



Assignment 2

Heuristic Evaluation  
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# Goal

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

# Steps

1. (~10 minutes) **Select an existing digital service that you use frequently, and, as a group, define three tasks to be performed on it:**
  - 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. (~60 minutes) **Individually, use the defined tasks to conduct a heuristic evaluation** of the digital service by applying the Digital Attention Heuristics:
  - keep the list of heuristics in front of you while using the prototype, and take plenty of notes;
  - specify which heuristic(s) each violation you found is related to. If a violation is not strictly related to any guidelines, mark it with “HN: heuristic 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. (~50 minutes) **In your group, agree with the other evaluators on the found violations.** Meet with the other evaluators within your group. 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 #]. [Heuristic #] [Heuristic Title]*
    - Where: [Where the issue occurred – task, step, page]*
    - What: [Description of the problem]*
    - Why: [Reason why it violates the heuristic]*
    - 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 resulting from the agreement phase, following the template reported in the previous slide;
  - a brief summary of **potential solutions** that could mitigate/overcome the most critical violations found. These changes may involve:
    - Appropriate tools for digital self-control (end-user perspective);
    - Design changes for the digital service (designer perspective).

# Submission Instructions

- One per team, choose a "submitter"
- Convert the report in PDF and name it as follows: *Lastname\_Firstname\_ex2.pdf* (example: Monge\_Alberto\_ex2.pdf)
- Upload the resulting file to OwnCloud, at the following URL:  
<https://baltea.polito.it/owncloud/index.php/s/GPVbhTzJp4sC5xG>
- Deadline: **Feb 05, 2025**

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