

## Heuristic Evaluation Report template

### 10 Heuristic Evaluation design principles from NN Groups

<p><b>#1: Visibility of System Status (2)</b> While registering for a course, I couldn't see information such as the books I needed for the course. This is an example of violating the "Visibility of System Status." The system should inform users like me of what's happening through appropriate feedback within a reasonable time.</p>	<p><b>#6: Recognition Rather than Recall (2)</b> When registering for courses, most classes tend to lack clear course descriptions. Some courses don't have a description at all. This violates the "recognition rather than recall principle because it burdens students to remember or infer what each course covers.</p>
<p><b>#2: Match Between System and the Real World (2)</b> Some course codes don't have descriptions when enrolling in courses. This makes it hard for users to understand what the course insights are.</p>	<p><b>#7: Flexibility and Efficiency of Use (2)</b> The site lacks keyboard shortcuts or accessibility features, making it less efficient for users who rely on keyboard navigation.</p>
<p><b>#3: User Control and Freedom (2)</b> I can submit a form or request, but there is no way to undo or revise it without contacting staff, causing frustration in case of errors.</p>	<p><b>#8: Aesthetic and Minimalist Design (1)</b> While navigating the tabs on the side, I felt like the tabs could be cleaner and organized differently. To improve the user experience, designers and developers should simplify the sidebar, removing unnecessary elements and ensuring that the essential tabs or options are well-organized and easily distinguishable.</p>
<p><b>#4: Consistency and Standards (2)</b> Different sections of the website use other structures, making it challenging for users to predict where to find specific information</p>	<p><b>#9: Help Users Recognize, Diagnose, and Recover from Errors (2)</b> When users encounter an error, the messages provided do not clearly explain the issue or suggest how to resolve it, leaving users frustrated and confused.</p>
<p><b>#5: Error Prevention (2)</b> I recently registered for a course I wasn't supposed to register for. The system should've told me that I don't have the courses required for the course I registered for.</p>	<p><b>#10: Help and Documentation (1)</b> Users can find understanding the rules and consequences challenging because the language is overly complex, and there are no clear examples or explanations.</p>

#### The server ranking of the usability problem:

- 0 – This is not a usability problem
- 1 - cosmetic problem
- 2 - minor usability problem
- 3 - major usability problem; important to fix
- 4 - usability catastrophe; imperative to fix

A website to be evaluated:

<https://my.mercer.edu/>

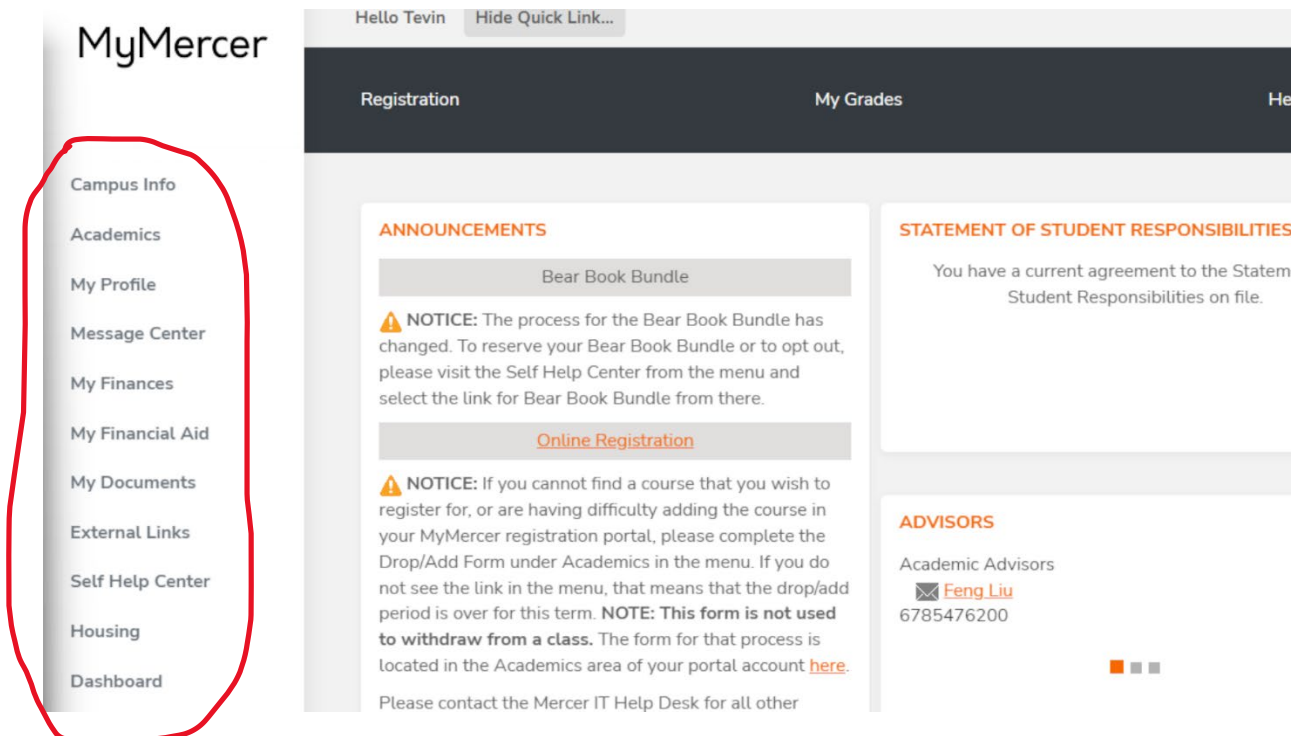
Task 1 to be completed:

<p><b>Negative findings:</b> The sidebar design is the negative finding that caught me the most. I believe the sidebar can be designed better and more comprehensively. Also, I don't particularly appreciate that I can register for any class even though I have to do the other courses before registering. The system should let me know I don't have the requirements for that course.</p>	<p><b>Positive findings:</b> The site has problems, but it is overall great. The design looks nice, and everything users need to find is there.</p>
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Screenshots:

- #3, #4, and #10 aren't technically a part of the website.

Sidebar design:



- The screenshot supports #8

I feel like the tab design can be simplified better. Most importantly, the academics tab can be smaller and split in half. This would make it easier for users to find what they are trying to get at.

## Registering Courses

The screenshot displays a web application for course registration. A modal window titled "Class Details for CPV INFM313. - Data Base Design and Data Processing II" is open over a search results page. The search results page shows a table of courses with columns for Add, Code, Title, Section, and a grid of details. The modal window provides specific information for the selected course.

**Class Details for CPV INFM313. - Data Base Design and Data Processing II**

**CPV INFM313. - Data Base Design and Data Processing II**

Course Description :

Section : 2W1R Credits : 3.0000

Class Start Date : 10/18/2023 Class End Date : 12/16/2023

Grading Scheme : Student's Choice Campus : RAC

Delivery Method : Online Building/Room : None

Add	Code	Title	Section										
	CPV BIOL105	Life Forms & Functions	2W1										
	CPV EDLS130	Language & Communication	2W1	No scheduled meetings	3.00	RAC	NA	NA	Brown, Jamie	Liberal Studies	Full	None	Distance Learning
	CPV LBST180	Academic Writing 2: Vocation & Values	2W2	No scheduled meetings	3.00	RAC	NA	NA	Robertson, Kristin	General Ed Course	Full	None	Distance Learning

Showing 1 to 10 of 234 entries

Please click the Register / Drop button to complete the registration process.

VIEW REGISTER / DROP

The user's requirements for the course should be shown when registering for classes. This would save them in the long run and keep them out of situations such as not having the correct amount of courses for the semester because they don't meet the requirements.

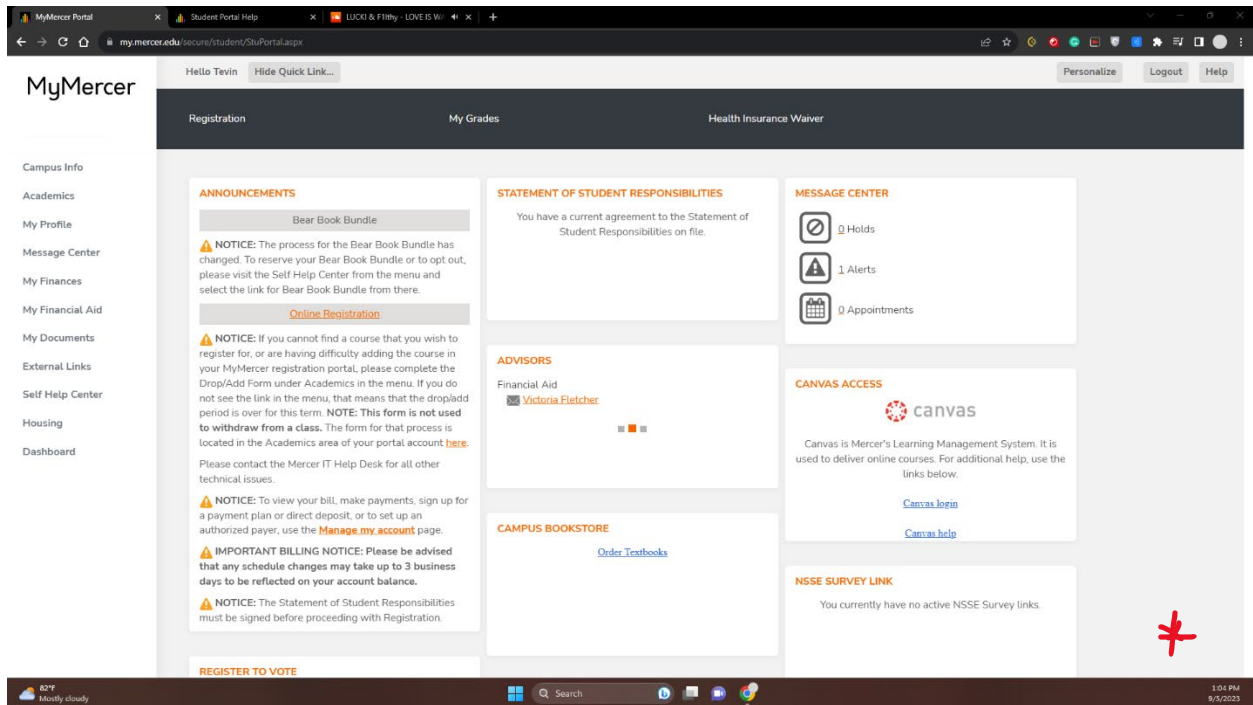
## What Should Pop Up

The screenshot displays the MyMercer Portal interface. A pop-up window titled "Class Details for CPV INFM313. - Data Base Design and Data Processing II" is open, showing course information such as Section (2W1R), Credits (3.0000), Class Start Date (10/18/2023), Class End Date (12/16/2023), Grading Scheme (Student's Choice), Campus (RAC), and Delivery Method (Online). Below the pop-up, a table lists courses with columns for Add, Code, Title, Section, and Credits. A red circle highlights a message box that reads: "\*You don't meet requirements for course please contact academic advisor".

Add	Code	Title	Section	Credits
	CPV BIOL105	Life Forms & Functions	2W1	
	CPV EDLS130	Language & Communication	2W1	No scheduled meetings 3.00
	CPV LBST180	Academic Writing 2: Vocation & Values	2W2	No scheduled meetings 3.00

- The screenshot supports #5 and #9

The site design is lovely and looks great.



- The screenshot supports #7 (shows lack of keyboard shortcuts)
- Everything besides what I spoke about is perfect on this site. I would redesign anything except the sidebar. The sidebar tabs have a lot of sidebar tabs you can click on. Simplifying the tabs by splitting them in half would make the website great.

# Class Details for CPV BIOL105. - Life Forms & Functions

## CPV BIOL105. - Life Forms & Functions

Course  
Description :

Section :	2W1	Credits :	3.0000
Class Start Date :	10/18/2023	Class End Date :	12/16/2023
Grading Scheme :	Non-Pass/Fail	Campus :	RAC
Delivery Method :	Online	Building/Room :	NA

- The screenshot supports #1, #2, #6

My NextLvL

## Heuristic Evaluation Report template

### 10 Heuristic Evaluation Design Principles from NN Groups

<p><b>#1: Visibility of System Status (3)</b> The site wouldn't let me edit my information. The system didn't tell me what was wrong and why I couldn't type in my allergy information.</p>	<p><b>#6: Recognition Rather than Recall (1)</b> I like that if I forget my password, the website can help me and send my email a temporary password.</p>
<p><b>#2: Match Between System and the Real World (3)</b> I expected to see a list of specific allergies that I could select rather than a generic allergy field. A drop-down menu with common allergy types makes it easier for users like me.</p>	<p><b>#7: Flexibility and Efficiency of Use (3)</b> The site shows no responsiveness when trying to edit the medication reminder. Fixing the responsiveness would help the flexibility and efficiency of site use.</p>
<p><b>#3: User Control and Freedom (3)</b> Allowing users to input "other" allergies is a good practice, as it accommodates less common allergies.</p>	<p><b>#8: Aesthetic and Minimalist Design (1)</b> The site's design is friendly and straightforward, keeping me intrigued. I clicked every tab and enjoyed the way everything looked.</p>
<p><b>#4: Consistency and Standards (3)</b> Modifying a doctor's appointment reminder should be intuitive and follow a consistent design pattern. Users should not struggle to understand how to make changes.</p>	<p><b>#9: Help Users Recognize, Diagnose, and Recover from Errors</b> The system should provide clear feedback, suggest alternative allergies, and explain how to proceed if I type in an allergy in the other line and it's wrong.</p>
<p><b>#5: Error Prevention (3)</b> While trying to change my allergy information, the system should provide clear feedback when a user makes an error or omission in their input.</p>	<p><b>#10: Help and Documentation (3)</b> While looking at the FAQ and finding a way to type in my allergy information, there was no help. Also, every link didn't work except how to set a reminder.</p>

#### The server ranking of the usability problem:

- 5 – This is not a usability problem
- 6 - cosmetic problem



- 7 - minor usability problem
- 8 - major usability problem; essential to fix
- 9 - usability catastrophe; imperative to fix

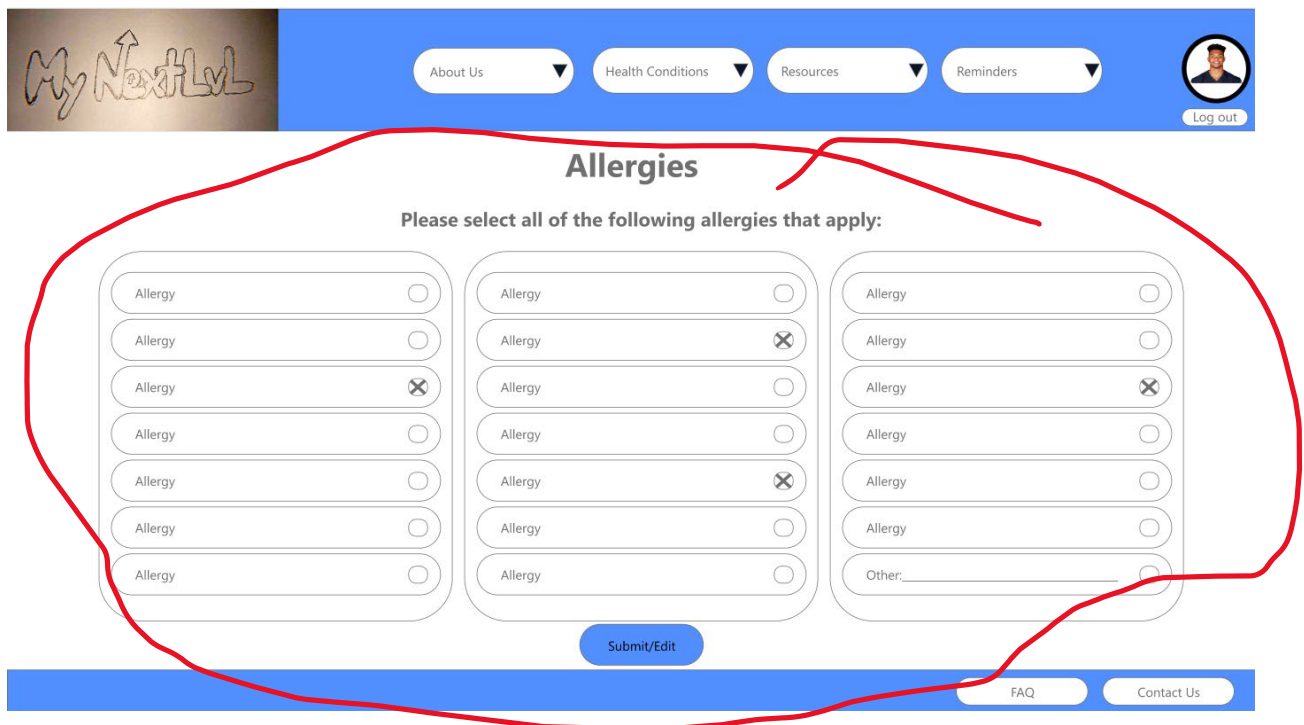
**A website to be evaluated:**

<https://xd.adobe.com/view/f73685b6-8497-4abc-a6b0-c994712f7ee9-a265/>

**Task1 to be completed:**

<p><b>Negative findings:</b> The website is good but has several major usability problems, such as being unable to type in my allergies. The error prevention wasn't there either. I should get feedback from the system when I spell an allergy wrong. The FAQ section needs to be better and give users more tips on how to do certain things.</p>	<p><b>Positive findings:</b> Beyond the errors with allergies and reminder tabs, the website looks great. I also liked getting a temporary password whenever I forgot it.</p>
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**Screenshots:**



- Screenshot supports: 1, 2, 3, 5, 9
- Different types of allergies should be there instead of "Allergy."

- The "Other" line must be responsive, allowing users to type in their allergies.
- A good thing to add is a drop-down menu where users can check off their allergies instead of having "allergy" in a list.
- While typing in "other," the system should give me clear feedback and hints of specific allergies close to what I'm typing.

The screenshot shows the 'MyNextLvl' website's 'Medication Refill Reminder' page. The header is blue with the logo on the left and navigation links: 'About Us', 'Health Conditions', 'Resources', and 'Reminders'. A user profile picture and 'Log out' button are on the right. The main content is divided into three sections: 'Set your reminder', 'Upcoming reminder', and 'Past reminder'. The 'Set your reminder' section has a 'Date' field with '01/01/22' and a calendar icon, a 'Medication' field with the text 'Please select your medication', and a blue 'Set' button. The 'Upcoming reminder' section shows 'Medication 1' with 'Date: 01/01/22 ... Time: 12:00 pm ...' and a blue 'Edit' button circled in red. The 'Past reminder' section shows 'Date: 08/01/22 ... Medication 1 ...'. The footer is blue with 'FAQ' and 'Contact Us' links.

- Screenshot supports #7
- The edit buttons must be responsive so users can edit their upcoming reminders.

## Frequently Asked Questions

Account Information	Website Information	My NextLvl Information
<p>How do I create an account?</p> <hr/> <p>How do I reset my password?</p> <hr/> <p>Can a minor use My NextLvl?</p>	<p>How do I use reminders?</p> <hr/> <p>How do I change languages?</p>	<p>Can I use My NextLvl anywhere?</p> <hr/> <p>Are the sources credible?</p>

- Screenshot supports #10
- Sites FAQs should be able to help users in all ways instead of just giving tips on using reminders.

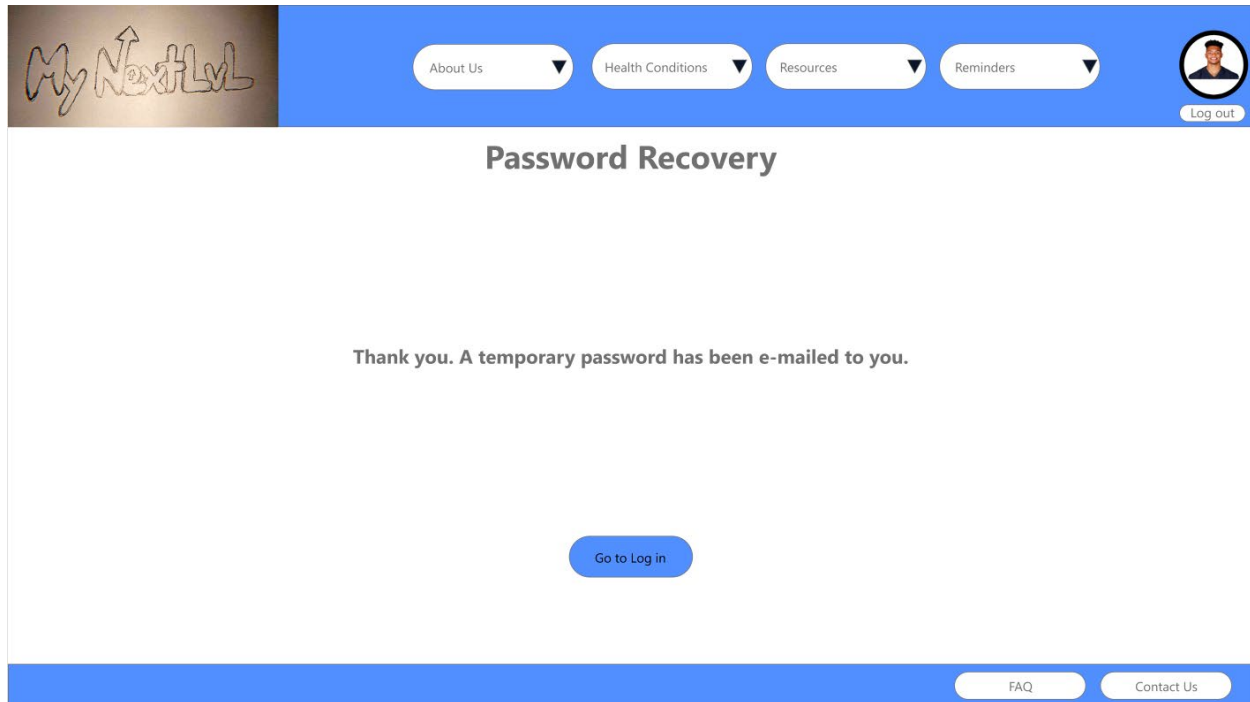
## Doctor Appointment Reminder

Set your reminder	Upcoming reminder
<p>Date: 01/01/22</p> <p>Time: 12:00 pm</p> <p>Doctor: Please select your doctor</p> <p><a href="#">Set</a></p>	<p>Doctor 1 Date: 01/01/22 ... Time: 12:00 pm ... <a href="#">Edit</a></p>
	<p>Past reminder</p> <p>Date: 08/01/22 ... Time: 12:00 pm ...</p>

- Screenshot supports #4
- While playing around with the Doctor's appointment reminder, I noticed certain areas were

not working, so I couldn't edit the reminder.

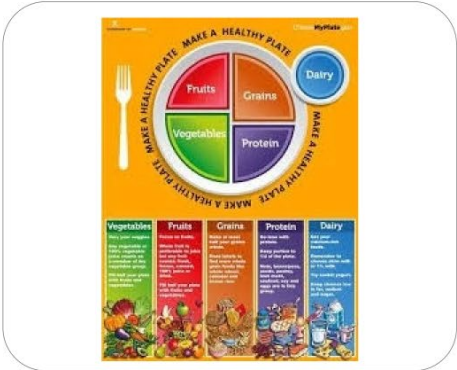
- Users should be able to see the steps when trying to edit the reminder.



- Screenshot supports #6
- I love the fact that the forgot password part of the site works. Many websites have unresponsive systems regarding getting back into your account.

# Welcome to My NextLvl

## My NextLvl News



## My NextLvl Events



- The screenshot supports #8
- I love how the website looks; the blue is excellent, and everything is simple.