

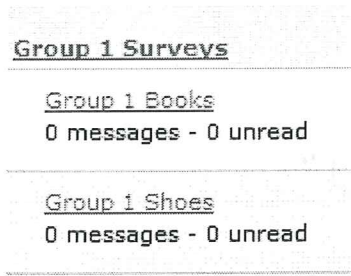
HCI Homework 3 - Part 2

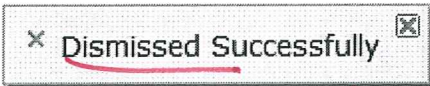
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Number: 6	Problem/Good: Problem
Name: Top navigation bar changes	
Evidence: Heuristic: Recognition rather than recall Interface: Logged into the D2L site, the top navigational bar.	
 Main D2L page  Class page	
Explanation: The top navigation bar changes from the main D2L page going to a class page. This can be confusing to users who might expect this navigation bar to stay the same throughout navigating the site.	
Severity Rating: 1 – Cosmetic problem Justification (Frequency, Impact, Persistence): Frequency: Any time when navigating from the main D2L page to a class page, or vice versa. Impact: No functional impact, only effects page layout Persistence: Low – once the user knows this change happens, he/she will accommodate.	
Because this rating is a positive usability rating, there is no severity rating.	
Possible solution and/or trade-offs: In the very least, leave “My Home”, “Calendar”, and “FAQ” in the original positions and append the new links that appear when going to a class page after those as to not move them around.	

Number: 7	Problem/Good: Problem
Name: Saving a file via right click menu	
Evidence: Heuristic: Flexibility and efficiency of use Interface: Downloadable files under course content Course Content Search For: Search Module 1: General Information A Syllabus	
Explanation: Right click and "Save Link as.." on file saves an HTML page instead of the file. This way is shorter than clicking the link, the page loading, then clicking a button to download the file.	
Severity Rating: 2 - minor Justification (Frequency, Impact, Persistence): Frequency: All downloads file under Course Content Impact: Medium – a user may find this functionality annoying, but then switch to just clicking the link Persistence: Low – a user may try this the first time and then accommodate, but many users are sure to try downloading in this way.	
Possible solution and/or trade-offs: Correct the page so that a user familiar with this common interface may download a file in this way.	

I'm having trouble thinking, right offhand,
 what they could've done to make it
 save the html instead of the file in
 the first place.

Number: 8	Problem/Good: Problem
Name: Redundant information about messages	
Evidence: Heuristic: Aesthetic and minimalist design Interface: Class discussion boards – Forums and Topics List  The screenshot shows a forum interface with two sections: 'Group 1 Surveys' and 'Group 1 Shoes'. Each section has a sub-section 'Group 1 Books' and 'Group 1 Shoes' respectively, both showing '0 messages - 0 unread'. A red arrow points to the '0 unread' text, indicating it is redundant information.	
Explanation: If there are no messages under a given forum, it can be assumed that there are 0 unread messages. 😊	
Severity Rating: 1 – Cosmetic problem Justification (Frequency, Impact, Persistence): Frequency: Anytime a forum has 0 messages Impact: Low – only an annoyance as it supplies redundant information Persistence: Low – a user will accommodate and may not even notice	
Possible solution and/or trade-offs: Do not show the number of unread messages when there are no messages.	

Number: 9	Problem/Good: Problem
Name: Deleting a News post	
Evidence: Heuristic: Help users recognize, diagnose, and recover from errors Interface: On the News feed, after clicking the X on a post, the post is deleted and this above box pops up in the lower right corner.	
 <i>interesting word choice, too - not "deleted"</i>	
Explanation: If the user accidentally presses the X on post, a message displays that the post was deleted successfully, but there is not a clear way to revert this decision.	
Severity Rating: 2 – Minor problem Justification (Frequency, Impact, Persistence): Frequency: Not often, only when a post is deleted accidentally or if a user may want to view historical posts. Impact: Does well to inform the user of the deletion, but there is no way to revert. Persistence: Medium – if the user does not regularly delete news feeds, then it may not be a problem, however, if a post is deleted accidentally, it is more of a burden on the user as the post is gone.	
Possible solution and/or trade-offs: Include a link within the box to revert the decision in case the user wishes to do so. A page with historical news posts would also be useful.	

, yeah just undo

would take care of it

Number: 10	Problem/Good: Problem
Name: FAQ link disappears when going to a class page	
Evidence: Heuristic: Help and documentation Interface: The top navigation bar when logged into D2L.  Main D2L page  Class page	
<i>really similar to #6, but ok</i>	
Explanation: The FAQ link on the navigational bar disappears when going to a class page, making it less easier for a user to know where to access help resources.	
Severity Rating: Justification (Frequency, Impact, Persistence): Frequency: All the time Impact: Low – no functionality is broken in the website, it is only an annoyance to the user Persistence: Medium – at first, a user may not know where the FAQ pages went to, but after a while, a user would know to go back to the main D2L page to access this section.	
Possible solution and/or trade-offs: Change the navigational bar so that FAQ persists throughout page navigations.	