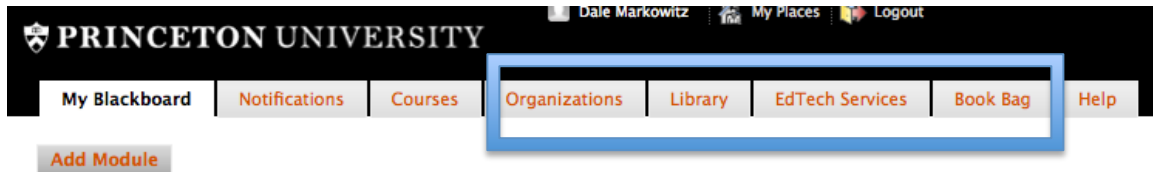


# Heuristic Evaluation Dale Markowitz

Evaluated “Courses” page.

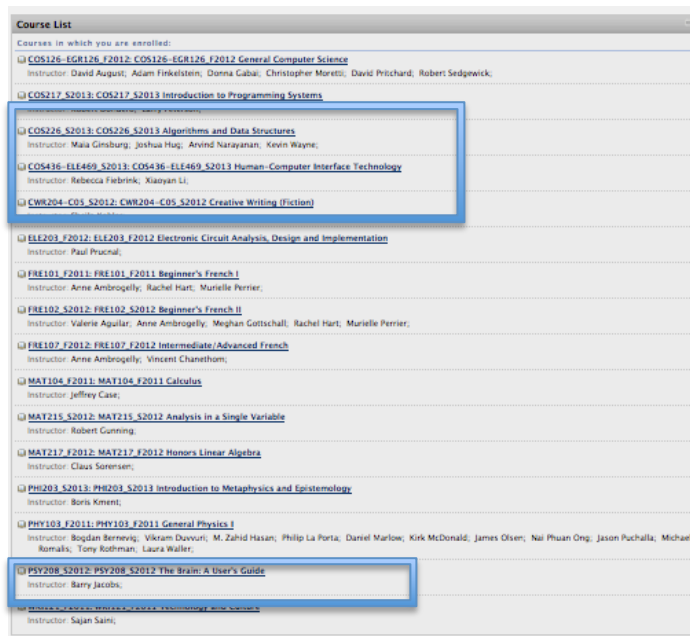
## 1. Top row of tabs (“Main Menu”)



Violation: H8. Asthetic and minimalist design.  
Severity: 2

I suspect that most blackboard users don't even know what these options mean, let alone have ever used them. The library tab is a link to the Princeton University Library page, Book Bag is a link to Labyrinth, etc., but nobody would ever access these links through blackboard. This information is extraneous and takes away from the most important/useful links, Notifications and Courses.

## 2. Course List



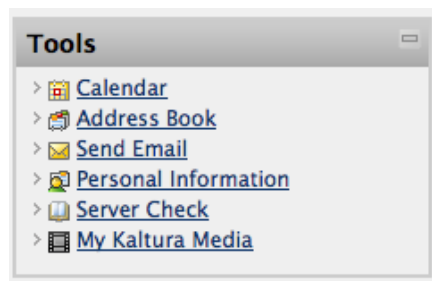
These are the only classes I'm currently taking, but I can see every class I've ever taken here, and then some!

Violation: H7. Flexibility and efficiency of use  
Severity: 3

Under the “Courses” tab, Blackboard lists all of the courses I have ever taken, rather than the ones I’m currently taking. As a result, in order to, say, check my grades for one of my current classes, I have to filter through a growing list of irrelevant classes. This for me is a major efficiency issue.

After talking with my group, I learned that we’re actually supposed to access our courses through the home page My Courses list, but then I would say that the Courses tab is very misleading.

### 3. Blackboard Tools



Violation: H8 Aesthetic and minimalistic design

Severity: 2

Unnecessarily and fairly useless features clutter Blackboard. For example, I know of no one who keeps a blackboard address book or calendar. Easy for the user to deal with this, but these features are wholly unnecessary.

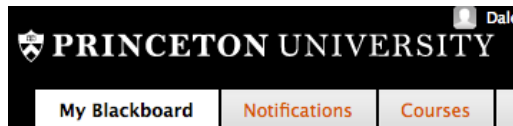
### 4. Hidden grades option



Violation: H6. Recognition rather than Recall  
Severity: 3

This one was hard to categorize. It's the fact that My Grades is hidden under the Tools tab, at the bottom of the page. It is unclear how to access one's grades unless one is familiar with Blackboard's quirks, and since grade access is one of the main things Blackboard is used for, I would say this is a pretty bad error.

#### 5. Princeton University link



Violation: H5. Error Prevention  
Severity: 2

The problem here is that this link, in the upper-left-hand corner of Blackboard, takes us to the Princeton University home page (in our current window). Usually this sort of link would take us back to the root of the website we're currently viewing (i.e. Blackboard Princeton Home), so I feel it does not conform to website design standards and leads to misinterpretations.