

Blackboard notes
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H1. 2

There aren't really any actions that require the user to be notified about time remaining in a process other than downloading files which is handled by the web browser.

Recent announcements are viewable on the main page, but there are no notifications when new documents are uploaded to a course page.

H2. 1

Information is contained within "blocks" on the front page and can be minimized, but there is no clear organization to them.

H6. 3

Almost all actions taken are based on recall. The only real icons on the site are under a course's tools page, and even those are very generic and not too helpful. There is also no way for users to organize files that have been uploaded for their courses. Professors do not have standards for which files go under assignments, course materials, etc. so users are forced to either remember where files are located or tediously search for them each time.

H7. 2

Experienced users still have to follow all the same steps as beginners to get to certain pages. For example, the only way to see your current grades in a course is to follow the same three links (which aren't entirely entities in the first place).

H8. 1

Other than the homepage, the site is relatively uncluttered. Many of the blocks on the front page remain unused but they can be minimized.

H10. 1

There is a clear help button at the top of the page where it would be expected to be. However it mainly links to a list of external sites or phone numbers to call rather than providing basic help on how to use the site. There is a FAQ section, but even that does not provide simple instructions and seems mostly targeted towards professors and TAs rather than students.