Abstract

This paper presents a heuristic evaluation method for online documentation to identify specific usability problems, which are observed with such documentation. We have used qualitative
indicators for all heuristics, which are summed up to provide a usability index (with base 100). This index quantifies the goodness of online documentation under consideration. We have considered both types of online documents - online tutorial and online help. A tremendous increase in volume and contents of online documentation make its usability extremely vital for helping users in efficient usage and learning. The heuristic evaluation has been performed by three different usability evaluators for two more online documents to ensure the reliability of heuristics proposed in this paper. The specialized set of heuristics and the objectively defined usability indicators are found more reliable in identifying related usability problems. The usability index calculated is useful for comparison of quality of online documents. A tool is implemented which calculates the usability index and provides the analytical graphical output to the users so that they will know the comparative details about usability of the online documents.

References

- Miller, G. 1956. The Magic Number Seven, Plus or Minus Two: Some Limits on our Capacity for Processing Information. Psychological Review. 63, 81-87.
Index Terms

Computer Science

Information Sciences

Keywords

Usability

Online documentation

Heuristic evaluation

Qualitative indicators

Usability index
Online help

Online tutorial