

HCI Homework 3

Heuristic Evaluation

Evaluate the D2L site at <https://elearn.etsu.edu>. You may cover information from any and all pages (initial page, login, courses, customization, announcements, course documents, staff information, discussion forums, dropbox, etc.)

I have enabled some features such as the discussion forum, the dropbox, and a fake quiz so that you can try them out for this assignment. Please let me know if there are other features of D2L that you need access to.

Deliverables

To be emailed to keup@etsu.edu by 7:00 pm on March 15th and March 29th. (In 2 files, not 10 please!)

1. At least ten (10) usability issues – 5 each per due date - found on the D2L site based on the Nielsen heuristics and/or Shneiderman's Eight Golden Rules. Up to two of them may be positive comments on things D2L does well. You may also include other more specific guidelines if it helps you to support your statements.
2. Thorough documentation - including screenshot(s) - of each issue. Please use the template that is provided below and on D2L.

Number:	Problem/Good: <say which>
Name: <Succinct but descriptive name for the problem or good aspect>	
Evidence: Heuristic: <name of the heuristic> Interface: <Include relevant facts about the interface. In addition to interface facts, pictures are almost always necessary and usually faster to produce than words alone, unless you are very skilled at providing word pictures>	
Explanation: <Your explanation about how the heuristic is met or violated. If applying the heuristic involves making claims about the user (e.g., what the user will or will not be familiar with), include claims and any evidence/reasoning to support those claims. Explanations such as, "The [expert, novice] user will probably...because..." or "Users will be unlikely to....because..." are appropriate here>	
Severity Rating: <number + description> Justification (Frequency, Impact, Persistence): Frequency: Impact: Persistence: <Justify your numerical rating by providing your assessment and reasoning about all of the following: frequency, impact, and persistence, and how you weighed these factors in your overall severity rating. If this is good, then Rating is "NA" >	
Possible solution and/or trade-offs: < If a problem, propose a possible solution. You MUST include trade-offs to be credible. If you can't think of some bad trade-off, say so. If a good aspect, then trade-offs also are appropriate >	