



Aalto University
School of Arts, Design
and Architecture

Reading material discussion Heuristic evaluations Sneak preview for week 6

MUO-E3055 Interaction Design (IxD)

9 February 2024

Antti Salovaara

MyCourses > Slides > 05b Expert evaluations.pdf

Contents of today

Reading material discussion

Heuristic evaluations

Sneak preview for week 6

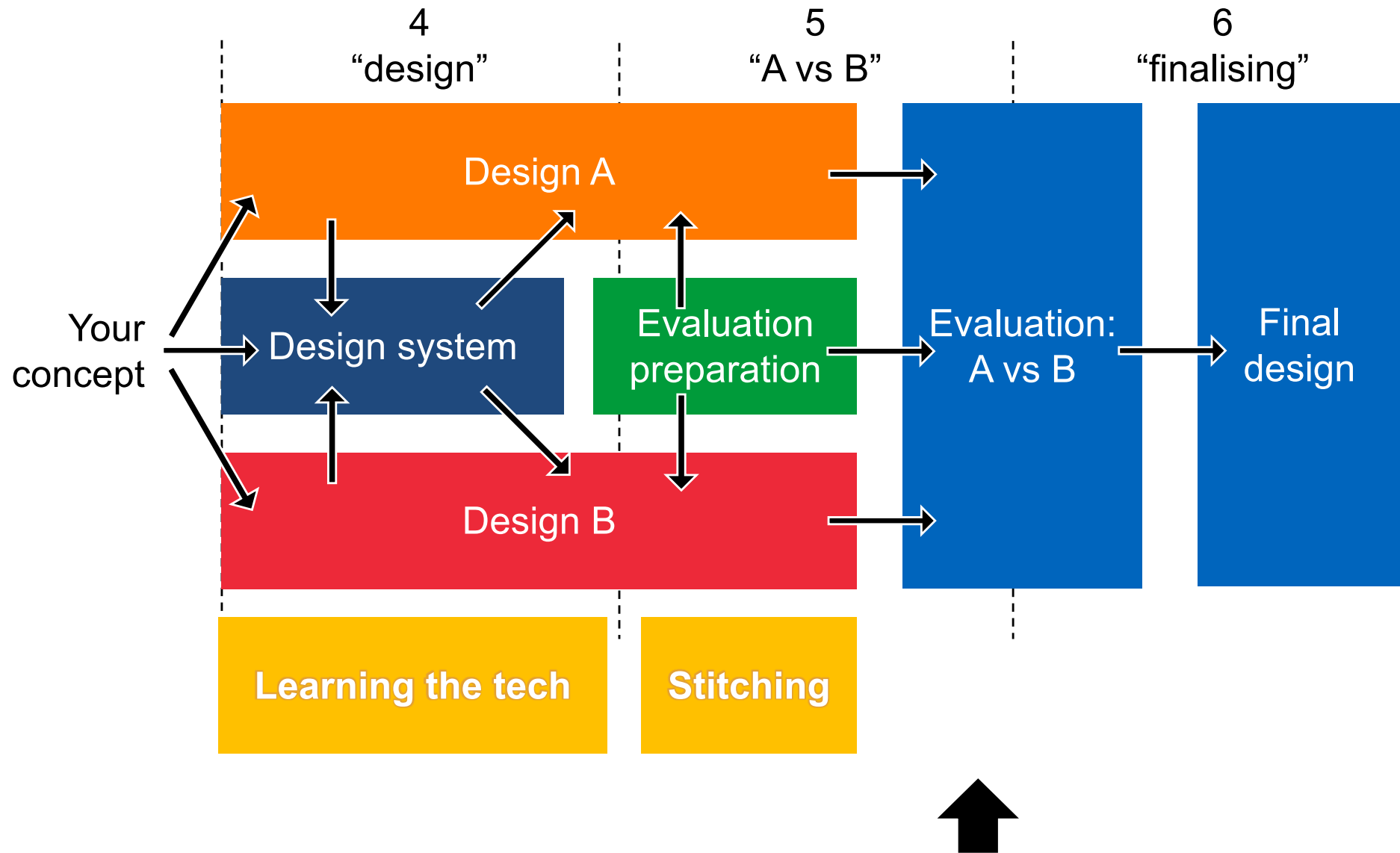
Evaluation status across groups

Which groups have completed the evaluations?

Which groups are finishing them before Monday?

Which groups will probably continue them next week?

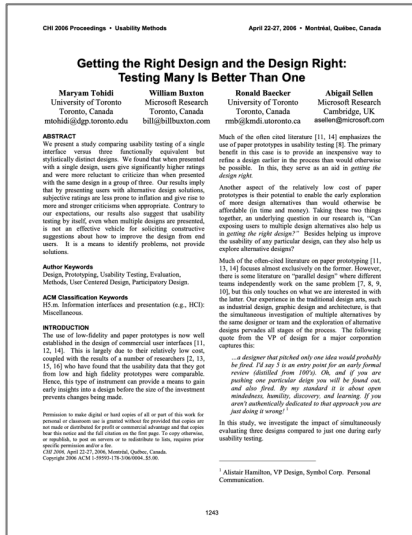
Weeks 4–6 in detail



Reading material discussion

13:00-13:45

Reading materials for week 5



Tohidi et al (CHI2006):

Getting the right design and the design right: Testing many is better than one

<https://dl.acm.org.libproxy.aalto.fi/doi/10.1145/1124772.1124960>



Goodman & Kuniavsky (2012):

Chapter 11: Usability tests

<https://pdfroom.com/books/observing-the-user-experience-second-edition-a-practitioners-guide-to-user-research/wW5mwke4gYo>

or

https://primo.aalto.fi/permalink/358AALTO_INST/ha1cg5/alma998568944406526

Quiz questions



1. In their study, Tohidi and her colleagues found that when users saw only one UI, they gave higher ratings to it compared to a situation where they saw the same interface alongside with two other UIs. How do Tohidi et al. explain this, or what do you think was the reason for this?



2. In their book chapter on usability tests, Goodman and Kuniavsky give a suggestion on what kind of participants are best for an evaluation. What kind of users do they suggest and what reason do they give for their opinion?



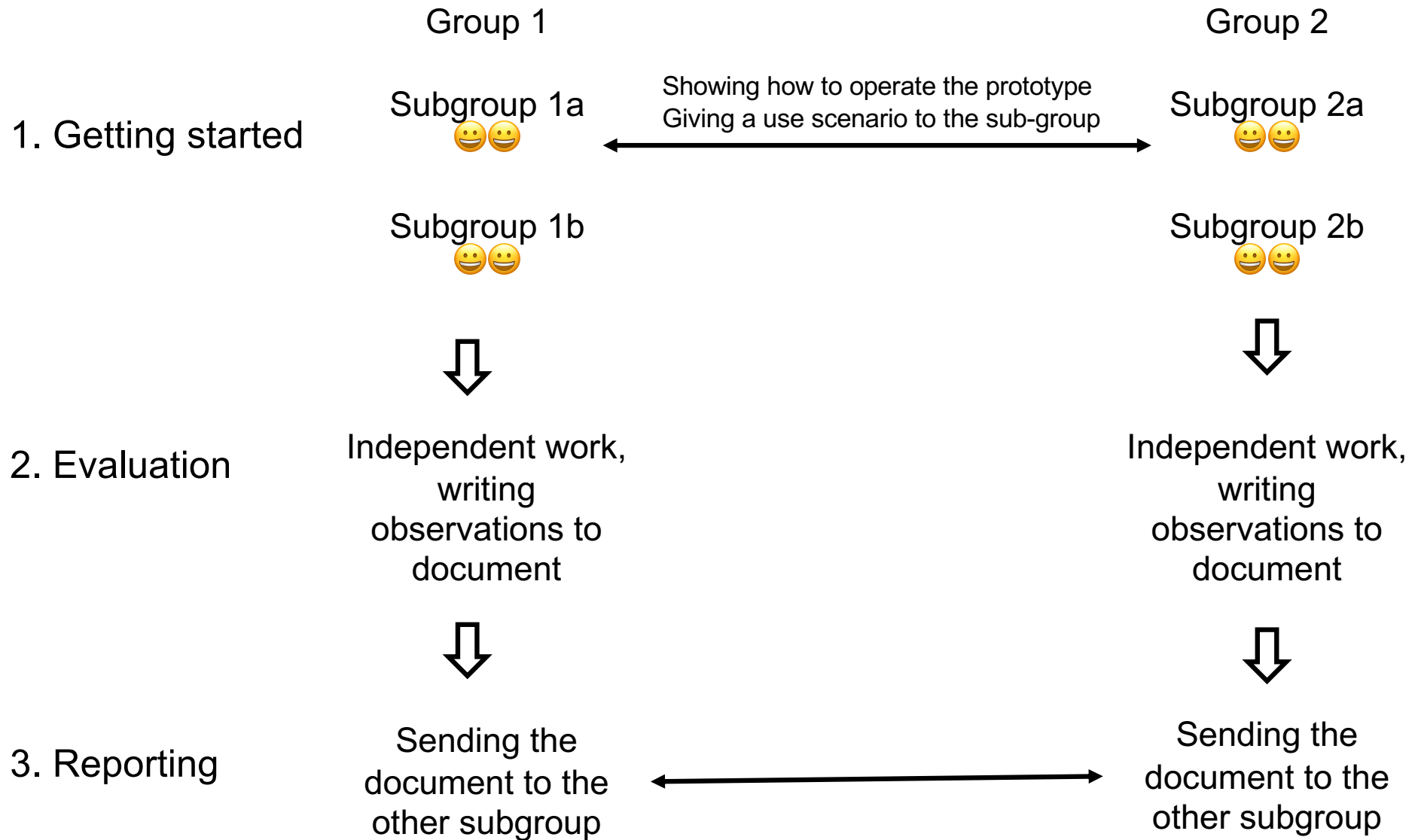
3. From Goodman and Kuniavsky's suggestions for opening (“Introduction”) part of a usability session, select one important issue that needs to be discussed, and explain why it is important.

Heuristic evaluations

14:00-15:15

Heuristic walkthrough evaluation

1. Divide your group in 2–3 person sub-teams
2. Find another sub-team who sits close to you
3. In these pairs of sub-teams:
 1. Present your usability test scenario
 2. Demonstrate how the prototype can be operated
 3. Share the prototype to the other team so that they can use it
4. In the sub-team, working on your own, carry out a heuristic walkthrough
 1. Download an evaluation template from <http://bit.ly/3JYLTsm>
 2. Select the usability heuristics that you will follow
 3. Following the usability test scenario, “walk through” the prototype
 4. Record usability/UX problems to the template
 5. Aim for 20 problems
5. At 16:00 latest, upload the evaluation report in PDF via MyCourses:
 1. Name the file with prototype’s name (such as “Reset.pdf”)
 2. <https://mycourses.aalto.fi/mod/publication/view.php?id=1159676>
 3. Note: all the files will be immediately visible to everyone



Usability criteria (Norman)

Use both knowledge in the world and in the head

Simplify the structure of tasks

Make things visible

Get the mappings right

Exploit the power of constraints

Design for error

When all else fails: Standardize!

“Seven principles for transforming difficult tasks into simple ones”;
Norman (1988). The psychology of everyday things.

Usability criteria (Nielsen)

Visibility of system status

Match between system and the real world

User control and freedom

Consistency and standards

Help users recognize, diagnose, and recover from errors

Error prevention

Recognition rather than recall

Flexibility and efficiency of use

Aesthetic and minimalist design

Help and documentation

"Usability heuristics"; Nielsen (1993). Usability engineering.

<https://www.nngroup.com/articles/ten-usability-heuristics/>

Usability criteria (Shneiderman)

Make it clear to user when the task is completed

1
Strive for consistency

2
Enable frequent users to use shortcuts

3
Offer informative feedback

4
Design dialog to yield closure

5
Offer simple error handling

6
Permit easy reversal of actions

7
Support internal locus of control

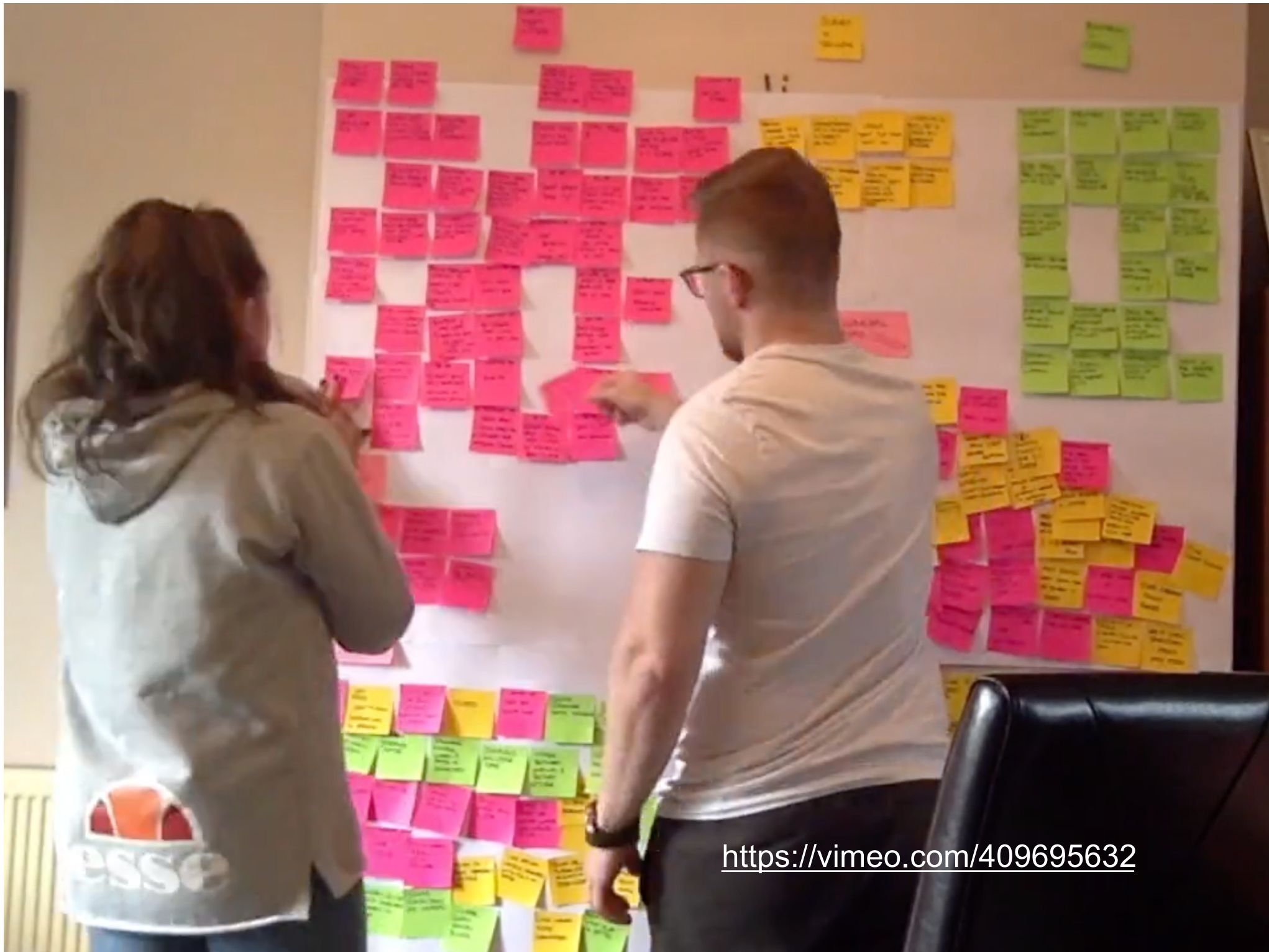
8
Reduce short-term memory load

Make the user feel certain that they are controlling the task, not the computer

"Eight golden rules"; Shneiderman (1988).
Designing the user interface.

Sneak preview for week 6

Affinity diagrams as a data analysis method



<https://vimeo.com/409695632>

Have a nice weekend!