

## Part I – Identifying design problems using Heuristic Evaluation (HE)

(20 minutes)

The goal of this part of the experiment is to identify usability problems. To perform this task we will use an evaluation inspection method – HE. The service under analysis is the Google mail web service.

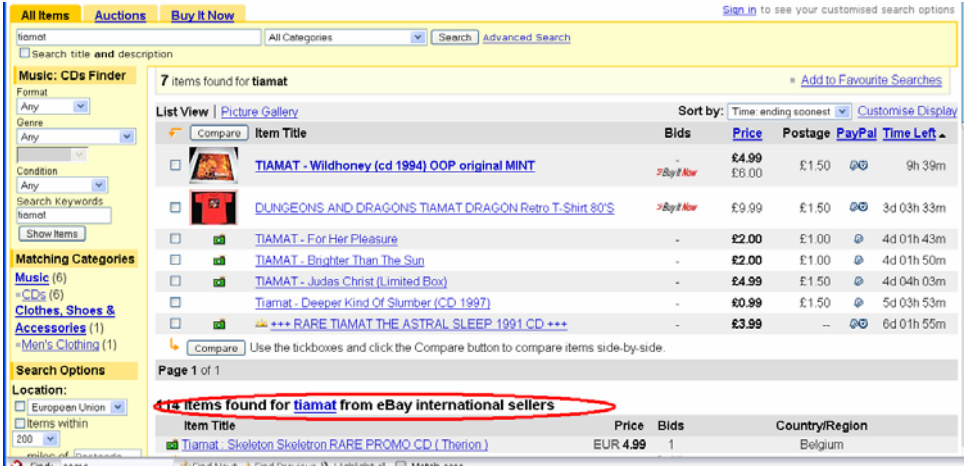
Proceedings:

- 1) Split in groups of four
- 2) Name your group
- 3) Give palexa an email to send an invitation to join gmail.
- 4) Follow the link to register for a new account

(The evaluation will begin! From now on, we will start looking for design faults/problems, listing them on an MSWord document (or similar) following the structure presented on the table below and, if needed, consulting the descriptive list of heuristics. To guide the evaluation the groups should perform the task 5 and 6)

- 5) Create an account with the name of your group, if possible
- 6) Now try to perform the various tasks you usually perform while using an email service (for instance: send, forward and delete email, create and organize folders)

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PROBLEM	HEURISTIC		
<p>Confusing search results.</p> <p>Search results are split into three views (normal, international sellers and shops) but the international sellers item is almost invisible, making the user think that there are less items than they have in fact.</p> 	1		
CORRECTION	S	F	P
Do not distinguish among the results. It is not relevant for the buyer to know where the item comes from once it can be posted to his/her country.	3	3	3

(S = Severity, F = Frequency, P = Priority; they are all rated from 0 (less relevant) to 4 (most relevant))