

## Übung Mensch-Maschine-Kommunikation

**Topic:** The topic of this exercise is heuristic evaluation, a technique to inspect a user interface design and judge its compliance with recognized usability principles. Furthermore you will receive instructions for the end of term essay.

**Submission** is by email to [mmi1@hcilab.org](mailto:mmi1@hcilab.org)

**Essay** Send in a ZIP file (<firstname>-<lastname>.zip), containing your 2000 - 2500 word essay in HTML format. **Deadline** for this submission is **Fri, 02.02.2007, 9 a.m.**

**Evaluation Report** Send in a PDF document (exercise4-group<N>.pdf), containing the report of your evaluation. Use text and if appropriate images. **Deadline** for this submission is **Fri, 19.1.2007, 9 a.m..**

### Task 1 (P) Essay

Two topics will be assigned to every participant through email. You have to write a 2000 - 2500 word essay on **one** of the topics. The essay must be written in German. You should support your claims with reliable references. Please adhere to citation guidelines given in [http://www.medien.ifi.lmu.de/fileadmin/mimuc/pa\\_da/PA\\_DA\\_Richtlinien\\_161105.pdf](http://www.medien.ifi.lmu.de/fileadmin/mimuc/pa_da/PA_DA_Richtlinien_161105.pdf)

Only plain HTML without images is allowed. Use only following tags to structure your text:

- `<h1></h1>` for the heading,
- `<h2></h2>` for your name and subheadings,
- `<p></p>`, `<strong></strong>`, `<em></em>` for text formatting.
- For your list of references use `<a href='...'></a>` to indicate your sources.

Please make sure that your submission is valid HTML <http://validator.w3.org/>.

## **Task 2 (P) Heuristic Evaluation**

Familiarize yourself with the principles of heuristic evaluation. Starting points for your research could be e.g.:

- [www.stanford.edu/group/web-creators/heuristics.htm](http://www.stanford.edu/group/web-creators/heuristics.htm)
- <http://jthom.best.vwh.net/usability/heuristic.htm>
- [www.useit.com/papers/heuristic/](http://www.useit.com/papers/heuristic/)
- [www.useit.com/papers/heuristic/severityrating.html](http://www.useit.com/papers/heuristic/severityrating.html)

Explain in your own words (300 words maximum) what a heuristic evaluation is, how it is conducted and what the potential problems and benefits are.

A heuristic evaluation is performed by a team of experts. Perform the heuristic evaluation on one of the following objects:

- a DVD player (hardware)
- a phone book application on a mobile phone, or
- an open-source application of your choice (ensure reasonable complexity).

Choose a set of heuristics as found in part 1 to evaluate your chosen object. Find issues that are potential problems and rate the severity. Based on your findings, write a short usability report (at most one page) outlining problems and their severity. In addition to your report, include a brief description of the object of your evaluation, including a picture, some expressive screenshots, or a link to the product page.