

Name(s)

Activity 6: Usability Evaluation

In the previous activity, you've created some sketches for a website for outsourcing chores that have to be done at the STAMP, such as delivering letters and withdrawing cash. Now, take off your designer's hat and put on the hat of a usability expert.



1. Cognitive Walkthrough

To run a cognitive walkthrough, you need to first describe three things: interface, users, and task. In this case, the interface description is simply your design sketch and the users are students. Briefly describe the task supported by the UI in your sketch. If possible, break it down into a sequence of actions.

After writing down an action sequence, run a cognitive walkthrough by answering the four cognitive questions for each action in the sequence. (Fill in yes or no)

	1	2	3	4				
Know the action?								
See the control?								
Understand the control?								
See the feedback?								

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2. Heuristic Evaluation

Practice carrying out a heuristic evaluation on a website: <http://www.chess.co.nz/>. Try to place an order for a chessboard (without really purchasing it). Record the usability problems you encounter. Name the usability heuristic that is violated (refer to the table below). For each violation, indicate its severity level (cosmetic, minor, major, or catastrophic).

Nielsen's 10 principles	Shneiderman's 8 golden rules
<ol style="list-style-type: none">1. Visibility of system status2. Match between system and the real world3. User control and freedom4. Consistency and standards5. Error prevention6. Recognition rather than recall7. Flexibility and efficiency of use8. Aesthetic and minimalist design9. Help users recognize, diagnose, and recover from errors10. Help and documentation	<ol style="list-style-type: none">1. Consistency2. Shortcuts3. Feedback4. Dialog closure5. Simple error handling6. Reversible actions7. Put user in control8. Reduce short-term memory