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Inclusion of the second s	STUDY C	Identify use hills	problems and make recommendations for how to fix these problems							
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6 19111020 Run deviding section - af evaluation collaborate to entablish complete list of problems	5	15/11/2020	Run evaluation and look for problems. Record all the issues in detail. Use Evaluation Checklist							
7 15111200 Use scoreard to prototion issues. 9 15111200 Put Agenter evaluation summary (associate with mecommendation) 9 15111200 Put Agenter evaluation summary (associate with mecommendation) 9 15111200 Put Agenter evaluation summary (associate with mecommendation) 9 Counter Forear Transaction 1 5 Main Moru 2 5 Counter Forear Transaction 3 6 Counter Forear Transaction 1 6 Counter Reverse Transaction 1 8 Accessibility 0 Forear Transaction Program Screen 1 8 Accessibility 0 6 Goal Goal 1 8 Help and Orboarding 1 8 Accessibility <tr< td=""><td>6</td><td>15/11/2020</td><td>Run debriefing session - all evaluators collaborate to establish complete list of problems.</td></tr<>	6	15/11/2020	Run debriefing session - all evaluators collaborate to establish complete list of problems.							
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g 19/10/20 Publicity Publicity SVALUATOR: D Publicity Publicity Publicity SVALUATOR: D Publicity Publicity Publicity SVALUATOR: D Publicity Publicity Publicity Statistics January Publicity Publicity Publicity Statistics January Publicity Publicity Publicity Publicity Statistics Statistics Publicity Publicity Publicity Publicity Statistics Publicity Publicity Publicity Pub	8	15/11/2020	Suggest potential solutions for these problems on the basis of the heuristics. (mark them on the web screenshots)							
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		HEURIST	IC EVALUATION RESULTS				HEURISTIC EVALUATION RESULTS RATING: 1- desent comply with the guideline, 0 - kind of complies													
		RATING: -1 - d	cesn't comply with the guideline, 0 - kind of complies, 1 - com	plies																
#	Review Checklist	Rating	Evaluator 1 - Aga Comments	Rating	Evaluator 2 - Jill Comments	Rating Comments														
1.1	DESIGN FOR USER EXPECTATIONS is system built with conventional UI patterns (menu, search,)?	1		1																
1.2	Are repeated navigation patterns consistently presented?	1		1																
1.4	Are recurrent functionalities consistently identified?	1		1																
1.5	Do system processes work in a similar way to their offline equivalents?																			
1.6	Are changes clearly announced before they take place? Are changes of context not unexpectedly triggered?	1		1																
1.8	Are labels or button misleading? Does system correctly anticipates and prompts for the user's	1	Yes, we have button to reverse the transaction,	1																
	probable next activity?	1	notifications have relevant CTAs, go back to the queue button after transaction is completed.																	
1.10	Are inactive menu items greyed out or omitted?	1	For example Confirm Lodgement is disabled when there is no data in the fields and total is 0.00																	
2	CLARITY Is language clear and easy to understand?	1		1		_														
2.2	Are labels clear and meaningful? Are icons meaningful?	1		1																
2.4	Do interactive elements have clear and visible focus states?	1		1																
2.6	Are means provided to jump straight to the main content?	1	Breadcrumbs, side menu	1																
2.7	Is information presented in a simple, natural and logical order? Are find/search results clear, useful and ranked by relevance?	1		1																
3	INNIMIZE UNNECESSARY COMPLEXITY AND COGNITIVE																			
3.1	Is unnecessary functionality, process steps and visual clutter removed?	1		1																
3.2	Is progressive disclosure used to hide advanced teatures? Are complicated processes broken down into multiple steps?	1		1																
3.4	Are UI elements prioritised using size, shape, colour, alignment and proximity?	1		1																
3.5	Has the number of screens required per task been minimised? Are the most frequently used features and functions close to the	1		1																
3.7	centre or the screen not in the tar set or right margins ? Is the navigation system broad and shallow (many items on a menu) realibre than deen (many menu levels)?	1		1																
3.8	The screen density is appropriate for the target users and their tasks?	1		1																
3.9	Does the layout help focus attention on what to do next? Is Fitts' Law followed (the distance between controls and the eize of	1		1																
3.10	the controls is appropriate, with size proportional to distance)? Does the system provide an example input for format-specific or	1		1																
3.11	complex information? EFFICIENCY AND TASK COMPLETION																			
4.1	Do users have access to quick links to common features/functions? Are there advanced features like the ability to delete multiple	1		1																
4.2	records? Are common options, like transaction type pre-checked?	1		1																
4.4	Can users change, cancel or override defaults? Are unnecessary steps removed?	1		1																
4.6	Can users complete common tasks quickly?	1		1																
4.7	Does the system? Does the system? Work easier and quicker than without the system? Does user not need to enter the same information more than once?	1		1																
4.9	Is the path for any given task a reasonable length (2-5 clicks)?	1		1																
4.10	Can a typical first-time user do the most common tasks without assistance?	1		1																
4.11	out the key tasks? When system presents a lot of information, can the user sort and	1		1																
4.12	filter the information? Does system support novice and expert users by providing different	1		1																
4.14	levels of explanation (e.g. in help and error messages)? Does the system ensure that work is not lost (either by the user or eith error)?	1		1																
4.15	site error)? Is it easy to "undo" (or "cancel") and "redo" actions?	1	Eg. Reverse transaction	1																
5.1	Do screens have clear name and purpose?	1		1		_														
5.2	Is the current section in the navigation highlighted? Does system provide a breadcrumb trail?	1		1																
5.4	Are there appropriate feedback messages?	1	Ourse astronom under an and	1																
5.5	Is number or steps in a process shown? Is perception of latency reduced, by providing visual cues (e.g. provides infratery) or by allowing users to complete other tasks		Quque columns - walling, current, served																	
6	while waiting? CONSISTENCY AND STANDARDS																			
6.1	Is system using common naming conventions such as "search"?	1		1																
6.2	right of the screen? Are the right interface element or form widget used for the job?	1		1																
6.4	Is the system behaving is a predictable way?	1		1																
6.5	PREVENT ERRORS			1																
7.1	Are irrelevant options disabled? Are both local and international dialling codes accepted?	1		1																
7.3	Are examples and contextual help provided? Does system check if record already exist before adding it (payee)?	1		1																
7.5	Are mandatory form controls clearly identified as required?	1		1																
7.6	Have form inputs persistent and meaningful labels?	1		1																
8	MELP USERS NOTICE, UNDERSTAND AND RECOVER FROM ERRORS	4		4																
8.2	Is feedback provided close to where the error occurred?	1		1																
8.3	Are inline error messages providing suggestions to fix errors?	1		1																
9	PROMOTE A PLEASURABLE AND POSITIVE USER EXPERIENCE																			
9.1	Is system UI pleasurable and attractive visually? Are user goals easily attainable?	1		1																
9.3 9.4	Does each screen of the system share a consistent layout design? Are fonts used consistently?	1		1																
9.5	Is there a good balance between information density and use of white space?	1		1																
9.6	Do the colours work well together and complicated backgrounds are avoided?	1		1																
10	HELP & ONBOARDING Value Match. Does user onboarding experience match their	4		4																
10.1	expectation of value? Direction. Is onboarding experience designed to provide direction	1		1																
10.3	No Distractions. Are distractions that may cause friction or disconnect removed?	1		1																
10.4	Learning through Use. Can users achieve their goal while learning the motions of your product?	1		1																
10.5	Pertinent Assistance. Does system provide relevant, timely help to answer frequent questions about your product's functions, explain																			
10.6	Does the user not need to consult user manuals or other external information to use the system?	1		1																
10.7	Is user confirmation required before carrying out potentially "dangerous" actions (e.g. deleting something)?	1		1																
10.8	Are prompts brief and unambiguous? Do error messages contain clear instructions on what to do next?	1	There are relevant CTA buttons	1																
10.10	When the user needs to choose between different options (such as in a dialog box), are the options obvious?	1		1																
10.11	Does system provide immediate feedback on user input or actions ?	1		1																
10.12	Does the system provide feedback (e.g. "Did you know?") that helps the user learn how to use the system?																			
10.13	Does the system provide context sensitive help? Does the system provide clear feedback when a task has been	1	toottips	1																
11	ACCESSIBILITY																			
11.1 11.2	Are hierarchical headings used to organise content? Are form controls assigned meaningful text labels?	1		1																
11.3	Is tabular data structured using tables with header cells? Has text sufficient contrast against background?	1		1																
11.4	Has buttons/links text sufficient contrast against surrounding text?																			
11.6	Are labels and headings worded to be meaningful?	1		1																
11.8 11.9	Does sufficient padding and leading makes text easier to read? Are interactions not designed to be mouse-specific?	1																		
11.10	Are functionalities built to be keyboard compatible? Are call to actions labelled for voice recognition revination?	1																		
11.12	Does content not flash more than three times per second?	1																		

RESULTS SUMMARY

#	Review Checklist	Raw score				# Answers					Score				Average		
		E1	E2	E3	E4	# Questions	E1	E2	E3	E4		E1	E2	E3	E4	Score	
1	Design for User Expectations	9	6	0	0	10	9	6	0	0		100%	100%			100%	
2	Clarity		8	0	0	8	7	8	0	0		100%	100%			100%	
3	Simplicity and low Cognitive Load	11	11	0	0	11	11	11	0	0		100%	100%			100%	
4	Efficiancy and Task Completion	15	15	0	0	15	15	15	0	0		100%	100%			100%	
5	Providing Users with Context	5	5	0	0	6	5	5	0	0		100%	100%			100%	
6	Consistency and Standards	5	5	0	0	5	5	5	0	0		100%	100%			100%	
7	Error Prevention	5	5	0	0	7	5	5	0	0		100%	100%			100%	
8	Recovering from Errors	3	3	0	0	4	3	3	0	0		100%	100%			100%	
9	Pleasurable and Positive User Experience	6	6	0	0	6	6	6	0	0		100%	100%			100%	
10	Help and Onboarding	12	10	0	0	14	12	10	0	0		100%	100%			100%	
11	Accessibility	9	3	0	0	12	12	3	0	0		88%	100%			94%	
						98	90	77	0	0		99%	100%				

