

It's Drinking Time!!!111oen

CS 2340 Section A

July 14, 2007

Dr. Waters

Plan

Out of all three types of evaluations we decided to use the **cognitive walkthrough** to evaluate Sweet 'n Salty's bug tracking program. Other kinds of evaluations require more evaluators than we can find. We also believe the cognitive walkthrough will be the best to use in this evaluation anyway, because it is easy to set tasks in Techzilla.

In order to properly evaluate the program, we will set four tasks.

- Create a defect (a bug) with a user account
- Create a developer with an admin account
- Assigning the developer to the project
- Generating a report of bugs by severity

We will take a closer look at subtasks, when we start evaluating the program, because it is hard to judge what the subtasks might be if we have not used the program yet. Obviously though, the less subtasks it takes to complete the main objective, the better the program is.

Executing the plan

1. Creating a Defect (task)

1.1 Logging in (subtask)

1.1.1 Will the user be trying to produce whatever effect the action has?

Most users of the Techzilla program will be familiar with these types of programs because they are coders. However even the new user will figure out that he has to login first, because this is the only action available, and it is right on the first screen.

1.1.2 Will the user be able to notice that the correct action is available?

The login button the only button that is not grayed out. It should be hard to miss.

- 1.1.3 Once the user finds the correct action at the interface, will she know that it is the right one for the effect she is trying to produce?

Yes, because the standard login dialog window will pop prompting the user to login.

- 1.1.4 After the action is taken, will the user understand the feedback given?

Yes, because several buttons will become clickable. Also, if the user enters a wrong username or password, a warning dialog box will let them know.

1.2 Clicking the bug report button

- 1.2.1 Will the user be trying to produce whatever effect the action has?

Yes, because the right button to click is called "Add Bug Report".

- 1.2.2 Will the user be able to notice that the correct action is available?

This is one of the four buttons available, so it is hard to miss.

- 1.2.3 Once the user finds the correct action at the interface, will she know that it is the right one for the effect she is trying to produce?

The only other button available is called "Log Out".

- 1.2.4 After the action is taken, will the user understand the feedback given?

Yes, because a custom dialog window will pop asking the user to fill out the bug report.

1.3 Filling out the defect

- 1.3.1 Will the user be trying to produce whatever effect the action has?

Yes, mostly from experience of filling out forms.

- 1.3.2 Will the user be able to notice that the correct action is available?

Yes, there are only three lines to fill out.

- 1.3.3 Once the user finds the correct action at the interface, will she know that it is the right one for the effect she is trying to produce?

Yes, because all of these input lines have description.

- 1.3.4 After the action is taken, will the user understand the feedback given?

Actually it is hard to answer this question, because at this phase of development, the window "message not understood" pops out.

2. Creating a Developer Account

2.1 Logging in (same as in 1.1)

2.2 Clicking the add user menu

2.2.1 Will the user be trying to produce whatever effect the action has?

The admin will need to add user so it will try to find a button / menu item that will let them add user.

2.2.2 Will the user be able to notice that the correct action is available?

Although there are no buttons on the main window that will let them add a user – there is a “User Management” option in the menu bar, where they will find the “Add user” option. So it would be nice if an admin had a button for it, but not necessary.

2.2.3 Once the user finds the correct action at the interface, will she know that it is the right one for the effect she is trying to produce?

Yes, this is very trivial.

2.2.4 After the action is taken, will the user understand the feedback given?

Yes, because a dialog window will pop.

2.3 Filling out add user window

2.3.1 Will the user be trying to produce whatever effect the action has?

Yes, mostly from experience of filling out forms.

2.3.2 Will the user be able to notice that the correct action is available?

Yes, there are only three lines to fill out.

2.3.3 Once the user finds the correct action at the interface, will she know that it is the right one for the effect she is trying to produce?

Yes, because all of these input lines have description. However the “User ID” description is a little confusing. It should be named “Username” in my opinion.

2.3.4 After the action is taken, will the user understand the feedback given?

Not really. After an admin presses “Okay” the window closes and nothing tells you that the user was added successfully.

3. Assigning a Developer to the Project

3.1 Logging in (same as in 1.1)

3.2 Clicking the Add Developer Option

3.2.1 Will the user be trying to produce whatever effect the action has?

Not really. At this point an admin will try to choose a project first, and then assign a developer to it. At least in my understanding of how it works.

3.2.2 Will the user be able to notice that the correct action is available?

Probably. There are no buttons that let the admin select this option; however in the menu bar there is an entry "Project Management" which has an option "Add Developer to Project".

3.2.3 Once the user finds the correct action at the interface, will she know that it is the right one for the effect she is trying to produce?

Probably. It would be better to call it "Assign Developer to Project", however the admin will still click the right option.

3.2.4 After the action is taken, will the user understand the feedback given?

Yes, because a dialog window will pop.

3.3 Choosing a developer

3.3.1 Will the user be trying to produce whatever effect the action has?

No. The admin will need to select the project first, before it adds the developer. There is no option to choose the project at all.

3.3.2 Will the user be able to notice that the correct action is available?

Probably. Although it is very awkward to select the developer since the list of developers is very weird, the admin will probably figure out the right username to select.

3.3.3 Once the user finds the correct action at the interface, will she know that it is the right one for the effect she is trying to produce?

Yes, because all you have to do is to click the user and then click ok. This is very standard.

3.3.4 After the action is taken, will the user understand the feedback given?

It is hard to tell, because when the admin clicks OK the message not understood window will pop.

4. Generating Report

Not available yet.

Usability Report

Recommendation Number One – More Buttons

The main window of the program only has four buttons and it looks very empty. You should add more buttons to the main window to make it look less empty, and it make the program easier to operate. I personally would much rather use buttons than menu bars options because it takes two clicks to select an option in a menu bar, and only one click on the button. Besides, you can see all available buttons at the same time, and you have to look through the menu bar. So I think it is great that you have a menu bar for people who prefer using it, however it would be nice if you had more available buttons on the main window as well.

Recommendation Number Two – Developer’s List

When I tried adding a developer to the project, I came across a very awkward list of developer. An entry of a developer looked like this “ami; type: #dev”. This looks very confusing to me. Although I understand that “ami” is the username and “type: #dev” is an indication that she is the developer, it is not necessary to tell the admin that the person is a developer, because it is the list of the developers anyway. And very often admins don’t know what the username of the developer is – so they would rather assign them by their real name. So in the list you should display the first and last name of the developer, and then show their username if you want. You should also make some indication of what the entries in the list are. For example: Developer’s name :::: Username (login). And then you could display the user in the following format: Andrew Harper ::::: aharper007.

Recommendation Number Three – Choosing the Project

I was not able to choose the project when I logged into the system. The application should ask you to choose the project when you log in. It could also log the user in, and then put them in a default project, and let them know about it. And when an admin assigns the developer it should also let him choose a project he wants the developer to be assigned to.