

Human Computer Interaction

For this practice exercise you will evaluate an interface using Usability Heuristics. Complete all 4 sections to the best of your ability as this will help with the external assessment. Include examples of your answers (add screenshots). Choose one of the interfaces below:

- [Airbnb](#)
- [Vodafone](#)
- You can choose your own website to evaluate. The website should have the ability to sign up for an account to demonstrate error prevention and diagnose errors. Some NZ options could be:
 - [TradeMe](#)
 - [Autotrader](#)
 - [Seek](#)

Selected Interface:

1. What is the purpose of the interface

Provide an overall purpose of the interface and what the user is trying to achieve when interacting with the interface,.

2. Identify and describe at least four different usability heuristics. Use screenshots to illustrate your answer.

3. Using Nielsen's Heuristics evaluate the effectiveness of the interface. Use four or more heuristics to demonstrate your understanding. Illustrate with screenshots. I would recommend aesthetics, help and documentation

Explain how the interface has met or violated heuristics (At least 4 Usability Heuristics).

E.g. the usability heuristic has not been met because I noticed that when using the interface the user could.....this would mean....

4. Compare and contrast the interface to another interface?

Discuss how different factors of a user interface contribute to its usability by comparing and contrasting related interfaces. What are the differences between the two interfaces? Which interface is the easiest to use and why? Which do you prefer using and why?

5. What improvements would you recommend to improve the interface?

If you were designing an interface that could be used for the same task, but was better than both the interfaces you evaluated, which ideas would you take from each interface? Which ideas would you stay away from?

Hints for success

- Focus on writing about interface usability rather than just features. For example, a cell phone might have a fancy camera able to take very high resolution photos (a feature), but what we're interested in is how easy it actually is for somebody to take a photo with the camera (a usability factor), especially how easy it is to go

from having the phone in your pocket to getting the photo, or from taking the photo to sharing or printing it.

- If you struggle to complete the task with the interface, it is likely to be because the interface was not designed well. This gives you great material for an example of not meeting Usability Heuristics - look for the reasons why you had trouble.
- Choose an interface that you rarely/ never use, otherwise you may be blind to usability issues because you've got used to working with them!
- Write clearly and concisely about which Usability Heuristics have or have not been met. Provide an example, suggest some improvements and why