



COMPSCI 708 – Hypermedia and Multimedia Systems
Third assignment – Evaluating your hypermedia App.
Out: Thursday 23rd March
Due: TBA
Worth 5% of final course grade

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To be announced. To use the Assignment drop box (ADB).

Aims:

- Learn how to perform a usability evaluation.
- Learn how to prepare questionnaires, tasks and use usability heuristics.
- Learn how to present gathered data concisely and write a report.

Assignment description:

This is a group assignment.

You should treat this assignment as if you were carrying out a real usability evaluation for a client. This means that you must make sure that the questionnaires used are adequate, that the gathered data is presented adequately and that the results are discussed in detail in your report. Reports should not be longer than 10 pages.

You need to first choose the type of usability evaluation your group will conduct: user testing, heuristic evaluation, or both. Your choice will need to be justified in your report. Whichever one you choose you will also need to use a questionnaire to be used by users/inspectors to provide their assessment. This questionnaire represents the means of gathering usability data about your application.

All groups will be involved in the assessment of other groups' projects; however, in addition, you can also obtain evaluations from friends/family/target audience. Below you'll find which groups assess which projects:

UPIs of those who will be users/inspectors	Groups being evaluated
rafr001, sdan017, tguo002, sidr001	2, 7
pjoh072, eleo006, vmad012, gnea005	1, 3
hpat052, sqin002, kson009, swan156	2, 4
hwu070, yyu038, zzho037, mann006	3, 10
pgea003, lhsi003, njav001, akak003	6, 11
zliu036, gmcc051, lng016, hpen009	5, 11
jrub001, asri004, bwar030, jwu080	1, 8
xyua008, tbur031, sgu005, chua031	7, 9
yjia031, mkum019, zluo006, zmen001	8, 10
cpat045, spod002, usch004, stse010	4, 9
awij004, lwu044, hzho021	5, 6

When preparing your questionnaire please keep it as brief as possible. No more than 10 questions should be asked. Your questionnaire should include the following:

1. Demographics questions, i.e. questions about the sample of users/inspectors evaluating your application. Examples of demographics data are gender, age group, previous experience with using computers/multimedia applications, familiarity with the application domain (e.g. content presented in your application).
2. In case of a user test: a set of tasks for the users to complete. These should require them to find some specific information or do a particular thing. **Do not** tell them the steps required to complete the task. Doing so defeats the whole purpose of setting a task.
3. In case of a heuristic evaluation: a set of heuristics and associated grading for inspectors to complete.
4. In either case it is useful if you provide users/inspector with a set of choices to be used as answers. For example, to provide a scale from 1 to 5, or from 0 to 3.
5. Refer to the User Interface Checklist (available from the course's assignments page) for ideas on good questions to ask. But the idea here is not to ask all these questions as they may not be all applicable to your project.
6. Allow space for the users/inspector to make their own comments for improvements and issues they did not understand.
7. If there is any background information you believe users/inspectors may need this needs to be provided before the evaluation starts. Once they are ready to start leave them alone with the questionnaire to complete it in their own time.
8. Collate your raw data and create useful summaries or graphs of this information (e.g. bar charts).
9. Your report must include:
 - A section explaining what was the type of evaluation you chose and describing how you assessed your application and why you decided to do it this way.
 - A summary and explanation of the data you collected. If you ignored some data, explain why, don't just leave it out.
 - A blank copy of the questionnaires you gave to the users/inspectors.
 - The originals (or photocopies) of the questionnaires the users filled out. i.e. the raw data.
 - A list of the aspects of your project which showed deficiencies - or areas which needed changing - based on the user testing/heuristic evaluation results.
 - A list of your group members' **individual** contribution to the assignment, i.e. who looked after what tasks.

You also need to hand-in the same peer-review forms used in assignments 1 and 2, and the journal entry forms. Both are available from the course assignments' Web page.

Assessment Criteria:

Your work will be marked on (out of 5):

- The quality of the questionnaire(s) used (2)
- The user testing method being clearly explained (1)
- Good, clear and concise summary of data and corresponding explanation of results (2)