02JSKOV - HUMAN COMPUTER INTERACTION

LAB 5 - HEURISTIC EVALUATION

This lab concludes the work needed for Milestone 3 (M3), by asking you to conduct a heuristic evaluation of another team's wireframe (and receive an evaluation of your prototype). As always, the lab should be completed as a group. Please, read the **entire** document in advance, before starting the lab. Results of these activities will be submitted as part of M3. The milestone needs to be submitted by December 2, 2020 in the M3 folder on the GitHub repository assigned to your group, by following the [Markdown template](#) available in the course website.

A. ORGANIZATION

To successfully complete this lab, split your group: two team members will act as **evaluators** for another team's project (see "B" below), while the other two will support the evaluation of your project (see "C" below). Those last two members should know the flow of your prototype ahead of the evaluation and optionally prepare a few tasks for the evaluator.

In particular, they should choose a specific role:

- **Facilitator**: this group member will greet the evaluator, explain how the session works, and provide the evaluator with a brief introduction to the prototype. Once the evaluation session starts, the facilitator will observe and will intervene in case of technical problems or questions.

- **Observer**: this member will act as an observer, taking notes/pictures of what happens. 3-person groups can have the facilitator doing also this role.

Since two team members act as evaluators for another project and two work as facilitator/observer, the activities reported in this lab can be easily performed in parallel.

To get started, find another group to meet with during the lab hours (or after, if you do not finish) and ask them for their group/project name and their project description.

B. PERFORM A HEURISTIC EVALUATION

The two evaluators will meet, **separately**, with the selected team and use their wireframe. Evaluators should write down as many usability problems as they observe (e.g., by using the materials provided by the selected team). The goal here is to help the other group, and to report possible problems to improve their project… so do not try to be "nice" by not reporting some issues.

Use [Nielsen's ten heuristics](#) as a guide for the evaluation and specify which heuristic(s) each problem is related to. If the evaluator comes across problems that are not strictly related to any particular heuristics, mark that "no heuristics" apply. Use [Nielsen's Severity Ratings for Usability Problems](#) to add a rating for each problem identified in your evaluation.

In addition to noting and writing usability problems in the wireframe, at the end of both evaluations, the evaluators must meet and agree on the identified problems and related ratings to provide a joint feedback.

Each evaluator is expected to spend about **10-20 minutes** to perform the evaluation of the wireframe.

C. RECEIVE THE HEURISTIC EVALUATION

Obviously, your team will receive feedback in one heuristic evaluation session from the two evaluators of another group, who is doing the previous step (B). For this lab (and for M3), two evaluations for the wireframe are *required*: if you can find more than two evaluators for your prototype, please do that.

Have a copy of Nielsen's heuristics and severity ratings ready for each evaluator and provide them with a template to fill out while conducting the evaluation, including both a space for noting usability problems and for reporting the joint feedback. An online spreadsheet (sample template, as a Google Sheet), shared with your team and the evaluators, could be the best way to ease the communication and collect the results. Please, notice that the sample template has two sheets/tabs in it, with the second sheet serving a single evaluator (so it can be duplicated or each evaluator can have its own separate spreadsheet).

After receiving all the evaluations, write down a list of potential changes that your group plans to implement. Justify each change by explaining which piece of feedback generates the particular change.