



Assignment 3

Heuristic Evaluation
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Let's make a research experiment!

- Is this course having an impact on our own Digital Wellbeing?
 - <https://forms.gle/ovbGpRX1FbuuKMsu9>

Goal

- Perform an evaluation of the digital service selected in Assignment 1 by applying the Digital Wellbeing Guidelines.
- This assignment includes three parts:
 - the definition of three tasks to be performed on the selected digital service, to be done **in your group**;
 - the heuristic evaluation, to be done **individually**;
 - the agreement phase, to be conducted **in your group**.

Steps

1. (~15 minutes) **Define, as a group, three tasks** to be performed on the digital service that you have selected during Assignment 1:
 - remember that a task describes what a user is trying to achieve (user behavior), not how to complete the task itself (system features).

Steps

2. (~90 minutes) Individually, use the defined task to conduct a heuristic evaluation of the digital service selected in Assignment 1 by applying the [Digital Wellbeing](#) guidelines:
 - keep the list of heuristics in front of you while using the prototype, and take plenty of notes;
 - specify which guideline(s) each violation you found is related to. If a violation is not strictly related to any guidelines, mark it with “GN: Non-guideline issue”;
 - add a rating for each identified violation by applying the following scale inspired by [Nielsen’s severity ratings](#): : 0 = not a problem, 1 = cosmetic, 2 = minor, 3 = major, 4 = digital wellbeing catastrophe.

Steps

3. (~90 minutes) **In your group, agree with the other evaluators on the found violations.** Meet with the other evaluators of the same prototype. Starting from the results of the individuals' evaluation and notes, merge duplicate violations and agree on the overall rating for each issue:
 - Use the following template to describe each violation:
 - [Issue #]. [Guideline #] [Guideline Title]*
 - Where: [Where the issue occurred – task, step, page]*
 - What: [Description of the problem]*
 - Why: [Reason why it violates the guideline]*
 - Severity: [0-4]*

Steps

4. **Create a report** summarizing the joint results of the heuristic evaluation conducted by your group. Include:
 - a brief description of the analyzed digital service;
 - the three tasks;
 - the number of violations found by each evaluator;
 - all the violations discussed in the agreement phase;
 - a brief summary of **potential solutions** that could mitigate/overcome the most critical violations found. These changes may involve:
 - additions/refinements to the DSCT you designed in Assignment 2;
 - direct design changes for the digital service (first leverage point of the LP framework).

Submission Instructions

- One per team, choose a "submitter"
- Convert the report in PDF and name it as follows: *lastname_firstname_ass3.pdf* (example: monge_alberto_ass3.pdf)
- Upload the resulting file to OwnCloud, at the following URL:
<https://baltea.polito.it/owncloud/index.php/s/JgjuqoBIODpop7Y>
- Deadline: **Feb 23, 2023**

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