

## Evaluating Interactive Systems

### Mark the following statements as True or False

	Statement	True/False
1	System testers and designers should not be the same people.	
2	To balance intelligent software with user control, it is important to give users a way to opt out.	
3	“Visibility of system status” is one of Nielsen’s 10 principles for heuristic evaluation. It is closely related to the concept of the gulf of execution.	
4	While conducting a formative evaluation, it is important to intervene and guide the participant while he/she is performing a task specified.	
5	Summative evaluations are suitable for already completed products while formative evaluations are suitable to be conducted during the design of a product.	

### Fill-in the blanks with the most suitable answer

1. If you are having two different versions of a software application, \_\_\_\_\_ is useful for selecting which version of the software you should roll out.
2. \_\_\_\_\_ is a description of a general or specific task given to users to perform a walk-through.
3. Discount evaluation is also known as \_\_\_\_\_.
4. Nielsen’s heuristic \_\_\_\_\_ is related to a well-known psychological fact stating that humans can recognise better than they can recall.
5. Through a formative study, we can mainly identify \_\_\_\_\_, which refers to any friction in the user’s interaction with an interface.

## Among the multiple options given, choose the correct answer(s) to the questions asked

1. Which of the following Nielsen's heuristics is supported by having keyboard shortcuts for frequently used actions in an application?
  - A. Consistency and standards
  - B. Flexibility and efficiency
  - C. Visibility of system status
  - D. User control and freedom
  - E. Memory
  
2. Which of the following Nielsen's heuristics is violated by having too many less important controls in an interface?
  - A. Visibility of system status
  - B. Consistency and standards
  - C. Aesthetic and minimalist design
  - D. Error prevention
  - E. Flexibility and efficiency

## Essay question

Consider the following task scenario.

The user is a bachelor student at EPFL. She is interested in applying for a master's degree program in Computer Science at Georgia Tech and University of Washington. She is looking for a place on the website to start the application procedure.

Suppose the user has easily found the home pages of these two universities. However, she decides to use the browsing feature to go to the application page from the home page.

### Part 1

Convert the above scenario into a test, defining any prerequisites, the successful completion criteria, and the maximum time taken to complete the task.

## Part 2

Recruit a user and ask him or her to perform this user testing procedure. After the user has finished the test, write a short report demonstrating the usability of these two websites in terms of how long it takes for a user to complete his/her tasks, how many clicks users need to do on each website, and whether there are any errors (users need to backtrack to a previous page).

Discuss the design of the two websites and provide some suggestions for improvement.