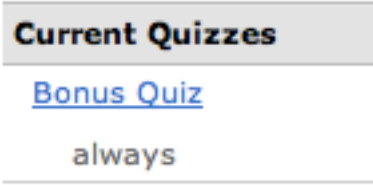
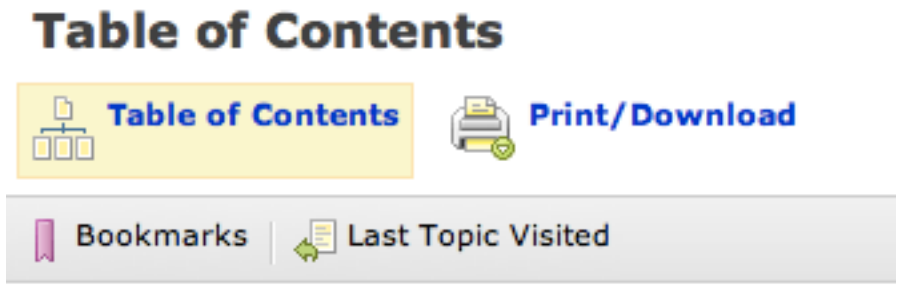


HCI Homework 3

Number: 1	Problem/Good: Good
Name: eLearn custom error pages are displayed	
Evidence: Heuristic: Visibility of system status Interface: eLearn displays a custom error page when a page that does not exist with the site is accessed. To make this page appear, part of the URL was changed to attempt to access a page that does not exist.	
Explanation: The custom error page tells the user and is a little more descriptive than a usual 404 page. An expert user will notice that a custom error page is being displayed, which would indicate that the webserver is online and working.	
Severity Rating: Justification (Frequency, Impact, Persistence): Frequency: N/A Impact: N/A Persistence: N/A Because this rating is a positive usability rating, there is no severity rating.	
Possible solution and/or trade-offs: None	

Number: 2	Problem/Good: Problem
Name: Bonus Quiz always..?	
Evidence: Heuristic: Match between system and the real world Interface: On the Assessments page, the “always” below the Bonus Quiz link. 	
Explanation: It is not clear what “always” means. One may assume that it has to do with how long the assessment will be active, but given that there are no other quizzes listed or no other quizzes that have ending times, it is not obvious.	
Severity Rating: 2 – Minor problem Justification (Frequency, Impact, Persistence): Frequency: Any time a quiz has no ending date Impact: No functional impact Persistence: As long as a quiz remains active indefinitely, the issue remains	
Possible solution and/or trade-offs: Simply adding “time left: “ in front of the “always” would suffice to inform the user how long the assessment will be active.	

Number: 3	Problem/Good: Problem
Name: No “Reset To Default” option	
Evidence: Heuristic: User control and freedom Interface:	
	
Explanation: For Discussion Settings, there is no “reset to default” option. This possible action allows the user to change all discussion settings back to a default setting, allowing the user to change and test new settings as needed.	
Severity Rating: 2 – Minor problem Justification (Frequency, Impact, Persistence): Frequency: Not often, as a user does not often reset to defaults unless testing different configurations or starting over from scratch. Impact: User can feel more free to change settings if he/she knows that going back is easy Persistence: Any occasion when a user would be changing discussion settings and might want to revert changes	
Possible solution and/or trade-offs: Add a “Reset to Defaults” button that would reset all checkboxes, radioboxes, and textboxes back to a default value. A trade-off may be if a user cannot change his/her default settings, then any previous settings a user has made would still be erased as well.	

Number: 4	Problem/Good: Problem
Name: Bookmarks	
Evidence: Heuristic: Consistency and standards Interface: The Bookmarks button under the Table of Contents body section. 	
Explanation: This Bookmarks button may be confused with browser bookmarks.	
Severity Rating: 1 Justification (Frequency, Impact, Persistence): Frequency: Any occurrence of a user confusing this Bookmark for browser bookmarks Impact: No function impact; the user would realize Bookmarks means something other than browser bookmarks Persistence: Always	
Possible solution and/or trade-offs: Though Bookmarks may be a good name for something that saves different topics on the page where online school reading material is located, another name would separate it from browser bookmarks. The trade-off of doing that now would be that some people already know what these Bookmarks are and renaming it may cause confusion as well.	

Number: 5	Problem/Good: Good
Name: No errors found!	
Evidence: Heuristic: Error prevention Interface: No unexpected errors were found within testing of the site.	
Explanation: No unexpected errors showed up when testing the site. Expected errors such as uploading at least one file to a dropbox appears when a user has not selected a file to be uploaded, but it does not hinder functionality of the site – only enforces that the user submit at least one file to the dropbox.	
Severity Rating: N/A Justification (Frequency, Impact, Persistence): Frequency: Impact: Persistence:	
Possible solution and/or trade-offs: Keep errors as low as possible and always program to accommodate for errors.	