

Design Challenge - Redesign Option A

Example

*Some of these responses are drawn from previous HFID exam grading rubrics and some are inspired by student responses to similar questions in past HFID courses.

[Worksheet Part 1: The Design Brief.](#)

[Worksheet Part 2: Users and Values.](#)

[Worksheet Part 3: Heuristic Evaluation.](#)

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Worksheet Part 1: The Design Brief.

Simply state what you believe to be the goal of the system's original designers.

For <http://www.mysafecampus.com/>
(specifically the reporting subsystem)

The mysafecampus site will be a tool that lets you help make your campus a safer place. This confidential and anonymous system should make it easy to report and learn more about campus issues like harassment, theft, substance abuse, unsafe conditions, and more. The reports should inform the people within an institution who can take action (to prevent crimes and save lives).

Worksheet Part 2: Users and Values.

Before considering the working system, you should think about prospective users.

a. A user/scenario:

Bruce, a facilities worker at a big university, sees a drug deal occur underneath the track bleachers, and does not want it to happen again. He doesn't know the names of the students involved, though, nor who he should notify.

b. A user/scenario:

TJ was chasing Will, both sophomores on the football team at a small college, and they both used an old wooden railing to help them make a sharp turn. Unfortunately, the wood splintered so the railing is no longer structurally sound. They want to make sure this is fixed before someone gets a splinter or gets hurt worse, but they're afraid if they go directly to facilities, they'll be billed for the damage.

c. A user/scenario:

Patricia's friend Vicky, a sophomore at a medium-sized college, is being sexually harassed by her professor. Vicky doesn't want to do anything for fear of what will happen to her grade, but Patricia still wants to report it. She doesn't want to do anything that would get Vicky in trouble, so because this is such a delicate matter, she would like to make sure this process gets done discreetly.

Given what you understand from the design brief above and what you have described about the prospective users and context of use for this system, list key values that you believe any implementation must embody or communicate. In other words, "A system that effectively addresses user needs must be..." or "...must make the reporting party feel..."

d. Key values are:

A system that effectively addresses user needs must: maintain confidentiality when it is desired; have reasonable response time; make the reporting party feel safe; make the reporting party feel as if something useful will get done; allow the reporter to personalize the report around special needs or circumstances.

Worksheet Part 3: Heuristic Evaluation.

Conduct a heuristic evaluation of the site or app, focusing on the most significant issues. While you should avail yourself of the Nielsen heuristics as appropriate, you may also take into account the user needs/values that you listed above or other criteria you believe would be important to a successful design. Select the three most egregious (or serious) issues to describe below.

For each issue, list the heuristic or principle violated or the need that is unmet. Make it clear why the site does not satisfy the specified heuristic, principle, or need. Also list the severity of this violation using the same scale as for the in-class heuristic evaluation:

0. Don't think this is a usability problem.
1. Cosmetic problem
2. Minor usability problem
3. Major usability problem; important to fix
4. Usability catastrophe; imperative to fix

Severity 3

Heuristic

H7 Flexibility and Efficiency of Use

Why?

The drop-down menus create the need for a lot of small mouse movements between small targets. They make filling out the forms tedious, and they require a lot of fine motor control that you cannot do efficiently. I rated it a 3 because there are so many drop- down menus, so it is a frequent problem.

Severity 2

Heuristic

H4 consistency and standards

Why?

At first, I thought the “explain” button would ask me to explain the reason why I wanted to be anonymous, so I did not want to click it. Often in forms, they will use “explain” in that context, so I did not click the button at first, even though I was confused as to what the difference was between “completely anonymous” and “anonymous toward your institution”. It is more standard to just use a question mark icon. I rated it a 2 instead of a 1 because it actually gave me usability problems, but it’s a very quick fix, I would think.

Severity 2

Heuristic

H5 Error
prevention

Why?

The question “What is your relationship to the institution?” gives the choices “employee, student, faculty, parent or other”, so it would prevent errors if they made the answer a multiple choice one.

Worksheet Part 4: Redesign

Finally, pick two of the problems that you have identified with the site or app as implemented and provide redesigns that address them. You may find a sketch helpful in explaining. Attach files as you see necessary.

I would replace most of the required drop down menus with radio buttons. So I would replace the dropdown menus for these questions to radio buttons:

Do you wish to remain anonymous? (with "toward your institution" preselected)

Location (with "on campus" preselected, because I would think that's more common. I still don't understand how the off campus part works, though)

All the questions in "Incident Detail" ("no" is already preselected in this version, so I would have "no" preselected too) e.g.,: I would also make the question "What is your relationship to the institution?" have radio buttons for answers. These would eliminated one unnecessary click for each question (the click that makes the dropdown menu drop down) and eliminate some fine motor movement (from the first click to open the menu to move to the option you want). I would also change the text boxes for reporting names of individuals involved to just be one for each name, instead of separating the fields and creating more work for the user.