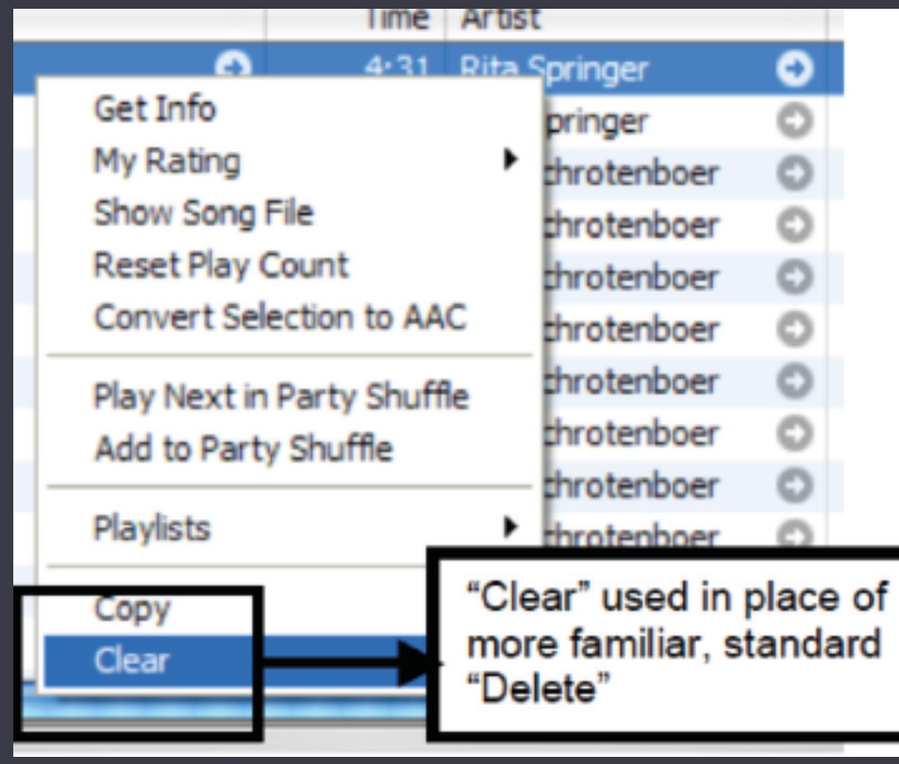
04. CONSISTENCY AND STANDARDS

Users should not have to wonder whether different words, situations, or actions mean the same thing.



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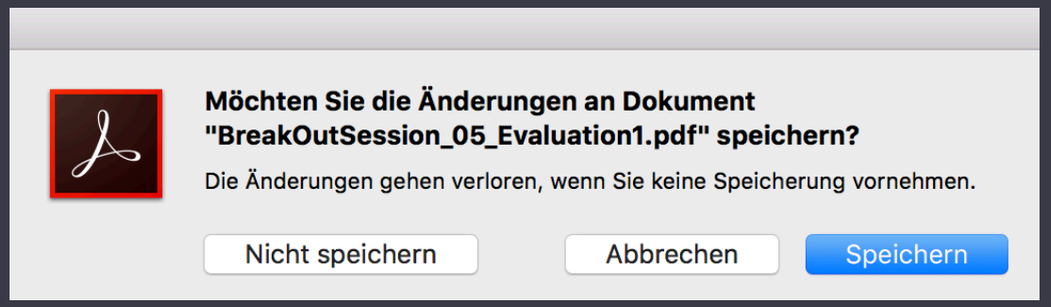
05. ERROR PREVENTION

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.



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06. RECOGNITION RATHER THAN RECALL

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

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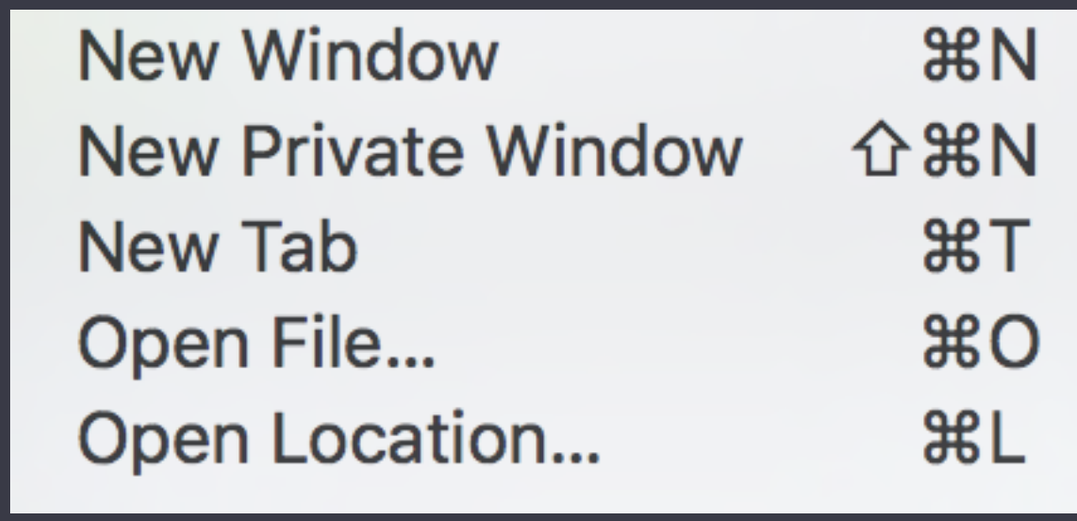
07. FLEXIBILITY AND EFFICIENCY OF USE

Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.



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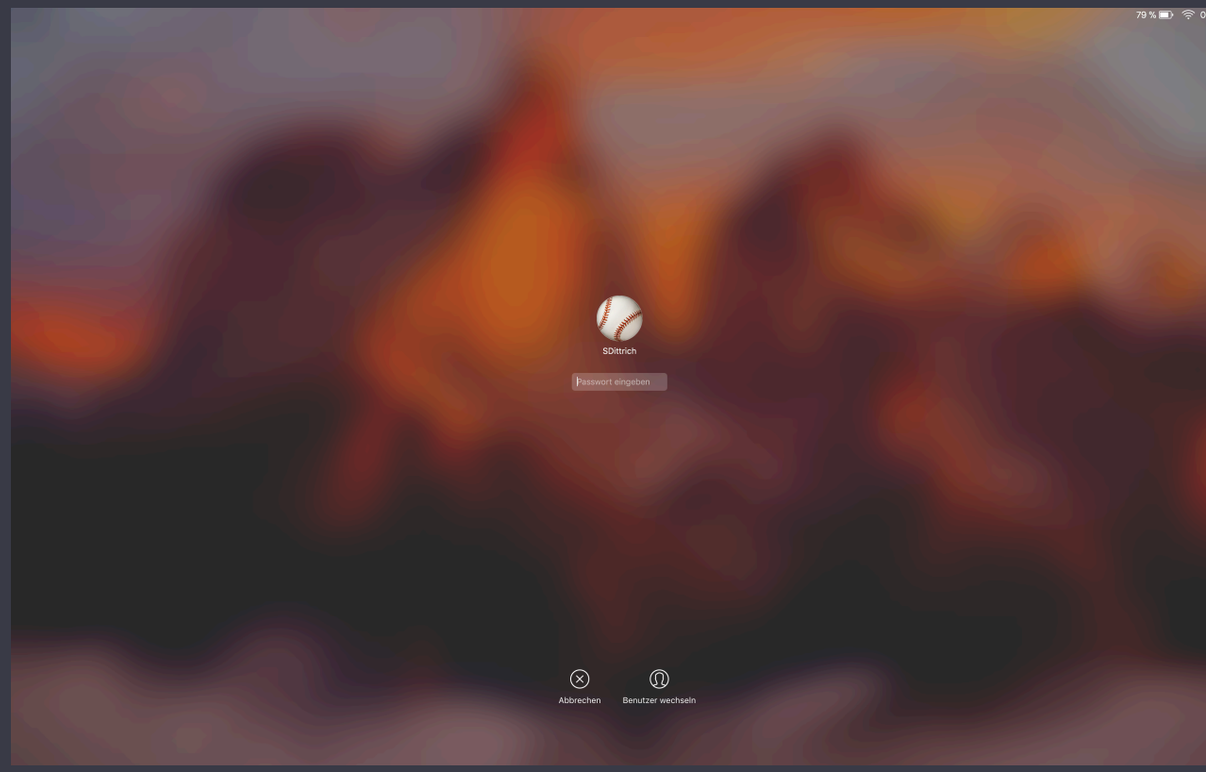
08. AESTHETIC AND MINIMALIST DESIGN

Interfaces should not contain information which is irrelevant or rarely needed. Every extra unit of information competes with the relevant units of information and diminishes their relative visibility.



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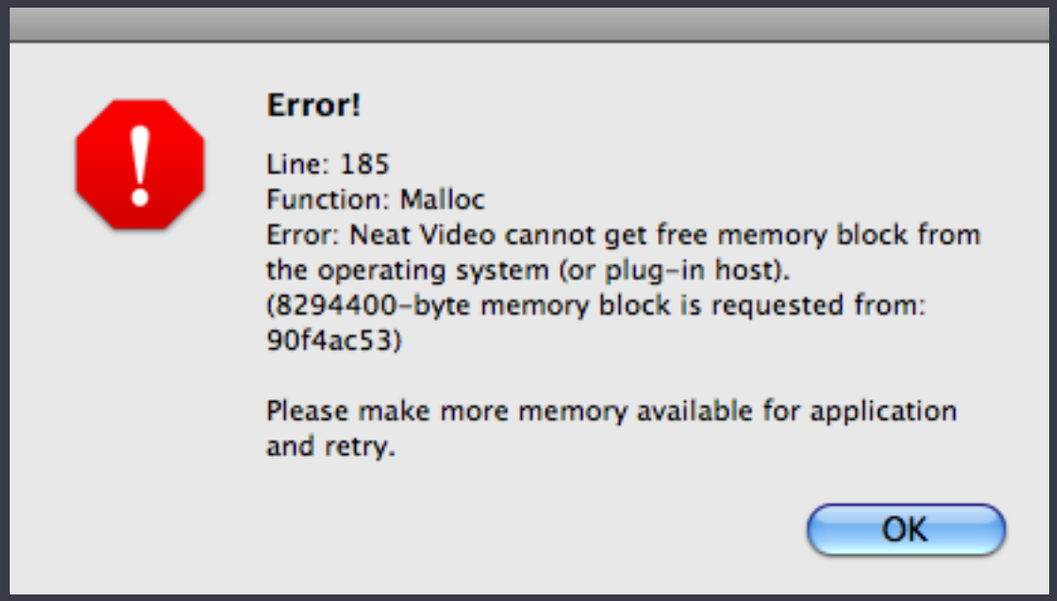
09. HELP USERS RECOGNIZE, DIAGNOSE, AND RECOVER FROM ERRORS

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.



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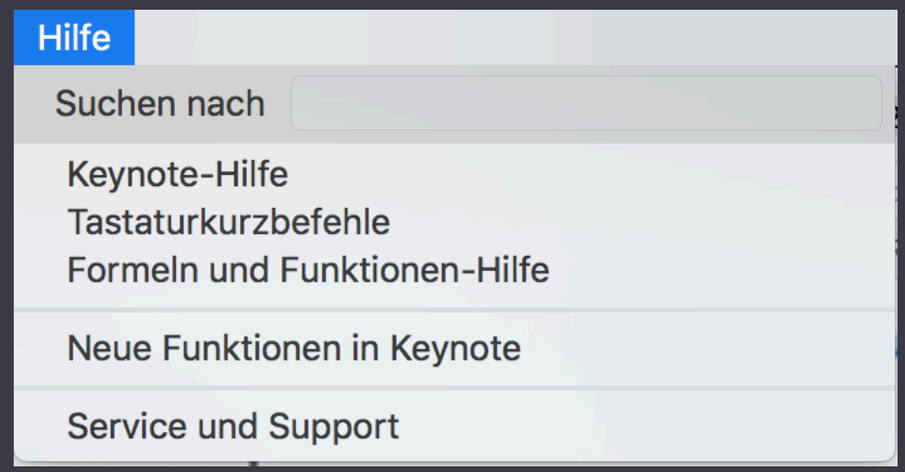
10. HELP AND DOCUMENTATION

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.



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01. Visibility of system status

02. Match between system and the real world

03. User control and freedom

04. Consistency and standards

05. Error prevention

06. Recognition rather than recall

07. Flexibility and efficiency of use

08. Aesthetic and minimalist design

09. Help users recognize, diagnose, and recover from errors

10. Help and documentation

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Evaluation I

Evaluate your Prototypes

1. BRIEFING Introduce scenario

2. EVALUATE
Each evaluator goes through the interface at least twice (1) get a overview, (2) focus on heuristics and document usability issues.

3. DEBRIEFING
Compare and discuss findings in focus group

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Evaluate your Prototypes

Rate Errors on severity scale and contributing factors

- Cosmetic: no need to be fixed
- Minor: needs fixing but low priority
- Major: needs fixing and high priority
- Catastrophic: imperative to fix

- Frequency: How common?
- Impact: How hard to overcome?
- Persistence: How often to overcome?

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TODO

TASK TODAY:
Exchange to other groups and evaluate each others prototypes (every group has to document their findings conducted by the evaluator)

HOMEWORK:
Conduct your findings (heuristics and severity scale) and talk about improvements (presentation next break out session)

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