CS 377E Spring 2016: Heuristic Evaluations

Instructor: James Landay, Julie Stanford, Jenny Mailhot

Revised Medium-fi Prototype & Usability Testing

Due Monday, 5/16 by 12:30pm

Overview

You will revise your med-fi prototype based on the heuristic evaluation results. Then you will conduct a formal usability study of your med-fi prototype or an med-fi experience prototype (your choice) with 3-6 people from your target user group. In class on Monday, you will present an overview of your testing and takeaways.

Interface Redesign

Use the results of the heuristic evaluation, your own knowledge, and feedback from the teaching team to update the design of your medium-fi prototype. At a minimum, fix all heuristic violations of severity level 3 or 4 in your design. If you are able, please fix any other violations (level 1 and 2) that are easy to fix.

You do not need to fix violations whose severity rankings your group disagrees with the evaluators on, but you must have a justification for why you decide not to address things.

If you are not sure how to respond to some of the feedback and/or need to make significant updates to address the feedback that you can't reasonably do in this short period, feel free to make an appointment with the teaching staff to for guidance.

Again, all of the underlying functionality does not have to work, so you can fake much of the output, but keep in mind you want to produce a prototype that would be **sufficient to carry out a usability test with target users** completing your tasks -- so the prototype should work at a level to support such a test. Your application should look and feel like what a final application running on your target platform (e.g., iPhone/Android/tablet/watch/Glass) would look and feel like. This interaction is much more important than underlying functionality or back end computation/scalability.

Multiple prototypes option

In some cases, it may make sense to split your prototype into multiple versions to test different tasks or different variations on the same task. For example, to facilitate branching, you might make 3 different Marvel prototypes that are not connected in order to test different workflows/tasks. Or, you might have two ideas about how to design a certain area and can create two prototypes to test in usability and compare.

Formal Usability Study

Run a formal usability study on your revised med-fi prototype, a med-fi experience prototype of your design idea, or a combination of the two. The study has several components:

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1. Test Plan & Discussion Guide

Make a plan for your test including goals, target subjects and recruiting strategy, and a discussion guide to be used for moderating the study. Refer to the sample discussion guide for an example of how to structure scenarios and questions.

2. Recruiting

The study must be run on 3-6 people in your target audience. We recommend being creative and following up on all leads. If you are struggling to recruit and do not have people booked by end of day Thursday, please reach out to the teaching team ASAP.

3. Detailed Results

Analyze your data and compiled the detailed results in a google doc including positive and negative findings/observations, quotes, and recommended solutions. Refer to the examples of user test summaries to see various formats for how documents like this might work.

3. Summary presentation

Prepare slides to present a brief overview of your prototype and your study results in class. You should cover the following in **five minutes**:

- The prototype you tested
- Overview of study goals and plan
- Top three findings from the study
- Next steps

4. New Project Name & Tagline

It's time to come up with a new project name that reflects your project's mission. For this milestone, come up with a new name and tagline (refer to the the CS194H projects page for examples). If later on, you'd like to revise your team name again, you are free to do so. This is meant to be a first iteration.

Resources & Examples

Below are linked pdfs, you can find the .docx versions <u>on the course website</u> (convenient for copy & pasting or editing your own version).

- User Test Summary 1 | 2 | 3
- **Discussion Guide**
- Participant Consent Form

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Deliverables

In your Drive folder, make a new folder called "Usability" and include the following:

- A doc containing the url for your new prototype
- Test Plan, including discussion guide
- Detailed Results
- Summary Presentation
- A doc containing your project name and a tagline for the website

Grading Criteria

- Appropriateness of medium-fi prototype revisions (20 points)
- Completeness of discussion guide (15 points)
- Testing with target user group (40 points)
- Quality of takeaways (20 points)
- New project name and tagline (5 points)