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Interaction Design | IDC | IIT Bombay

Internship at Satyam
30th June - 30th July

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Objectives

1. To select 5 categories like e-commerce, entertainment, e-ticketing, social networking and web mails and find out the best practices used/applied to position the features in those web sites.

2. To do comparative heuristic evaluation and comparative analysis of the following web sites.
 - Riyad bank
 - Dallah al Baraka Group
 - Gulf International Bank

The Importance of Usability

Usability is one of the most important factors in the success of any web page design. It's all about making your primary and secondary objectives blind simple! This includes making content easy to find and giving users everything they want. With a good web page design, a user should not have to stop and think, i.e., the next step should always be obvious to them.

Usability Testing is an essential aspect of any user-centred approach that puts the user, rather than the website, at the center of the development process. Adopting such an approach advocates that the user should be foremost in any design decisions.

According to the International Standards Organization (ISO)...

*"Usability is the extent to which a product can be used by specified users to achieve specified goals with **effectiveness, efficiency and satisfaction** in a specified context of use."*

ISO 9241-11: Guidance on Usability (1998)

An effective website...

- allows customers (users) to achieve their goals
- has a high conversion rate
- meets business objectives
- delivers a positive brand image

An efficient website...

- provides answers quickly
- follows a logical sequence
- doesn't waste resources
- requires less content management time

A satisfied user...

- achieves their goal
- enjoys their experience
- tells others
- comes back again

Usability testing will tell you where your website has opportunities for improving all of these aspects, and in the process achieve a high return on your website investment.

Heuristic Evaluation

Heuristic evaluation is a variation of usability inspection where usability specialists judge whether each element of a user interface follows established usability principles. This method is the part of the so-called "discount usability engineering" method.

Basically, heuristic evaluation is a fancy name for having a bunch of experts scrutinize the interface and evaluate each element of the interface against a list of commonly accepted principles--heuristics. Early lists of heuristics were quite long, resulting in tedious evaluation sessions and tired experts. These long lists rather defeated the purpose of this method, which was to save time and money over testing. Nielsen distilled his list of heuristics down to ten that have served him and others well in evaluating designs.

These are ten general principles for user interface design. They are called "heuristics" because they are more in the nature of rules of thumb than specific usability guidelines.

Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Flexibility and efficiency of use

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Aesthetic and minimalist design

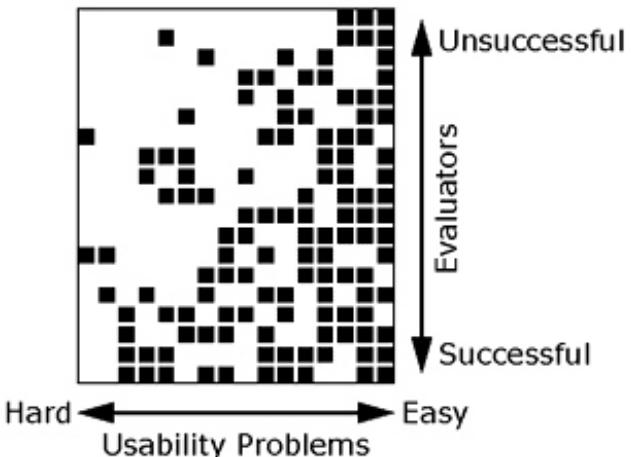
Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.



- - **Heuristic evaluation** is the most informal method and involves having usability specialists judge whether each dialogue element follows established usability principles (the "heuristics").
 - **Heuristic estimation** is a variant in which the inspectors are asked to estimate the relative usability of two (or more) designs in quantitative terms (typically expected user performance).
 - **Cognitive walkthrough** uses a more explicitly detailed procedure to simulate a user's problem-solving process at each step through the dialogue, checking if the simulated user's goals and memory content can be assumed to lead to the next correct action.
 - **Pluralistic walkthrough** uses group meetings where users, developers, and human factors people step through a scenario, discussing each dialogue element.
 - **Feature inspection** lists sequences of features used to accomplish typical tasks, checks for long sequences, cumbersome steps, steps that would not be natural for users to try, and steps that require extensive knowledge/experience in order to assess a proposed feature set.

- **Consistency inspection** has designers who represent multiple other projects inspect an interface to see whether it does things in the same way as their own designs.
- **Standards inspection** has an expert on an interface standard inspect the interface for compliance.
- **Formal usability inspection** combines individual and group inspections in a six-step procedure with strictly defined roles to with elements of both heuristic evaluation and a simplified form of cognitive walkthroughs.

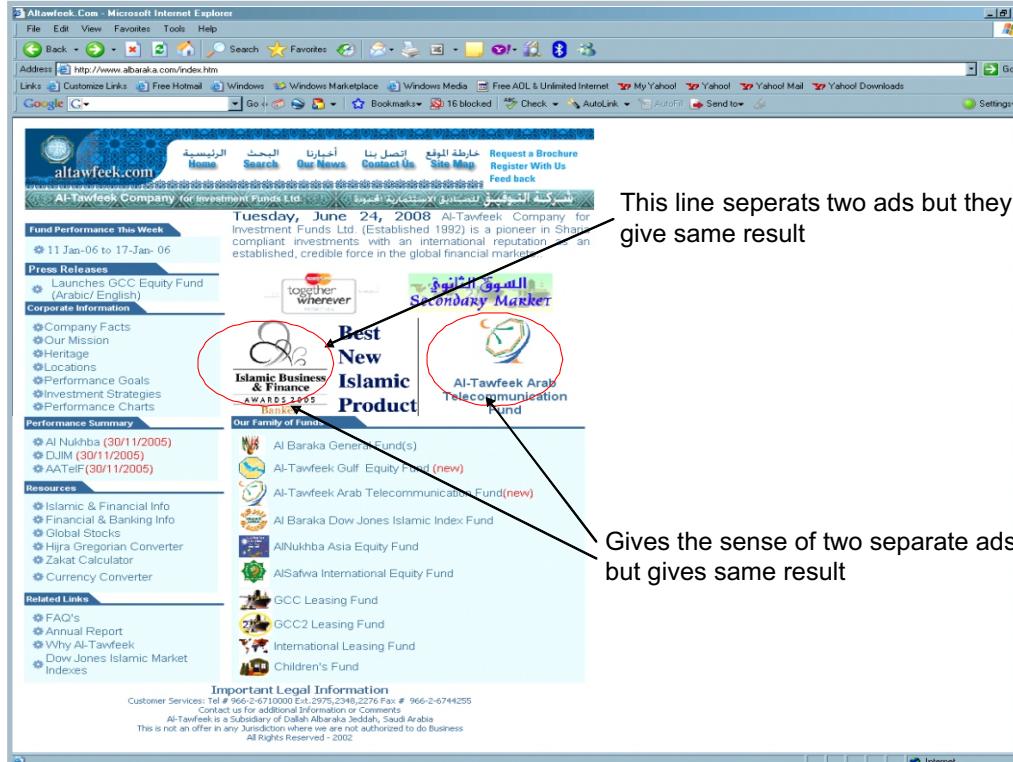
Heuristic evaluation, heuristic estimation, cognitive walkthrough, feature inspection, and standards inspection normally have the interface inspected by a single evaluator at a time (though heuristic evaluation is based on combining inspection reports from a set of independent evaluators to form the list of usability problems and heuristic estimation involves computing the mean of the individual estimates). In contrast, pluralistic walkthrough and consistency inspection are group inspection methods. Many usability inspection methods are so easy to apply that it is possible to have regular developers serve as evaluators, though better results are normally achieved when using usability specialists

Objective

To do comparative heuristic evaluation and comparative analysis of the following web sites.

- Riyad bank
- Dallah al Baraka Group
- Gulf International Bank

Altawfeek.com



This line separates two ads but they give same result

Gives the sense of two separate ads but gives same result

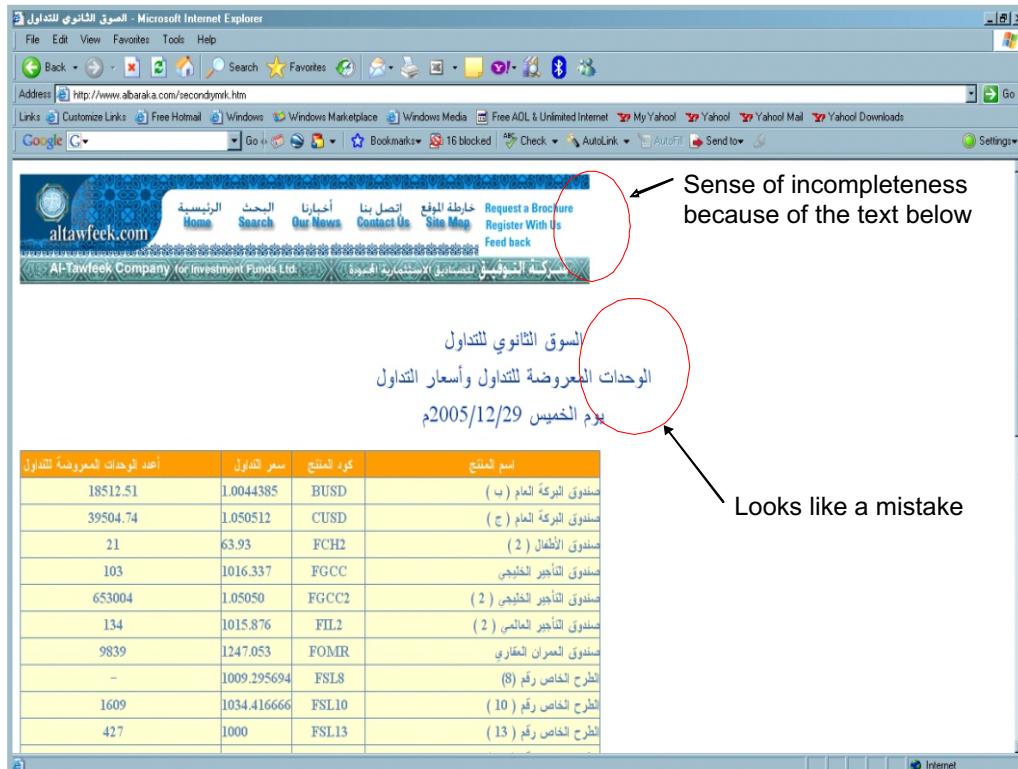


Looks like part of ad below, but is a separate ad.

Same link but separately clickable

Sense of incompleteness because of the text below

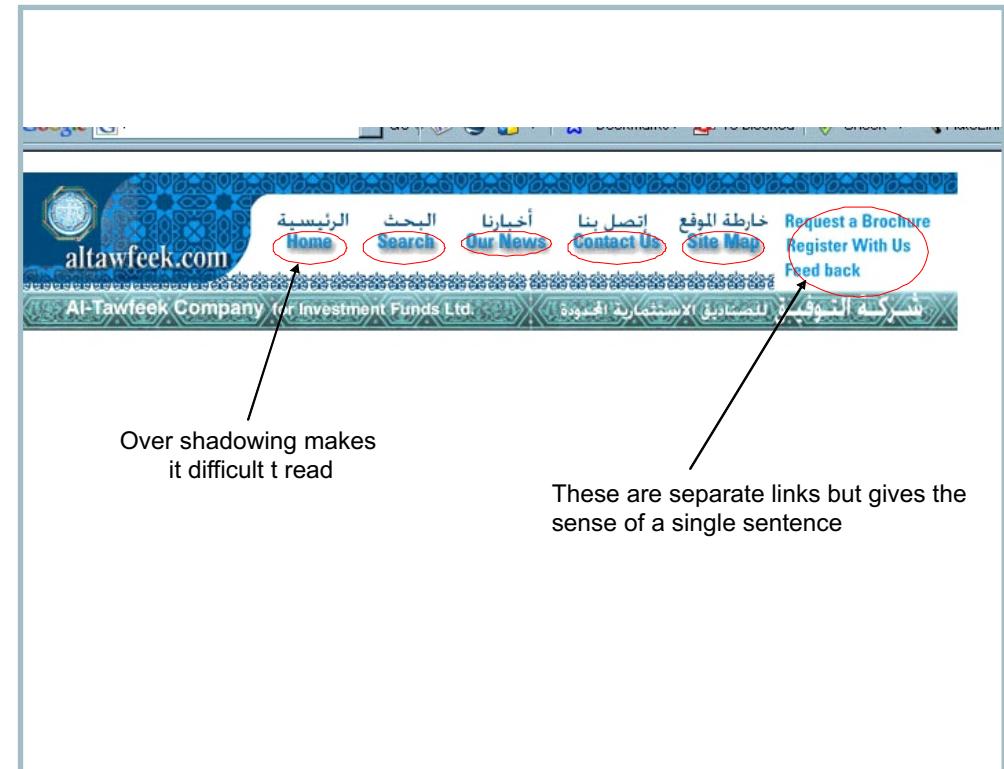
Looks like a mistake



آخر التداول	سعر التداول	كود المنتج	اسم المنتج
18512.51	1.0044385	BUSD	سندوق البركة العام (ب)
39504.74	1.050512	CUSD	سندوق البركة العام (ج)
21	63.93	FCH2	سندوق الأطفال (2)
103	1016.337	FGCC	سندوق التأمين الخليجي
653004	1.05050	FGCC2	سندوق التأمين الخليجي (2)
134	1015.876	FIL2	سندوق التأمين العالمي (2)
9839	1247.053	FOMR	سندوق العمران العقاري
-	1009.295694	FSL8	الطرح الخاص رقم (8)
1609	1034.416666	FSL10	الطرح الخاص رقم (10)
427	1000	FSL13	الطرح الخاص رقم (13)

Over shadowing makes it difficult to read

These are separate links but gives the sense of a single sentence



The screenshot shows a Microsoft Internet Explorer window with the following details:

- Address Bar:** http://www.altarak.com/altf.htm
- Links Bar:** Google, Go, Bookmarks, 16 blocked, Check, AutoLink, Send to, Settings.
- Page Content (English):**
 - Header:** altawfeek.com, الرئيسية Home, البحث Search, آخرنا Our News, اتصل بنا Contact Us, خارطة الموقع Site Map, Request a Brochure, Register With Us, Feed back.
 - Section:** Al-Tawfeek Company (or Investment Funds Ltd.)
 - Text:** مسندوق التوفيق للاتصالات العربية (Al-Tawfeek for Telecommunications Fund)
 - Image:** Islamic Business & Finance Banker AWARDS 2005
 - Text:** Best New Islamic Product
 - Links (circled):** The Prospectus, Key Features, Subscription Agreement, Fund Subscription Information, Transfer Request Form, Redemption Request Form.
 - Links (circled):** Monthly Investor Report, Interim Report, Financial Statements, Fund Performance.
 - Text (right):** شرة الإكتتاب, خصائص وعيوب المصدقون, عقد الاتصال, معلومات عن الاشتراك في المصدقون, نموذج طلب تحويل, نموذج طلب استرداد.
- Page Content (Arabic):**
 - Text:** No translated link, Non clickable links.

- The Prospectus
- Key Features
- Subscription Agreement
- Fund Subscription Information
- Transfer Request Form
- Redemption Request Form

دوق

Monthly Investor Report التقرير الفصلي

No change of color

“The” is left blank

AL-TAWFEEK ARAB TELECOMM

The Prospectus

Key Features

Subscription Agreement

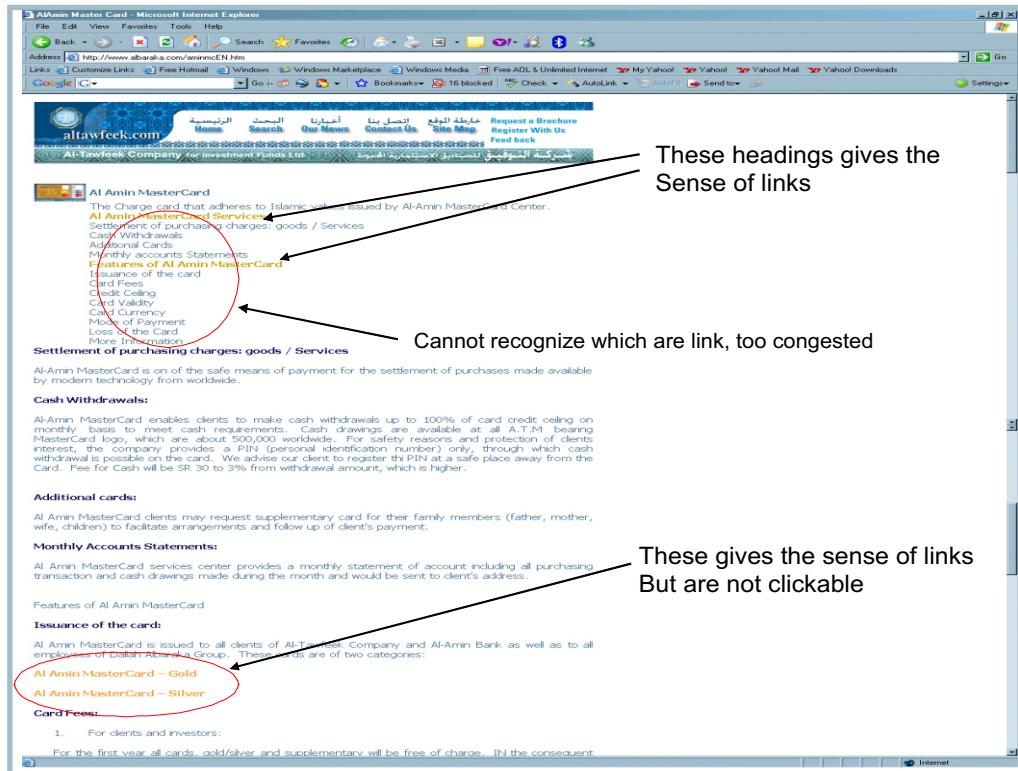
Fund Subscription Information

Transfer Request Form

Redemption Request Form

Monthly Investor Report التقرير الفصلي

Font size and spacing problem (prospectus font size is different than other links)



Al-Amin MasterCard - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://www.albaraka.com/annmcEN.htm>

Links: Customize Links Free Hotmail Windows Windows Marketplace Windows Media Free AOL & Unlimited Internet MyYahoo Yahoo! Yahoo! Mail Yahoo! Downloads

Google

Home Search Our News Contact Us Site Map Request a Brochure Register With Us Feed back

Al-Tawfeek Company for Investment Funds Ltd.

Al Amin MasterCard
The Charge Card that adheres to Islamic rules issued by Al-Amin MasterCard Center.

Al Amin MasterCard Services
Settlement of purchases of charge goods / Services
Card Withdrawals
Additional Cards
Monthly Accounts Statements
Features of Al Amin MasterCard
Issuance of the card
Card Number
Credit Ceiling
Card Validity
Card Currency
Mode of Payment
Loss of the Card
Mode of Settlement

Settlement of purchasing charges: goods / Services

Al-Amin MasterCard is on the safe means of payment for the settlement of purchases made available by modern technology from worldwide.

Cash Withdrawals:

Al-Amin MasterCard enables clients to make cash withdrawals up to 100% of card credit ceiling on monthly basis to meet cash requirements. Cash drawings are available at all ATM's during the day. For cash withdrawal, a 3000 Saudi Rials minimum withdrawal amount and 10% of the interest, the company provides a PIN (personal identification number) only, through which cash withdrawal is possible on the card. We advise our client to register the PIN at a safe place away from the Card. Fee for Cash will be SR 30 to 3% from withdrawal amount, which is higher.

Additional cards:

Al Amin MasterCard clients may request supplementary card for their family members (father, mother, wife, children) to facilitate arrangements and follow up of client's payment.

Monthly Accounts Statements:

Al Amin MasterCard services center provides a monthly statement of account including all purchasing transaction and cash drawings made during the month and would be sent to client's address.

Features of Al Amin MasterCard

Issuance of the card:

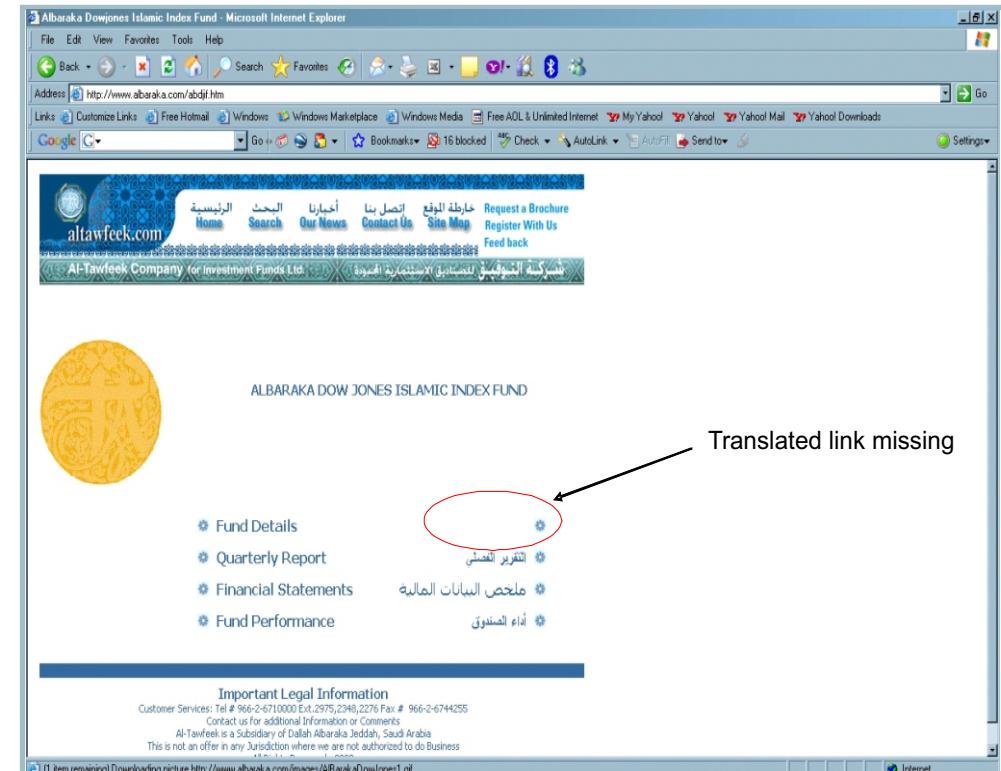
Al Amin MasterCard is issued to all clients of Al-Tawfeek Company and Al-Amin Bank as well as to all employees of Dalah Albaraka Group. These cards are of two categories:

Al Amin MasterCard – Gold
Al Amin MasterCard – Silver

Card Fees:

- For clients and investors:

For the first year all cards, gold/silver and supplementary will be free of charge. IN the consequent



Albaraka Dow Jones Islamic Index Fund - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://www.albaraka.com/abdj1.htm>

Links: Customize Links Free Hotmail Windows Windows Marketplace Windows Media Free AOL & Unlimited Internet MyYahoo Yahoo! Yahoo! Mail Yahoo! Downloads

Google

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Al-Tawfeek.com

Albaraka Dow Jones Islamic Index Fund

ALBARAKA DOW JONES ISLAMIC INDEX FUND

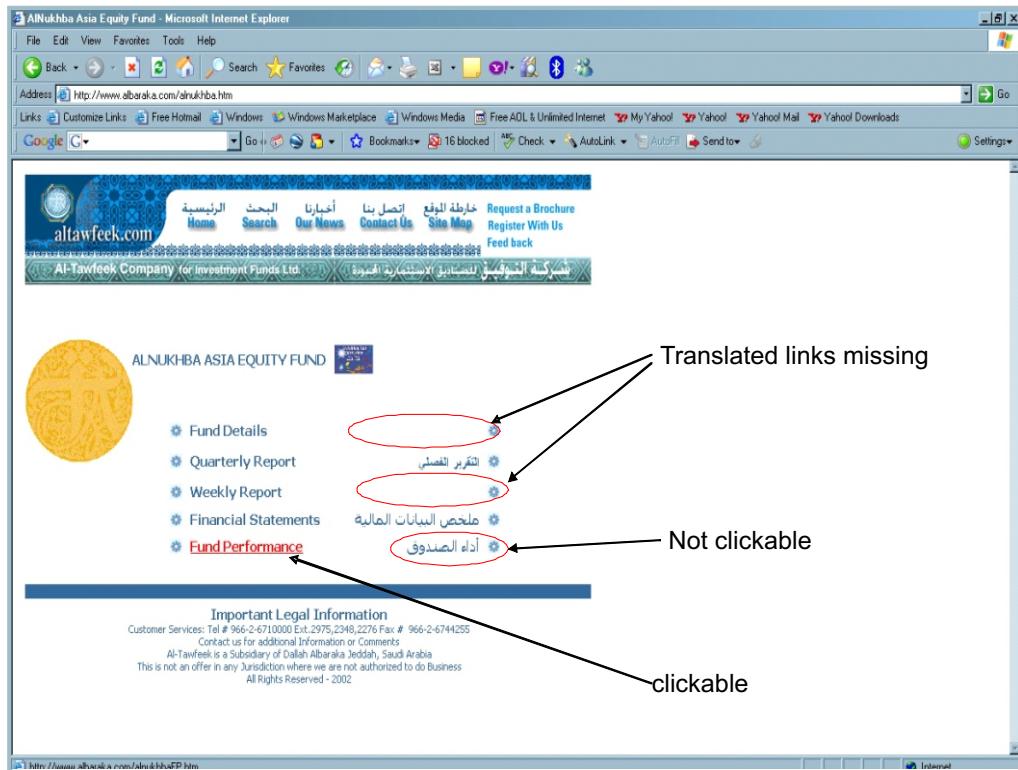
Quarterly Report

Fund Details
Quarterly Report
Financial Statements
ملخص البيانات المالية
Fund Performance
أداء المنشئ

Important Legal Information

Customer Services: Tel # 966-2-6710000 Ext.2975,2348,2276 Fax # 966-2-6744255
Contact us for additional Information or Comments
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This is not an offer in any Jurisdiction where we are not authorized to do business

AlNukhba Asia Equity Fund - Microsoft Internet Explorer



ALNUKHBA ASIA EQUITY FUND

- Fund Details
- Quarterly Report
- Weekly Report
- Financial Statements
- Fund Performance**

Translated links missing

Not clickable

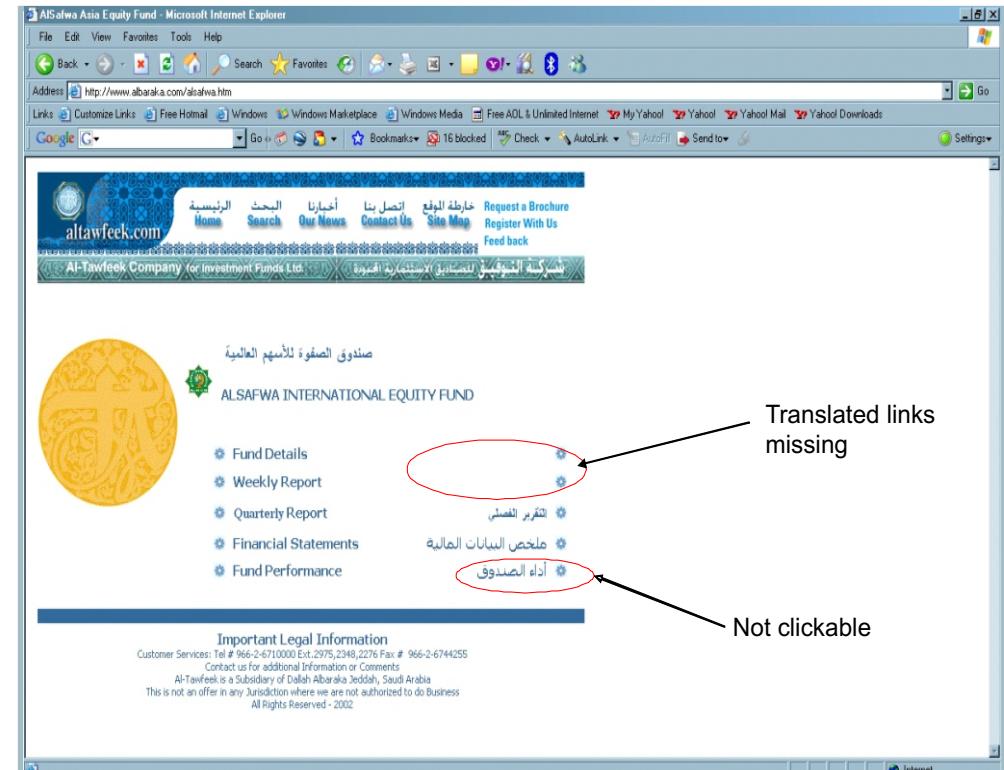
clickable

Important Legal Information

Customer Services: Tel # 966-2-6710000 Ext.2975,2348,2276 Fax # 966-2-6744255
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<http://www.albaraka.com/lnukhba.htm>

AlSafwa Asia Equity Fund - Microsoft Internet Explorer



ALSAFWA INTERNATIONAL EQUITY FUND

- Fund Details
- Weekly Report
- Quarterly Report
- Financial Statements
- Fund Performance**

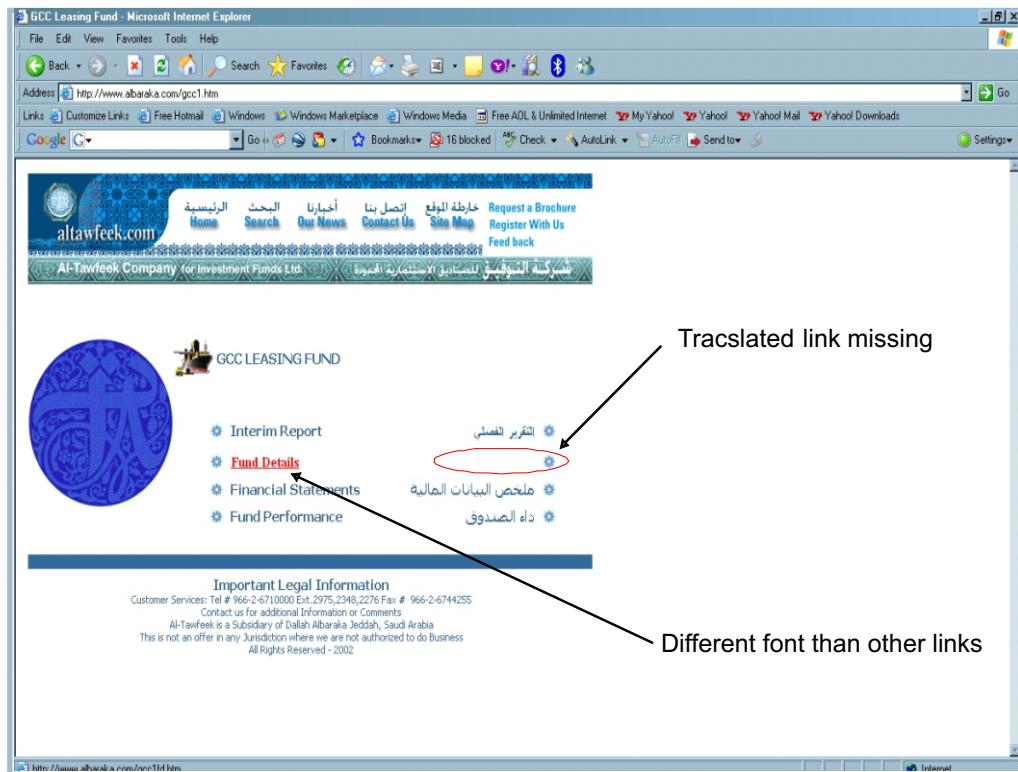
Translated links missing

Not clickable

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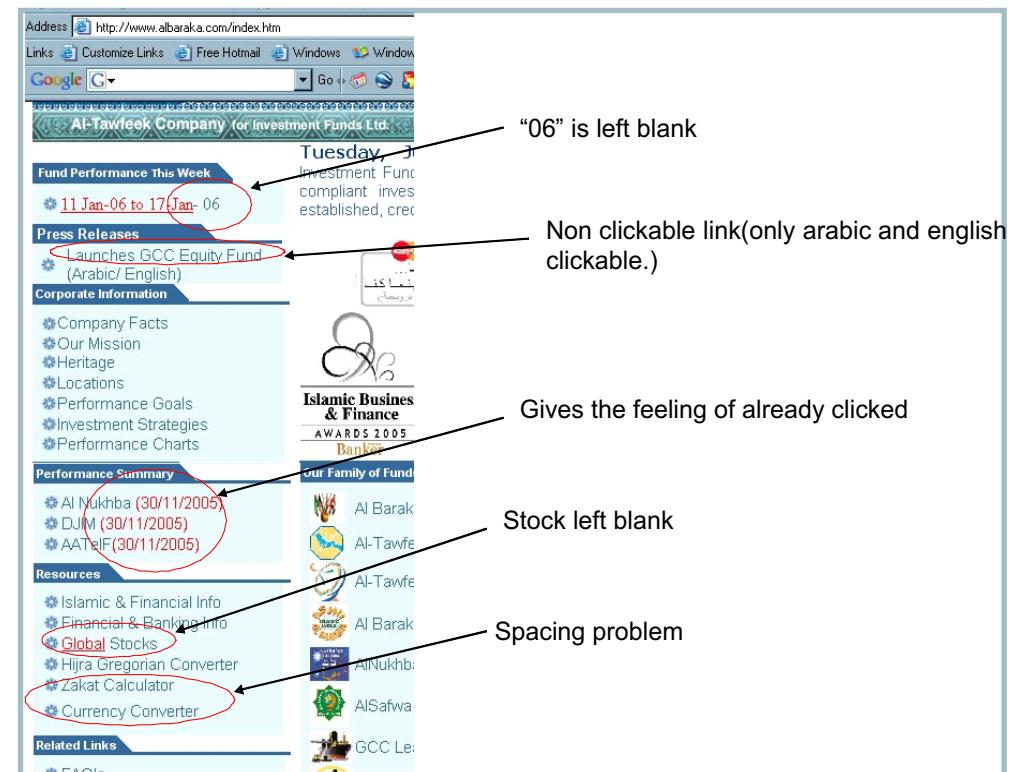
<http://www.albaraka.com/alsafwa.htm>



Traslated link missing

Different font than other links

11 Jan-06 to 17 Jan-06



"06" is left blank

Non clickable link(only arabic and english clickable.)

Gives the feeling of already clicked

Stock left blank

Spacing problem

Allara General Fund - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Favorites Search Windows Marketplace Windows Media Free AOL & Unlimited Internet My Yahoo! Yahoo! Yahoo! Mail Yahoo! Downloads

Links Customize Links Free Hotmail Windows Windows Marketplace Windows Media Free AOL & Unlimited Internet My Yahoo! Yahoo! Yahoo! Mail Yahoo! Downloads

Google Go Bookmarks 16 blocked Check AutoLink AutoFilter Send to Settings

altawfeek.com الرئيسية Home البحث Search أخبارنا Our News اتصل بنا Contact Us خاتمة الموقع Site Map Request a Brochure Register With Us Feed back

Al-Tawfeek Company for Investment Funds Ltd. شركه التوفيق لادارة الأصول

ALBARAKA GENERAL FUND صندوق البركة العام

Interim Report التقرير النصفي Fund Details ملخص البيانات المالية Financial Statements أداء الصندوق Fund Performance

Translated link missing

Important Legal Information

Customer Services: Tel # 966-2-6710000 Ext.2975, 2346, 2276 Fax # 966-2-6744255

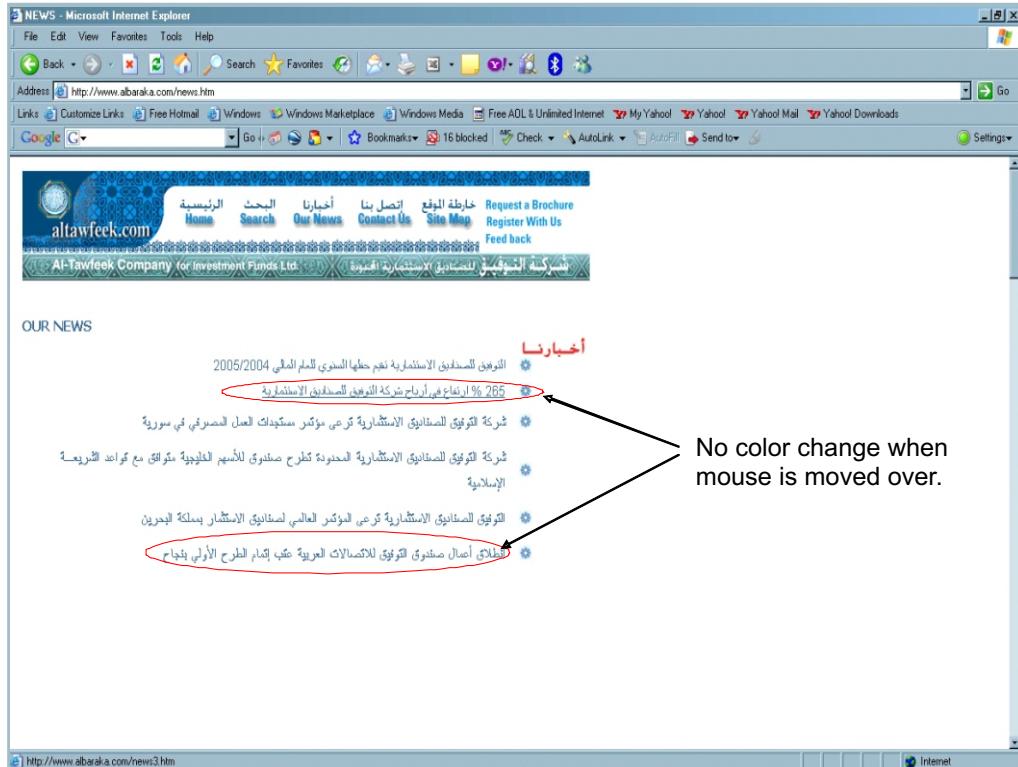
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Internet



NEWS - Microsoft Internet Explorer

Address: <http://www.albaraka.com/news.htm>

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Google Go Bookmarks 16 blocked Check AutoLink Send to Settings

altawfeek.com

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الشركة الموقّف في المستشاري الاستثماري المجموعة

OUR NEWS

أخباراً

التمويل المستشاري الاستثماري نعم على المستوى العالمي 2005/2004

265% ارتفاع في ارباح الشركة الموقّف في المستشاري الاستثماري

شركة التمويل المستشاري الاستثماري ترحب بمؤكّد مستخدمات العمل المصرفي في سوريا

شركة التمويل المستشاري الاستثماري المجموعة تطرح صندوق الأشئم الخليجي متوازن مع كواد الأرباح

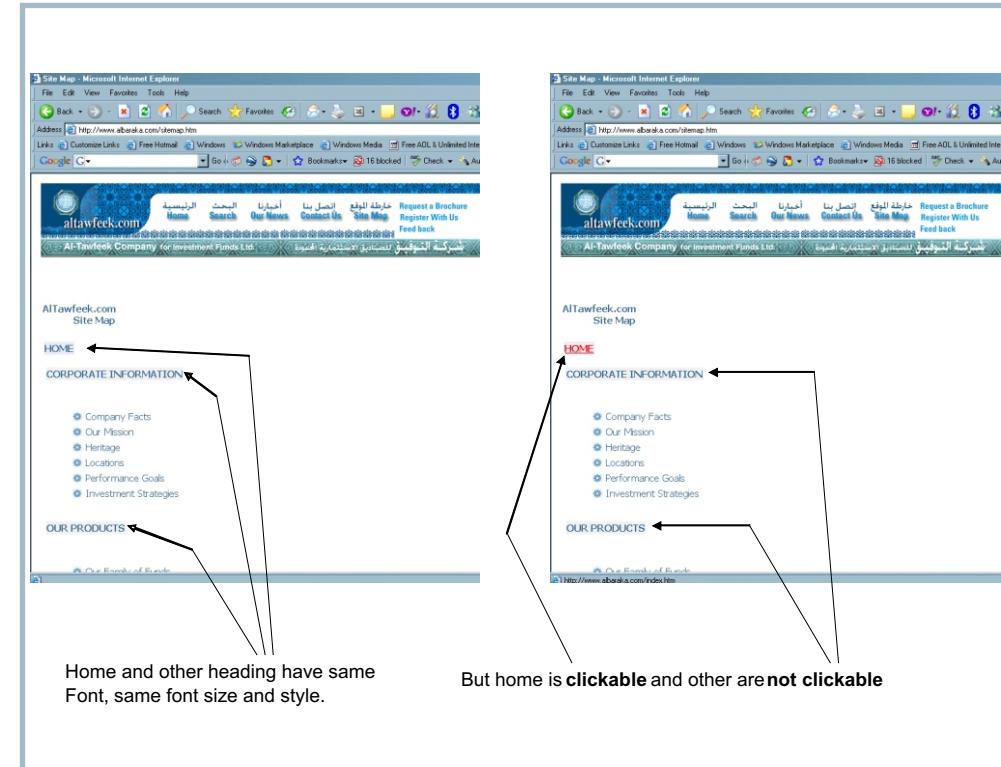
الإسلامية

التمويل المستشاري الاستثماري ترحب بالزائر العالمي لستاندوك الاستشاري بسلسلة البحرين

بطابع اصال صنفوي التراثي للاتصالات العربية عن إثمار الطرح الأولي بنجاح

No color change when mouse is moved over.

http://www.albaraka.com/news3.htm



Site Map - Microsoft Internet Explorer

Address: <http://www.albaraka.com/sitemap.htm>

Links: Customize Links Free Hotmail Windows Windows Marketplace Windows Media Free AOL & Unlimited Internet

Google Go Bookmarks 16 blocked Check AutoLink Send to Settings

altawfeek.com

الرئيسية Home Search Our News Contact Us Site Map Request a Brochure Register With Us Feed back

الشركة الموقّف في المستشاري الاستثماري المجموعة

Al-Tawfeek Company for Investment Funds Ltd.

Al-Tawfeek.com Site Map

HOME ←

CORPORATE INFORMATION ←

- Company Facts
- Our Mission
- Heritage
- Locations
- Performance Goals
- Investment Strategies

OUR PRODUCTS ←

- Our Range of Products
- Our Range of Funds

Home and other heading have same Font, same font size and style.

But home is **clickable** and other are **not clickable**

http://www.albaraka.com/index.htm

Search - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Favorites

Address: http://www.altawfeek.com/search.htm

Links: Customize Links Free Hotmail Windows Windows Marketplace Windows Media Free AOL & Unlimited Internet My Yahoo! Yahoo! Yahoo! Mail Yahoo! Downloads

Google

Home Search Our News Contact Us Site Map Request a Brochure Register With Us Feed back

Al-Tawfeek Company (or) Investment Funds Ltd.

Internet Search

1. Enter keyword(s)
2. Select search engine(s) desired

and click Find.

Microsoft Internet Explorer

Enter Keywords Here

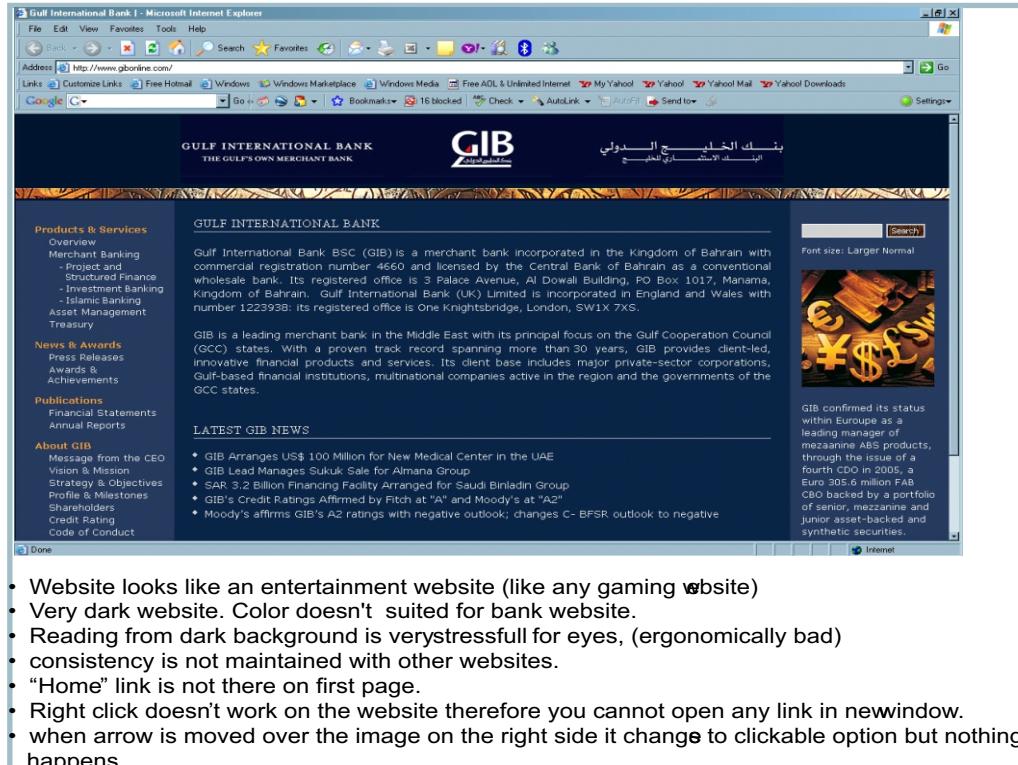
Alta Vista
 Lycos
 Yahoo

Find Clear

A search button here will work better than the find button down.

And why to use only a corner of whole page when you have so much of empty space.

Gulf International bank



- GIB Arranges US\$ 100 Million for New Medical Center in the UAE
- GIB Lead Manages Sukuk Sale for Almara Group
- SAR 3.2 Billion Financing Facility Arranged for Saudi Binladin Group
- GIB's Credit Ratings Affirmed by Fitch at "A" and Moody's at "A2"
- Moody's affirms GIB's A2 ratings with negative outlook; changes C- BFSR outlook to negative

• Website looks like an entertainment website (like any gaming website)

• Very dark website. Color doesn't suited for bank website.

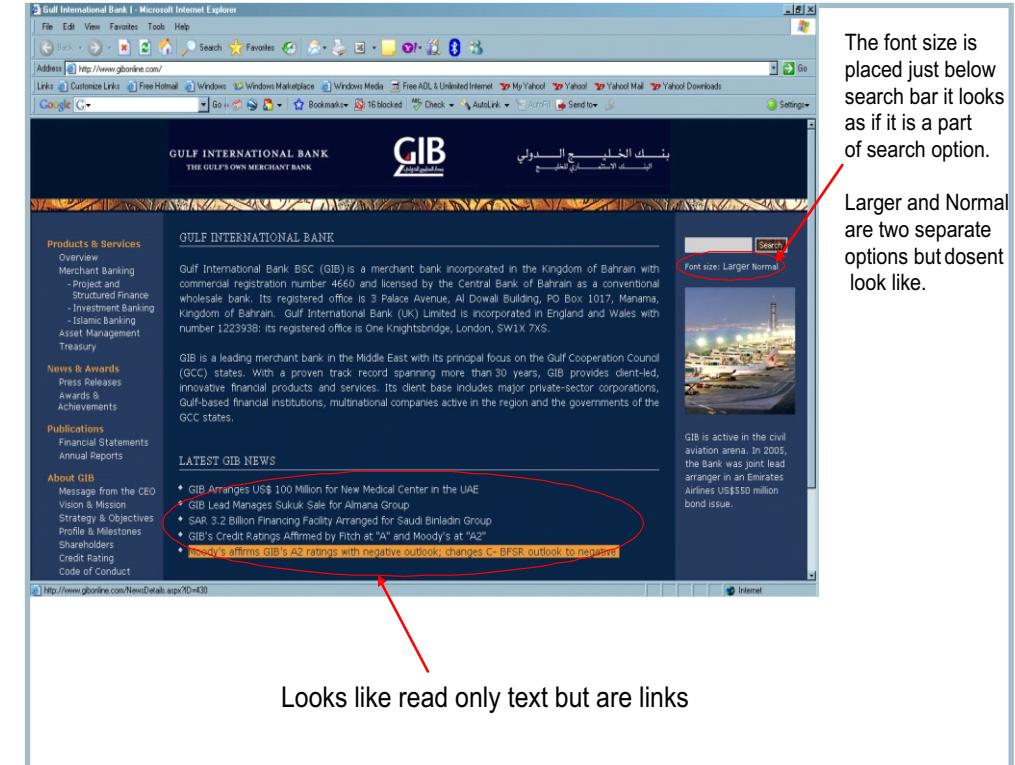
• Reading from dark background is very stressfull for eyes, (ergonomically bad)

• consistency is not maintained with other websites.

• "Home" link is not there on first page.

• Right click doesn't work on the website therefore you cannot open any link in newwindow.

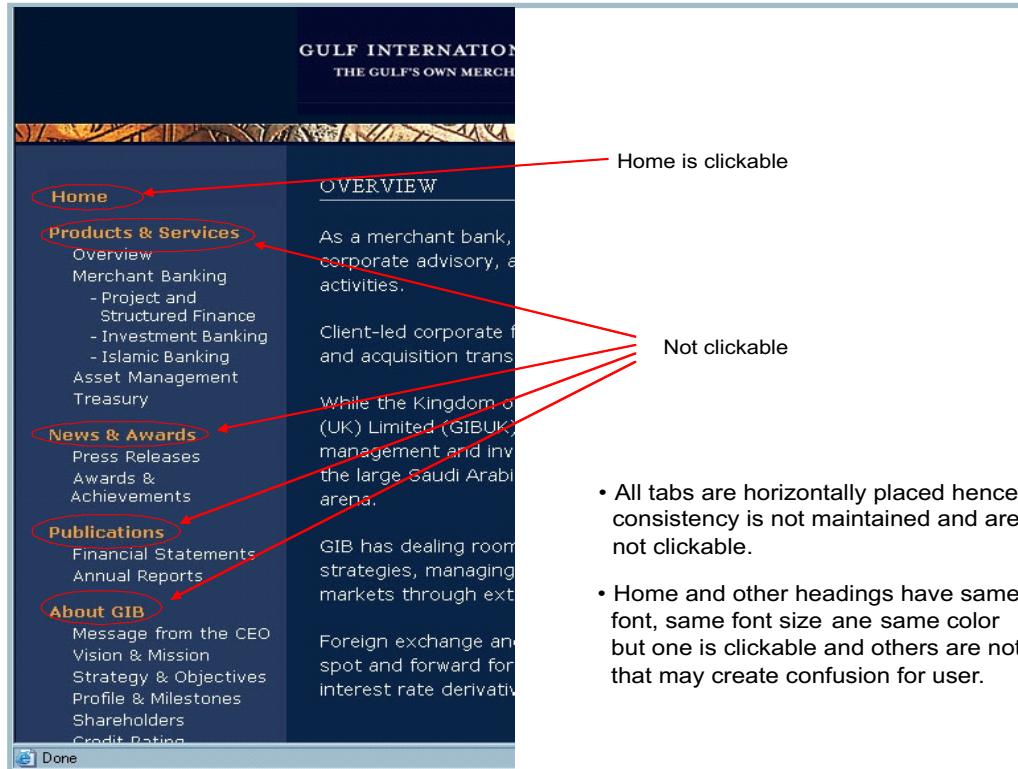
• when arrow is moved over the image on the right side it change to clickable option but nothing happens.



The font size is placed just below search bar it looks as if it is a part of search option.

Larger and Normal are two separate options but dosent look like.

Looks like read only text but are links



Home is clickable

Not clickable

- All tabs are horizontally placed hence consistency is not maintained and are not clickable.
- Home and other headings have same font, same font size and same color but one is clickable and others are not that may create confusion for user.



Home is clickable

Not clickable

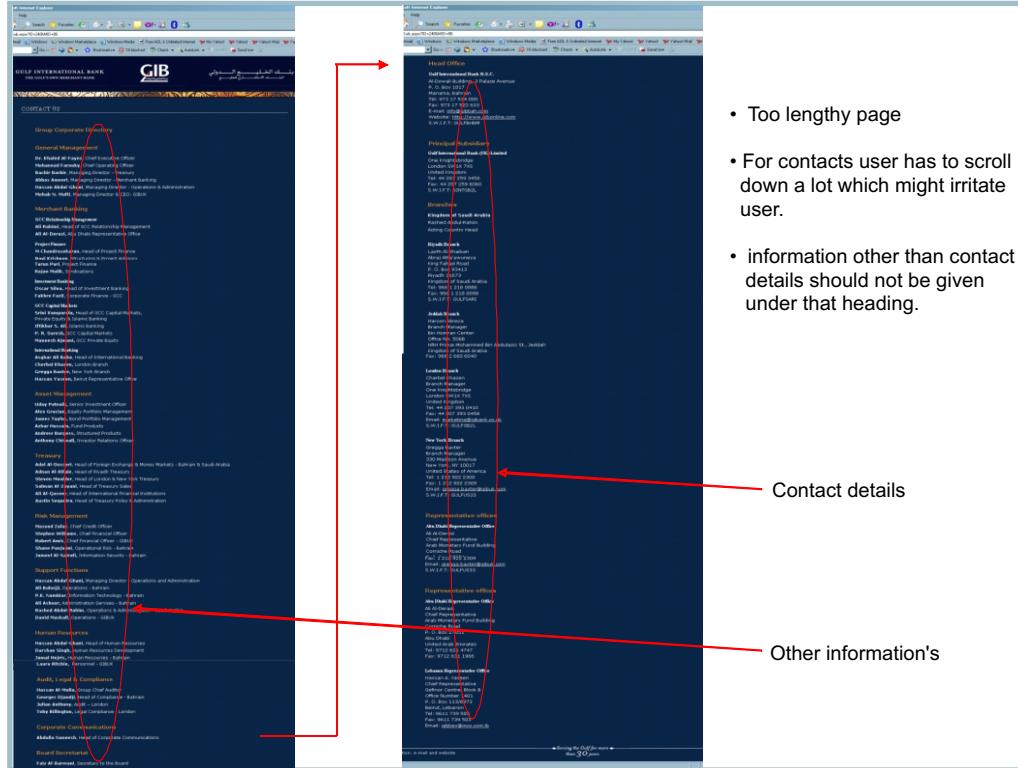
- Bullets would have solved the problem



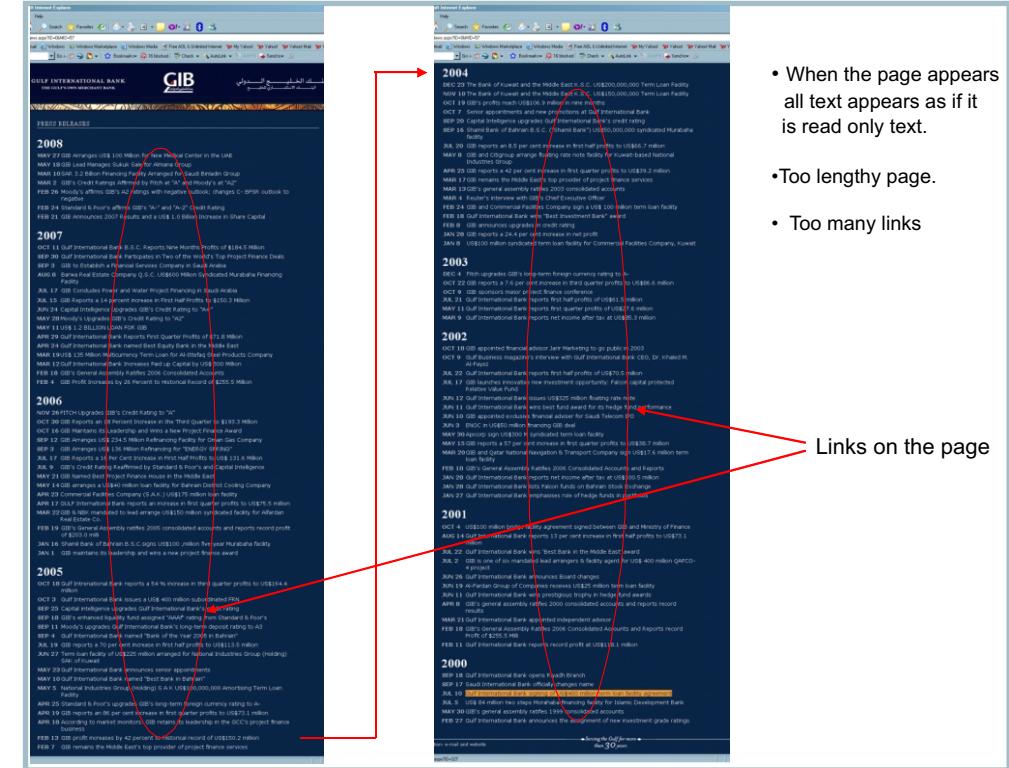
Home is clickable

Not clickable

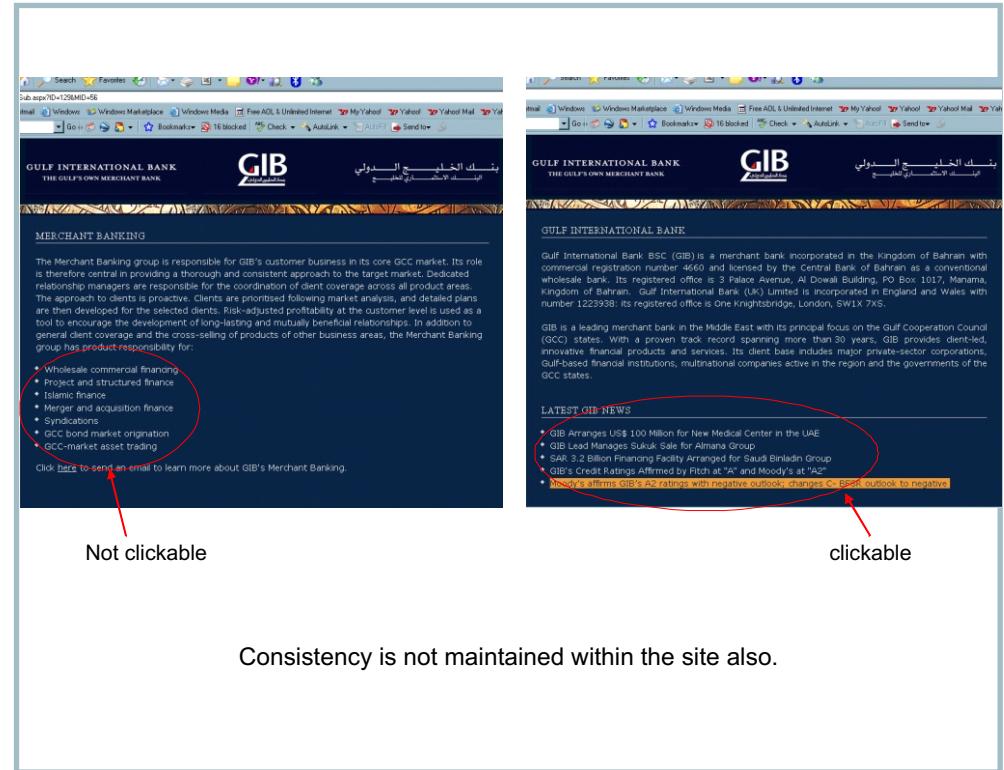
- Bullets would have solved the problem
- It feels like "Press Releases" and "Awards & Achievements" is one link or three links. But actually there are two links.
- Same problem, can't tell whether "USA Patriot Act Certification" is one link or are separate links.



- Too lengthy page
- For contacts user has to scroll down a lot which might irritate user.
- information other than contact details should not be given under that heading.



- When the page appears all text appears as if it is read only text.
- Too lengthy page.
- Too many links



The image displays two screenshots of the Gulf International Bank (GIB) website. The left screenshot shows a page for 'MERCHANT BANKING' with a list of services. The right screenshot shows a 'LATEST GIB NEWS' page. Red circles highlight sections that are visually similar but have different linkability. A red arrow points from the 'Not clickable' label to a circled section on the left page, and another red arrow points from the 'clickable' label to a circled section on the right page. The text in the circled sections is as follows:

MERCHANT BANKING

The Merchant Banking group is responsible for GIB's customer business in its core GCC market. Its role is therefore central in providing a thorough and consistent approach to the target market. Dedicated relationship managers are responsible for the coordination of client coverage across all product areas. The Merchant Banking group follows a process of identifying potential clients, assessing their needs, and then developing a plan for the selected clients. Risk-adjusted pricing is at the customer level is used as a tool to encourage the development of long-lasting and mutually beneficial relationships. In addition to general client coverage and the cross-selling of products of other business areas, the Merchant Banking group has product responsibility for:

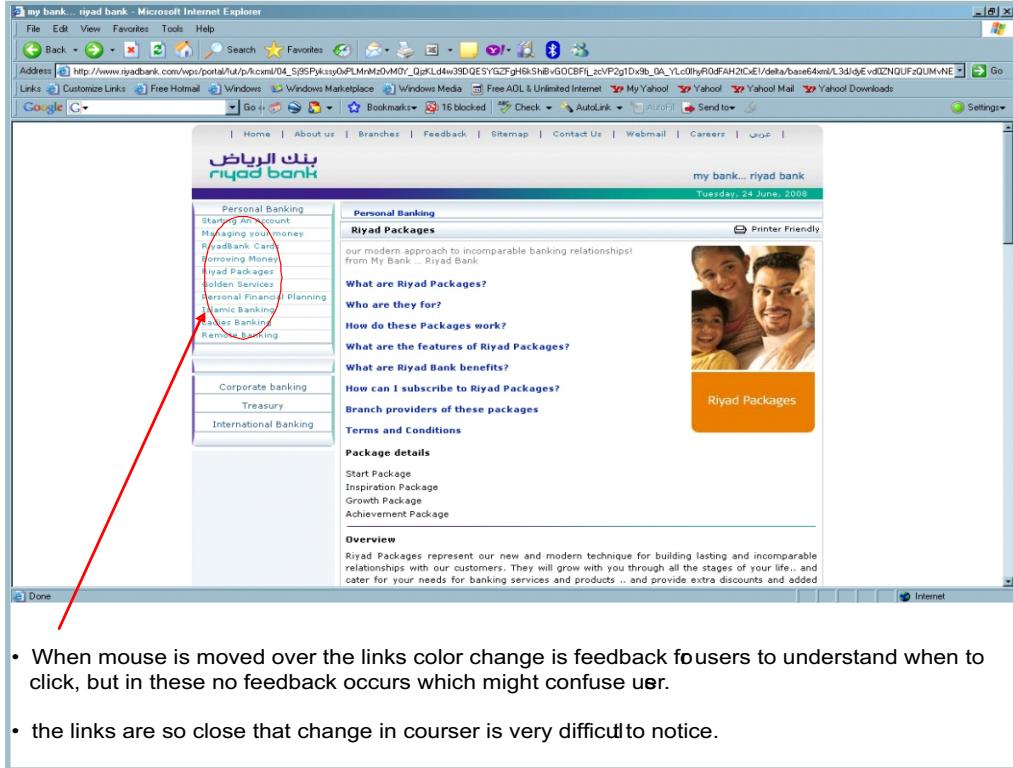
- Wholesale commercial financing
- Project and structured finance
- M&A finance
- Merger and acquisition finance
- Syndications
- GCC bond market origination
- GCC-market asset trading

click [here](#) to send an email to learn more about GIB's Merchant Banking.

LATEST GIB NEWS

- GIB Arranges US\$ 100 Million for New Medical Center in the UAE
- GIB Lead Manages Sukuk Sale for Almarai Group
- SAR 3.2 Billion Financing Facility Arranged for Saudi Binladin Group
- GIB's Credit Ratings Affirmed by Fitch at "A" and Moody's at "A2"
- Moody's affirms GIB's A2 ratings with negative outlook; changes its outlook to negative

Riyad bank



my bank... riyad bank - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.riyadbank.com/vps/portal/u/p/kxml/04_5j95Pkyas0vPLMnMz0vM0Y_QjdKLd4w29DQE5Yg2ZghH6kShB+gOCBFl_zcVP2g1Dx9b_0A_YLc0lyR0dFAH2iCxE/delta/base64xml/1.3d/djEvxZNLQf2QUMvNE

Links: Customize Links Free Hotmail Windows Windows Marketplace Windows Media Free AOL & Unlimited Internet My Yahoo! Yahoo! Yahoo! Mail Yahoo! Downloads

Bookmarks: 16 blocked Check AutoLink Send to Settings

my bank... riyad bank

Tuesday, 24 June, 2008

Personal Banking

Riyad Packages

our modern approach to incomparable banking relationships! from My Bank ... Riyad Bank

What are Riyad Packages?

Who are they for?

How do these Packages work?

What are the features of Riyad Packages?

What are Riyad Bank benefits?

How can I subscribe to Riyad Packages?

Branch providers of these packages

Terms and Conditions

Package details

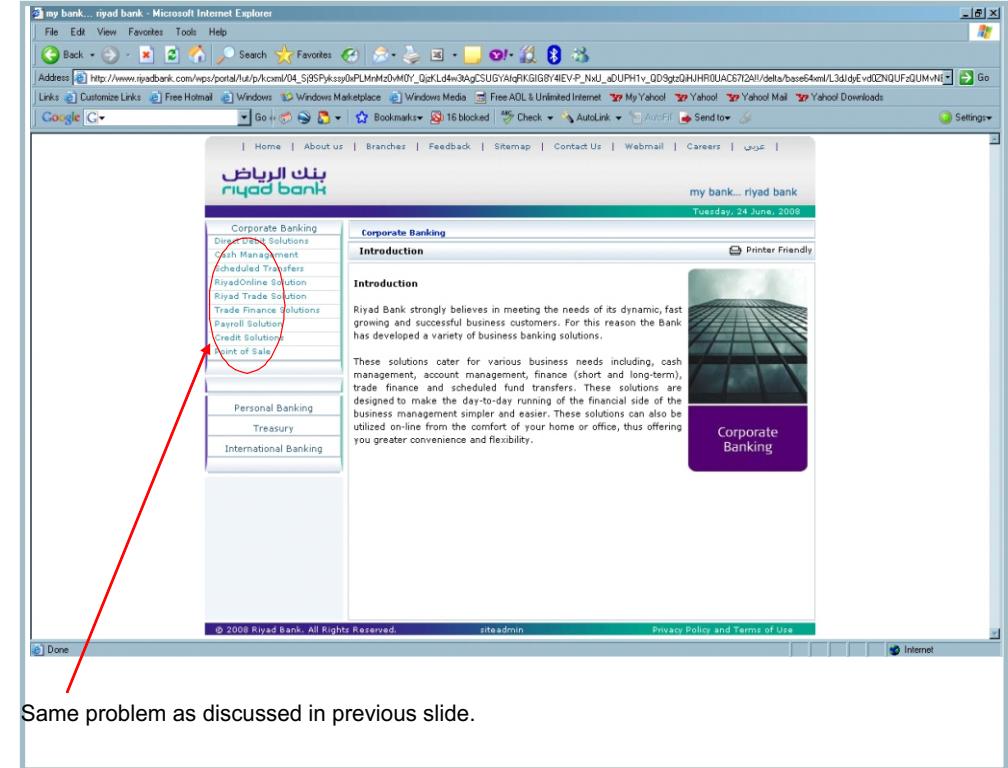
Start Package
Inspiration Package
Growth Package
Achievement Package

Overview

Riyad Packages represent our new and modern technique for building lasting and incomparable relationships with our customers. They will grow with you through all the stages of your life, and cater for your needs for banking services and products ... and provide extra discounts and added

Printer Friendly

Done



my bank... riyad bank - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.riyadbank.com/vps/portal/u/p/kxml/04_5j95Pkyas0vPLMnMz0vM0Y_QjdKLd4w3AgCSUgYAhrKGIGbY4IEV_P_NxJ_uDUPH1v_0D9gtzQHUH10UAC572AI/delta/base64xml/1.3d/djEvxZNLQf2QUMvNE

Links: Customize Links Free Hotmail Windows Windows Marketplace Windows Media Free AOL & Unlimited Internet My Yahoo! Yahoo! Yahoo! Mail Yahoo! Downloads

Bookmarks: 16 blocked Check AutoLink Send to Settings

my bank... riyad bank

Tuesday, 24 June, 2008

Corporate Banking

Corporate Banking

Introduction

Riyad Bank strongly believes in meeting the needs of its dynamic, fast growing and successful business customers. For this reason the Bank has developed a variety of business banking solutions.

These solutions cater for various business needs including, cash management, account management, finance (short and long-term), trade finance and scheduled fund transfers. These solutions are designed to make the day-to-day running of the financial side of the business management simpler and easier. These solutions can also be utilized on-line from the comfort of your home or office, thus offering you greater convenience and flexibility.

Introduction

Riyad Bank strongly believes in meeting the needs of its dynamic, fast growing and successful business customers. For this reason the Bank has developed a variety of business banking solutions.

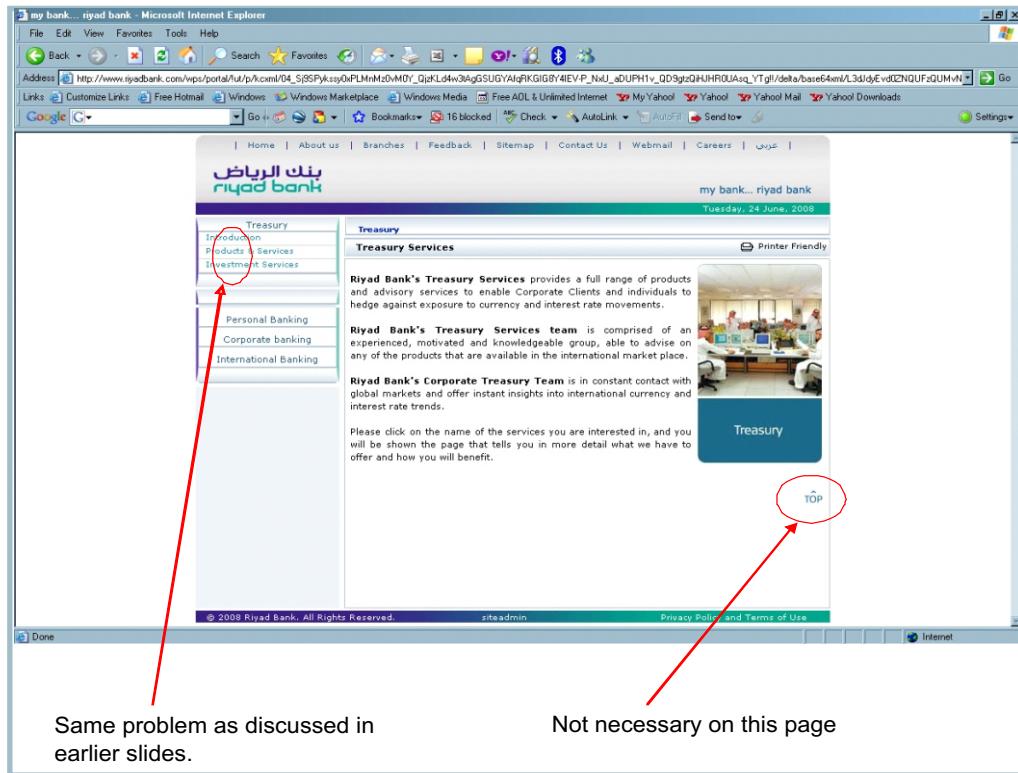
These solutions cater for various business needs including, cash management, account management, finance (short and long-term), trade finance and scheduled fund transfers. These solutions are designed to make the day-to-day running of the financial side of the business management simpler and easier. These solutions can also be utilized on-line from the comfort of your home or office, thus offering you greater convenience and flexibility.

Corporate Banking

Done

- When mouse is moved over the links color change is feedback for users to understand when to click, but in these no feedback occurs which might confuse user.
- the links are so close that change in cursor is very difficult to notice.

Same problem as discussed in previous slide.



my bank... riyad bank - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.riyadbank.com/wps/portal/ut/p/cxml/04_S0SPYksy0xPLMnMz0-M0Y_QjdLd4w3tgGSUYAqfFKGIG84IEV-P_NsU_aDUPH1v_QD9gtQHJHR0UAsq_YTgl/delta/base64ml/13d1dyEvdCNQFzQUM-N-3 Go

Links: Customize Links Free Hotmail Windows Marketplace Windows Media Free AOL & Unlimited Internet My Yahoo! Yahoo! Yahoo! Mail Yahoo! Downloads

Google C Bookmarks 18 blocked Check AutoLink Send to... Settings

| Home | About us | Branches | Feedback | Sitemap | Contact Us | Webmail | Careers | عربي |

بنك الرياض
riyad bank

Tuesday, 24 June, 2008

Treasury

Treasury Services

Printer Friendly

Riyad Bank's Treasury Services provides a full range of products and advisory services to enable Corporate Clients and individuals to hedge against exposure to currency and interest rate movements.

Riyad Bank's Treasury Services team is comprised of an experienced, motivated and knowledgeable group, able to advise on any of the products that are available in the international market place.

Riyad Bank's Corporate Treasury Team is in constant contact with global markets and offer instant insights into international currency and interest rate trends.

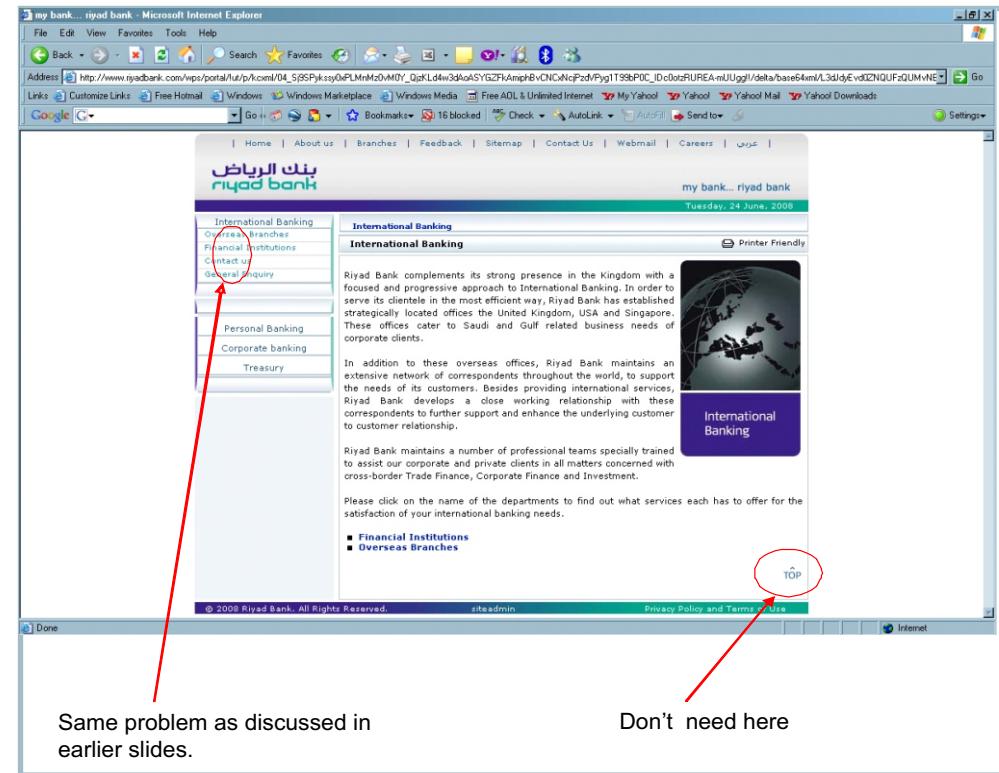
Please click on the name of the services you are interested in, and you will be shown the page that tells you in more detail what we have to offer and how you will benefit.

TOP

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Done

Same problem as discussed in earlier slides.



my bank... riyad bank - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.riyadbank.com/wps/portal/ut/p/cxml/04_S0SPYksy0xPLMnMz0-M0Y_QjdLd4w3tgGSUYAqfFKGIG84IEV-P_NsU_aDUPH1v_QD9gtQHJHR0UAsq_YTgl/delta/base64ml/13d1dyEvdCNQFzQUM-N-3 Go

Links: Customize Links Free Hotmail Windows Marketplace Windows Media Free AOL & Unlimited Internet My Yahoo! Yahoo! Yahoo! Mail Yahoo! Downloads

Google C Bookmarks 18 blocked Check AutoLink Send to... Settings

| Home | About us | Branches | Feedback | Sitemap | Contact Us | Webmail | Careers | عربي |

بنك الرياض
riyad bank

Tuesday, 24 June, 2008

International Banking

International Banking

Printer Friendly

Riyad Bank complements its strong presence in the Kingdom with a focused and progressive approach to International Banking. In order to serve its clientele in the most efficient way, Riyad Bank has established strategically located offices the United Kingdom, USA and Singapore. These offices cater to Saudi and Gulf related business needs of corporate clients.

In addition to these overseas offices, Riyad Bank maintains an extensive network of correspondents throughout the world, to support the needs of its customers. Besides providing international services, Riyad Bank develops close working relationship with these correspondents to further support and enhance the underlying customer to customer relationship.

Riyad Bank maintains a number of professional teams specially trained to assist our corporate and private clients in all matters concerned with cross-border Trade Finance, Corporate Finance and Investment.

Please click on the name of the departments to find out what services each has to offer for the satisfaction of your international banking needs.

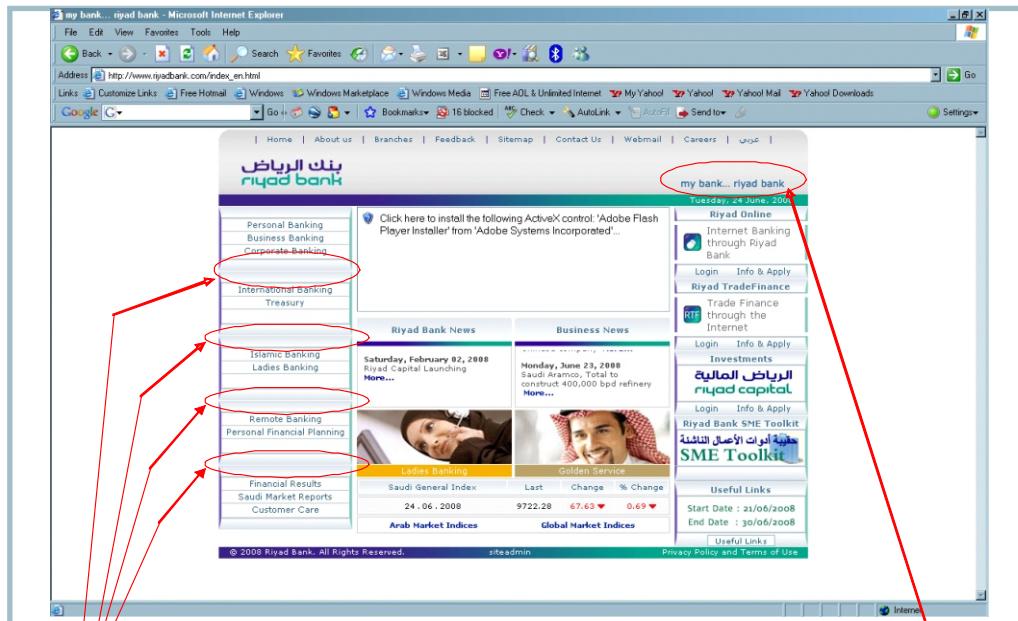
■ Financial Institutions
■ Overseas Branches

TOP

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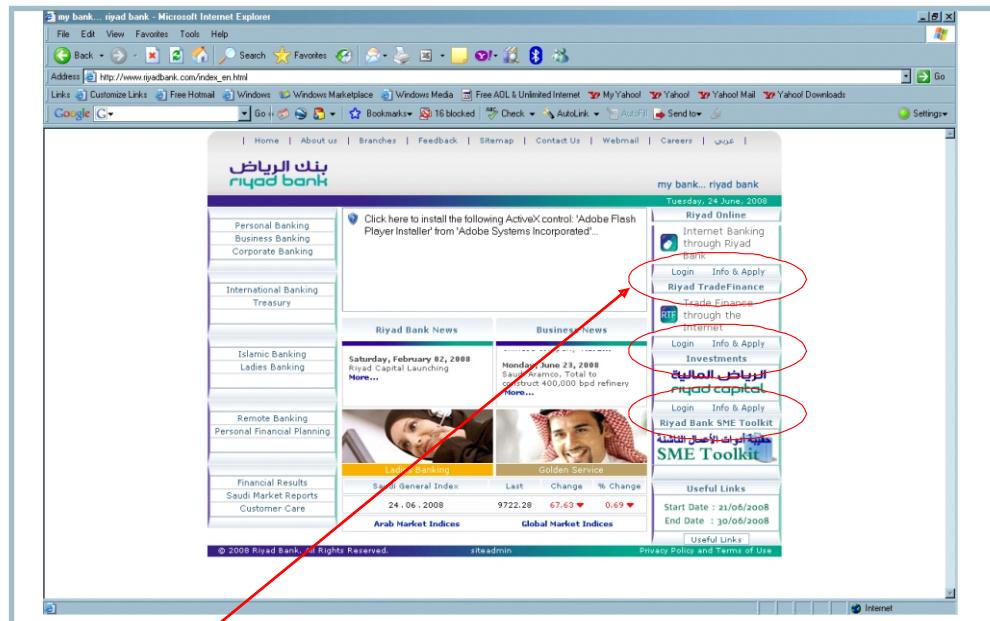
Done

Same problem as discussed in earlier slides.



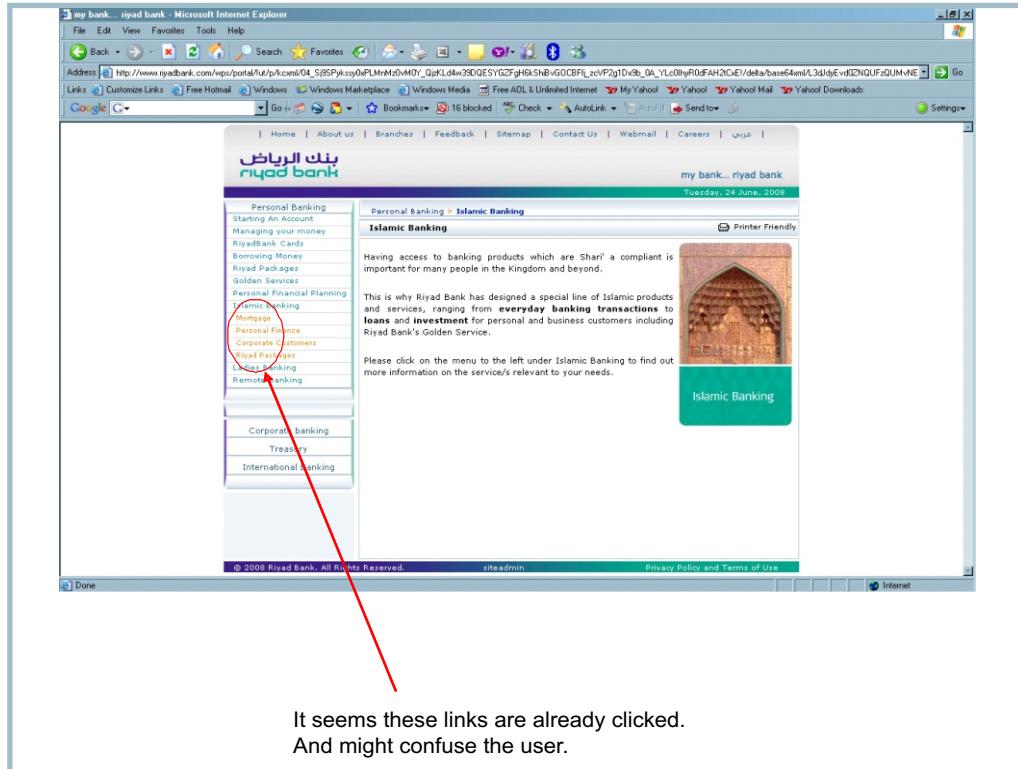
Why these empty spaces?
if separated because of different categories then
each category should have heading.

The punch line should be
close to the logo.



This login and info & apply is for Riyad Online but it appears as if it is for
Riyad Trade Finance because of proximity.

Same happens with the other two.



my bank... riyad bank - Microsoft Internet Explorer

Personal Banking > Islamic Banking

Tuesday, 24 June, 2008

Having access to banking products which are Shar'i compliant is important for many people in the Kingdom and beyond.

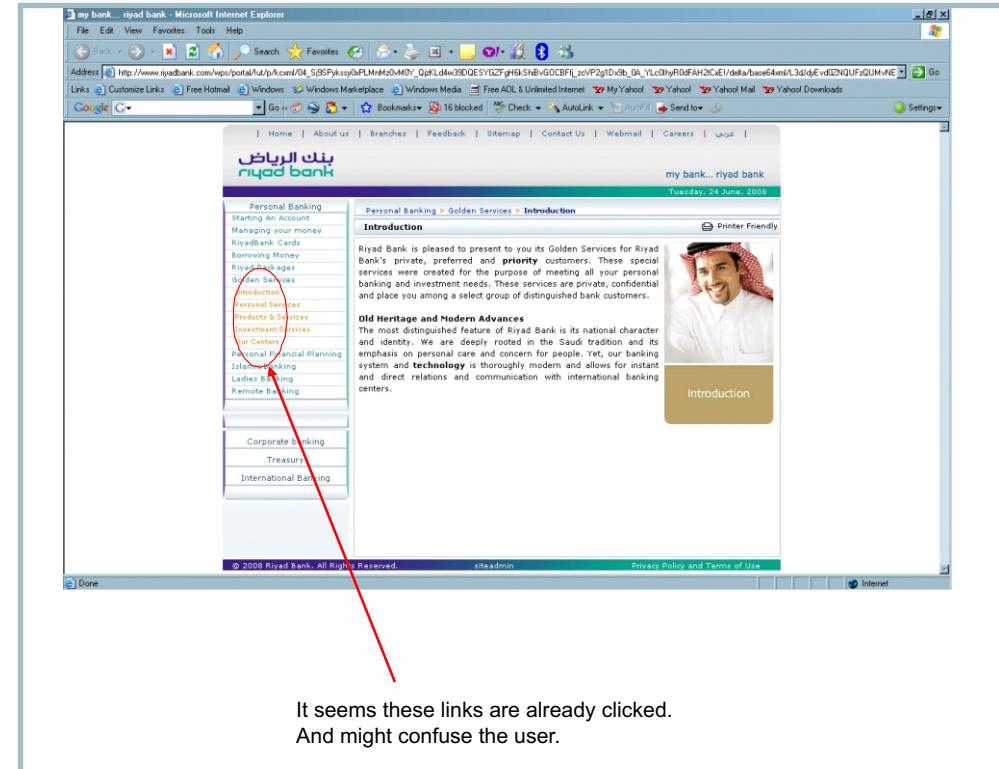
Please click on the menu to the left under Islamic Banking to find out more information on the service/s relevant to your needs.

Personal Banking
Starting An Account
Managing your money
RiyadBank Cards
Loans
Riyad Pass-ager
Golden Services
Personal Financial Planning
Remote Banking
Mortgage
Personal Finance
Corporate Customers
Riyad Pass-ager
Ladies Banking
Remote Banking

Corporate Banking
Treasury
International Banking

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It seems these links are already clicked.
And might confuse the user.



my bank... riyad bank - Microsoft Internet Explorer

Personal Banking > Golden Services > Introduction

Tuesday, 24 June, 2008

Riyad Bank is pleased to present to you its Golden Services for Riyad Bank's private, preferred and priority customers. These special services were created for the purpose of meeting all your personal banking and investment needs. These services are private, confidential and place you among a select group of distinguished bank customers.

Old Heritage and Modern Advances

The most distinguished feature of Riyad Bank is its national character and identity. It is deeply rooted in the Saudi tradition and its emphasis on personal care and concern for people. Yet, our banking system and technology is thoroughly modern and allows for instant and direct relations and communication with international banking centers.

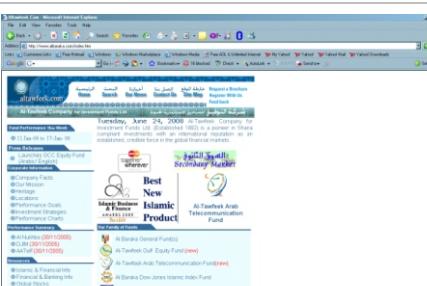
Introduction

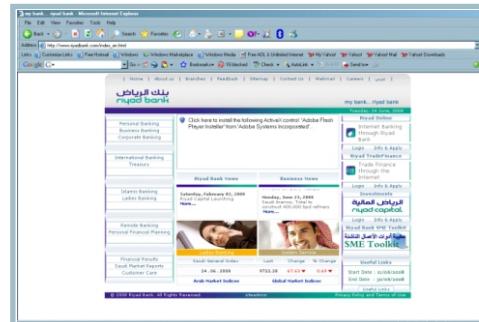
Personal Banking
Starting An Account
Managing your money
RiyadBank Cards
Loans
Riyad Pass-ager
Golden Services
Products
Personal Services
Products & Services
Investment Services
Our Centers
Personal Financial Planning
Elderly Banking
Ladies Banking
Remote Banking

Corporate Banking
Treasury
International Banking

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It seems these links are already clicked.
And might confuse the user.

Look & feel	Ease of use	How good for novice user	Navigation	Ratings
8/10	7/10	7/10	6/10	
5/10	6/10	4/10	5/10	
3/10	4/10	3/10	3/10	



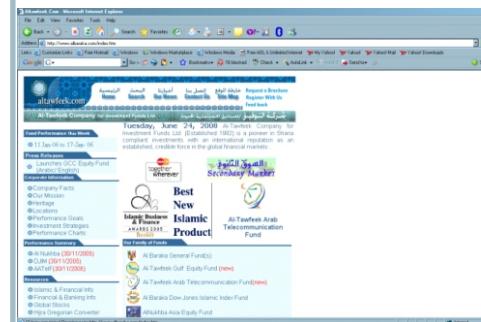
Riyad bank
<http://www.riyadbank.com>

Rating : 7/10



Gulf International Bank
<http://www.gibonline.com>

Rating : 5/10

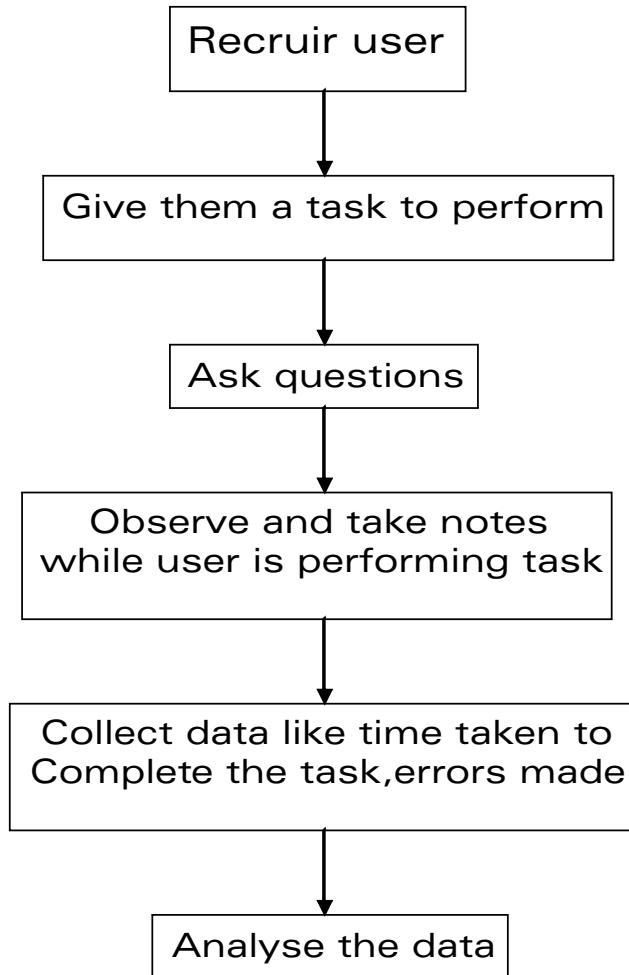


Albaraka.com
<http://www.albaraka.com>

Rating : 3/10

Recommendation

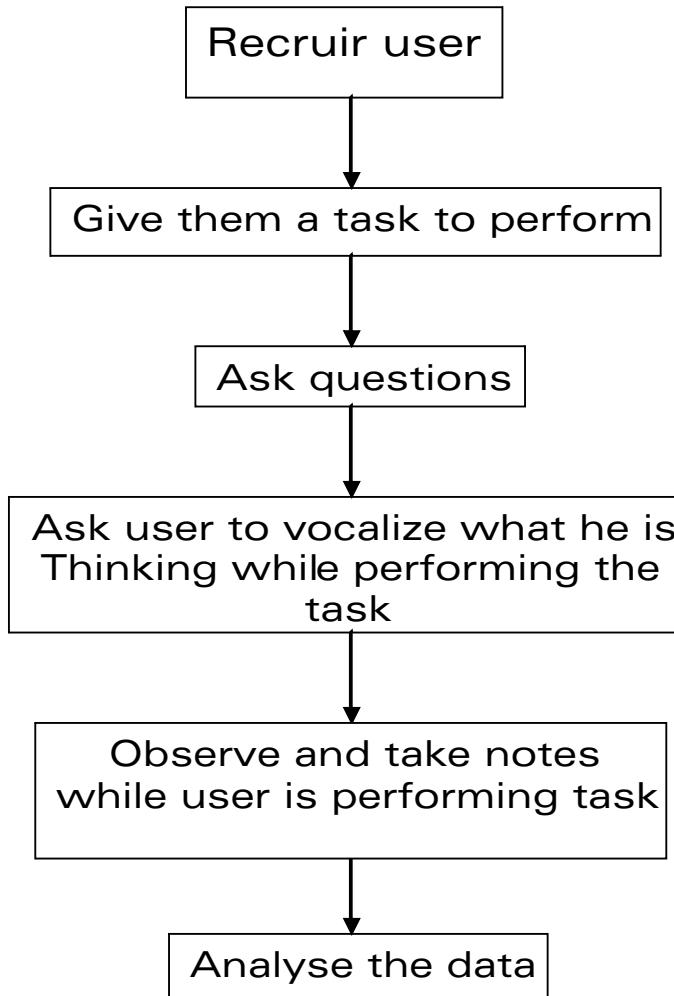
- Coding should be proper, there should not be link which are half clicked and half portion left behind not clickable.
- Separation of ads should be proper. It should not get mixed with the content of page.
- Alignment should be proper. Content should not bulge out of page outline.
- Different links should be separated properly, they should not be merged. Proper spacing, underline, bullets can be used.
- The font, color, font size used for any link should not be used for headlines on the same page.
- Light shades should be used for such web sites.
- Consistency should be maintained throughout the web site.
- Website pages should not be too long, user don't like scrolling too much
- Give relevant information only, what the heading says.
- The links should not be too closely placed that the cursor transitions cannot be seen.
- Dead links should not be given on the page, which leads nowhere.
- Proximities should be taken into consideration while placing the links



General Concepts of Usability Testing

Usability testing is carrying out experiments to find out specific information about a design. Tests have their root in experimental psychology, which used to mean a reliance upon heavy-duty statistical analysis of data. Today, with more emphasis on the interpretation of the results rather than actual data-driven figures, you see less importance given to the hard numbers and more to the other things you find out during the test. For example, a lot of tests done today use the thinking-aloud protocol in conjunction with some sort of performance measurement. While performance measurement is still useful, information gathered from the thinking aloud protocol often makes its way into the product faster--it doesn't need to be aggregated and analyzed before you can act on it.

The overall process is simple; get some users and find out how they work with the product. Usually you observe individual users performing specific tasks with the product. You collect data on how they're doing--for example, how long they take to perform the task, or how many errors they make. Then analyze the data from all your experiments to look for trends. This section, based on Rubin's Handbook of Usability Testing, breaks these phases out in more detail.



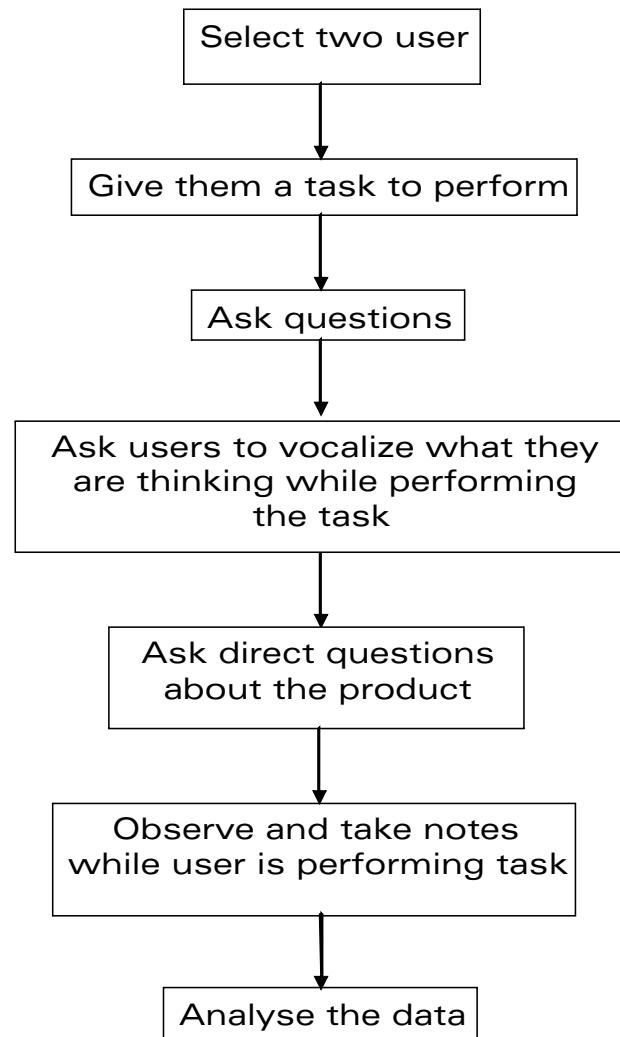
Thinking Aloud Protocol

Thinking Aloud protocol is a popular technique used during usability testing. During the course of a test, where the participant is performing a task as part of a user scenario, you ask the participant to vocalize his or her thoughts, feelings, and opinions while interacting with the product.

You begin by providing your participant with the product to be tested (or a prototype of its interface) and a scenario of tasks to perform. Ask participants to perform the tasks using the product, and explain what they're thinking about while working with the product's interface.

Thinking aloud allows you to understand how the user approaches the interface and what considerations the user keeps in mind when using the interface. If the user expresses that the sequence of steps dictated by the product to accomplish their task goal is different from what they expected, perhaps the interface is convoluted.

Although the main benefit of the thinking aloud protocol is a better understanding of the user's mental model and interaction with the product, you can gain other benefits as well. For example, the terminology the user uses to express an idea or function should be incorporated into the product design or at least its documentation.

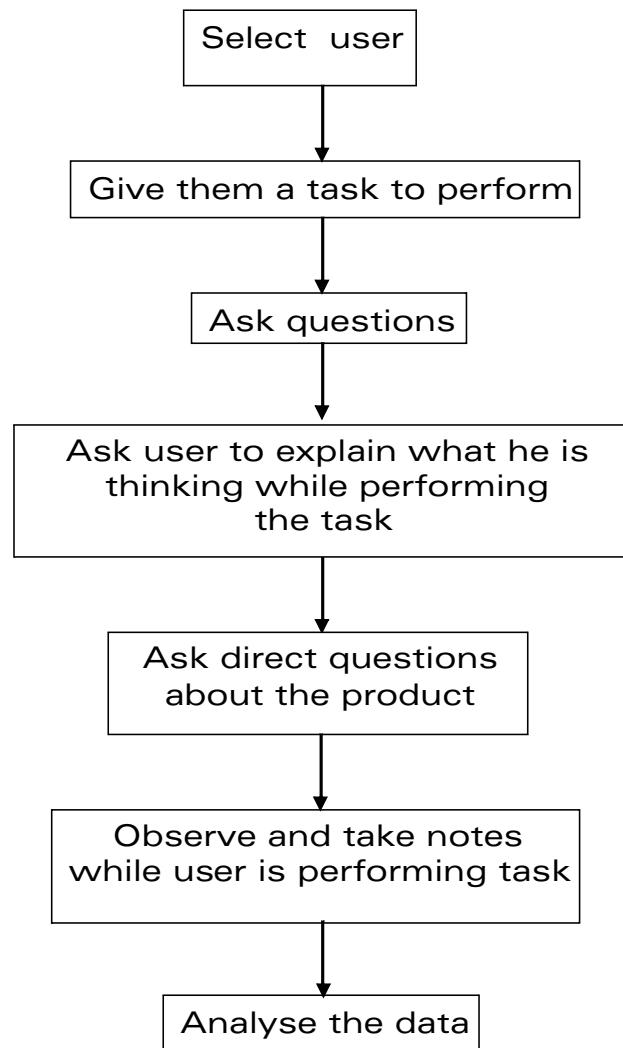


Co-Discovery Method

Co-discovery is a type of usability testing where two participants attempt to perform tasks together while being observed. The advantage of this method over the thinking aloud protocol is two-fold:

- in the workplace, most people have someone else available for help
- the interaction between the two participants can bring out more insights than a single participant vocalizing his or her thoughts

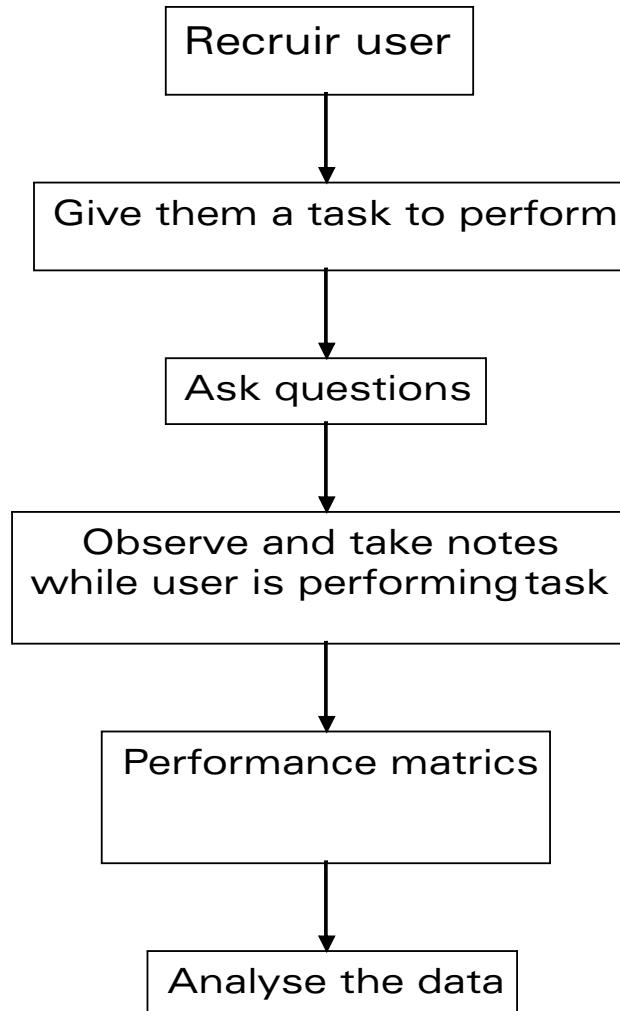
As with the thinking aloud method, you begin by providing your participants with the product to be tested (or a prototype of its interface) and a scenario of tasks to perform. Ask the participants to perform the tasks using the product, and explain what they're thinking about while working with the product's interface. Have them help each other in the same manner they would if they were working together to accomplish a common goal using the product.



Question-asking Protocol

The question-asking protocol simply takes thinking aloud one step further in that instead of waiting for users to vocalize their thoughts, you prompt them by asking direct questions about the product. Their ability (or lack of) to answer your questions can help you see what parts of the product interface were obvious, and which were obtuse.

As with the thinking aloud method, you begin by providing your participants with the product to be tested (or a prototype of its interface) and a scenario of tasks to perform. Ask the participants to perform the tasks using the product, and explain what they're thinking about while working with the product's interface. Also ask them pointed, direct questions about the product; for example, "How would you send the email message?" Their response, either in terms of the product being tested or in other products from their past experience, will provide insights into their mental model of the product.



Performance Measurement

Some usability tests are targeted at determining hard, quantitative data. Most of the time this data is in the form of performance metrics--how long does it take to select a block of text with a mouse, touchpad, or trackball? How does the placement of the backspace key influence the error rate?

Often these metrics are used as goals during the design of a product. Goals can be stated as stipulations, for example, "Users shall be able to connect to the Internet without errors or having to call the toll-free number," or "75% of users shall be able to complete the basic task in less than one hour." These benchmarks are devised during initial usability testing, either of a previous release, or of a competitor product.

You begin by following the basic usability test concepts of determining a purpose, identifying test objectives, designing the tests, and running the experiment.

Eye Tracking

Eye tracking allows testers to identify what participants look at during the course of a usability test. Eye tracking equipment uses several different technologies, including skin electrodes, marked contact lenses, image processing cameras, and reflector trackers. The last type is probably the most effective, as it does not require physical contact with the user's eye/eye socket. Instead, a beam of light is projected onto the eye; a sophisticated camera picks up the difference between the pupil reflection and known reference points to determine what the user is looking at.

Eye tracking involves sophisticated, usually expensive equipment. In most cases, unless the particular product you're testing requires eye tracking testing, it's best to find a usability lab that has already purchased an eye tracker and rent time at that lab for your testing.

Use this technique when you absolutely have to identify what a person looks at during a usability test. For most products, regular inspection or testing methods will identify enough usability problems to the point that eye tracking isn't necessary.

Demographics

Profession : Working

Gender : male

Age : between 25-40

No. : 32

Profession : Working

Gender : female

Age : between 25-35

No. : 18

Profession : students

Gender : male

Age : between 20-30

No. : 16

Profession : Students

Gender : female

Age : between 20-30

No. : 12

Profession : businessmen

Gender : female

Age : between 35-50

No. : 10

Profession : students other nationality

Gender : male, female

Age : between 20-35

No. : 12

Objective

- . To select 5 categories
 - E-commerce,
 - Entertainment,
 - E-ticketing,
 - social networking and
 - web mails

and find out the best practices used/applied to position the features in those web sites.

Survey Title [sort]	Created [sort]	Modified [sort]	Design	Collect	Analyze [sort]	Clear	Delete	
E-ticketing Website User Interface Survey	Tue, 6/24/08 12:05 AM	22 hours ago				16		
E-Commerce Website User Interface Survey	Mon, 6/23/08 9:43 PM	1 day ago				16		
Entertainment Website User Interface Survey	Mon, 6/23/08 11:49 PM	1 day ago				16		
Social networking Website User Interface Survey	Tue, 6/24/08 12:19 AM	1 day ago				15		
Web Mail Website User Interface Survey	Tue, 6/24/08 12:26 AM	1 day ago				19		

82 online surveys and 12 personal surveys.

Total - 100 surveys

1. E-Commerce

The purpose of this survey is to record the thoughts and aspirations of various target groups to find out the best practices used/applied to positioned the features in different categories of websites as mentioned below. Your input will be very valuable to us.

This questionnaire (10 questions) will take approximately 5 minutes to complete. Your feedback is important to this cause. The strictest confidentiality will be observed.

Kindly make a tick in the appropriate box provided for the options.(Select more than one option where ever needed)

[Add Question Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

1. What features would you consider beneficial to you in the e-commerce websites? (You can select multiple answers)

<input type="checkbox"/> Deals	<input type="checkbox"/> Categories	<input type="checkbox"/> Register
<input type="checkbox"/> Search	<input type="checkbox"/> Weekly Ads	<input type="checkbox"/> Cart
<input type="checkbox"/> Stores	<input type="checkbox"/> Home	<input type="checkbox"/> Sign In
<input type="checkbox"/> Features and services	<input type="checkbox"/> My Account	

Other (please specify)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

2. Where you expect deals option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

3. Where you expect search option on the web page?

Top center Top Right corner Top Left corner

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

4. Where you expect Stores option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

5. Where you expect features and services option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

6. Where you expect categories option on the web page?

Bottom right column Bottom center column Bottom left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

7. Where you expect weekly ads option on the web page?

Bottom right column Bottom center column Bottom left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

8. Where you expect cart option on the web page?

Top center row Top Right row Top Left row

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

9. Where you expect sign in ,my account, register, home option on the web page?

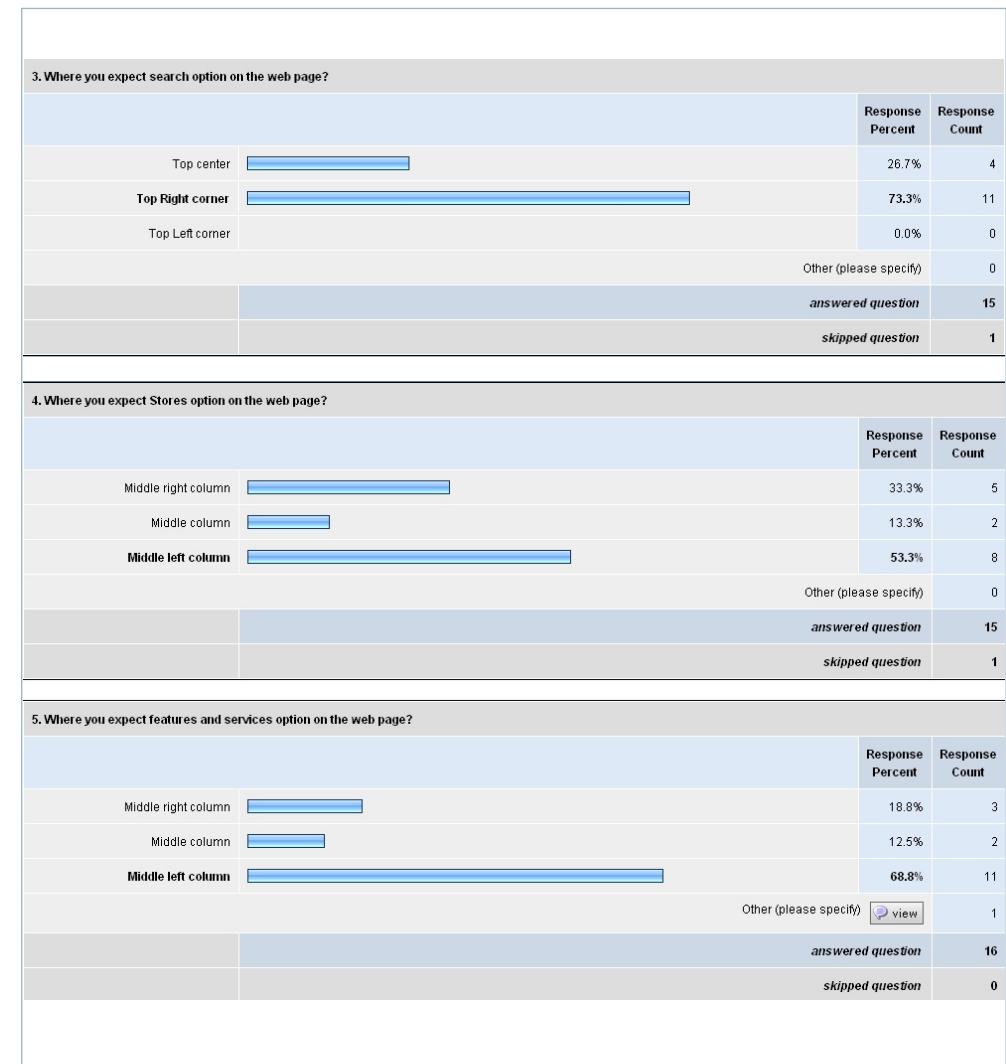
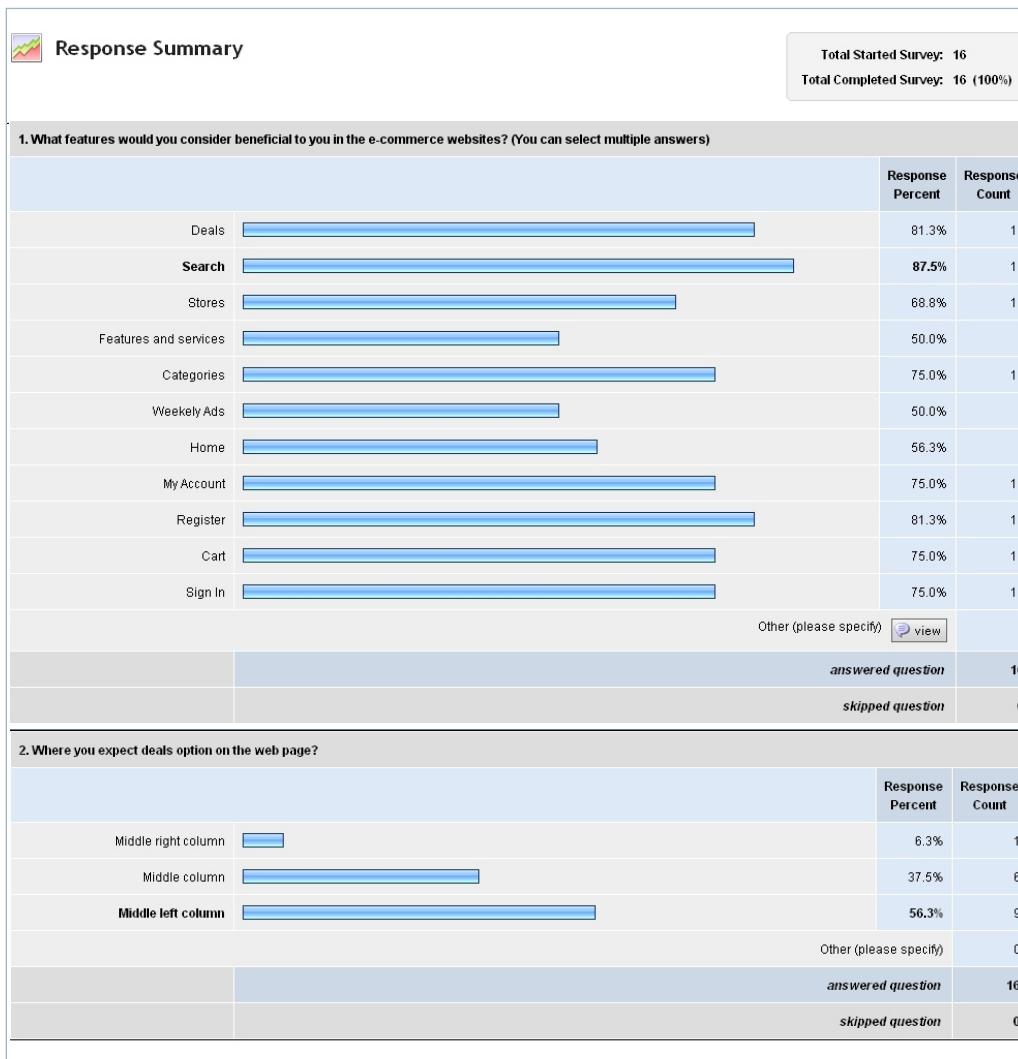
Top center row Top Right row Top Left row

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

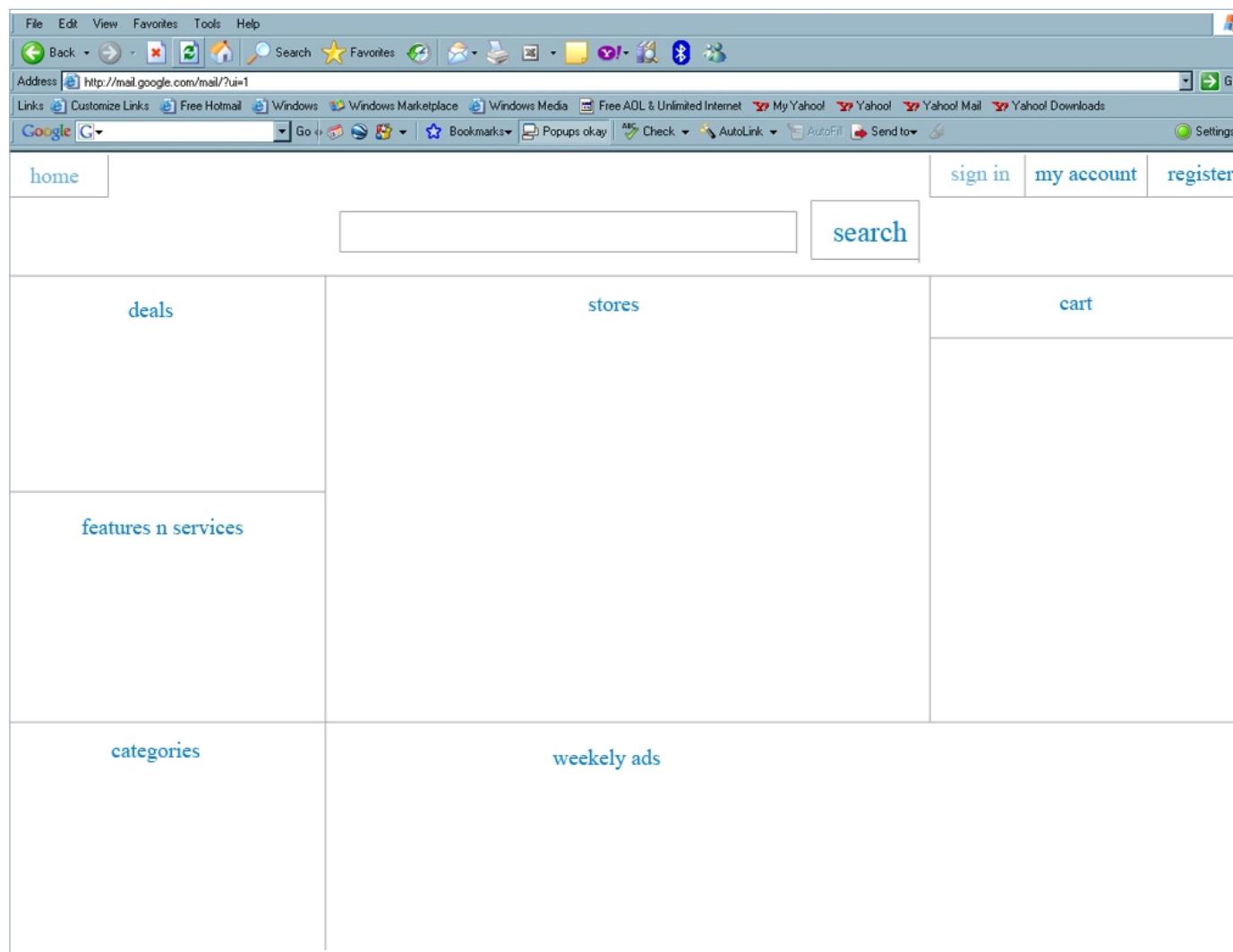
[Edit Question](#) [Move](#) [Copy](#) [Delete](#)

10. Which colour would you expect for e-commerce websites? Also kindly enter your age bracket(below 18, 18-24, 25-30, 31-40, above 40) and gender(Male/Female).



Comment Text	Response Date
 Find 1. Light blue. 25-30 Male	Sat, 6/28/08 1:46 AM
 Find 2. Light dull blue, 25-30, Male	Sat, 6/28/08 12:39 AM
 Find 3. blue and light grey	Fri, 6/27/08 1:21 PM
 Find 4. Blue (18-24) (Male)	Wed, 6/25/08 3:43 PM
 Find 5. 25,peanut color,male	Wed, 6/25/08 1:41 PM
 Find 6. Colour Doesn't matter but it should be Attractive and SECURED as it is e-commerce Site (24/Male)	Wed, 6/25/08 12:34 PM
 Find 7. grey (18-24, Male)	Wed, 6/25/08 11:57 AM
 Find 8. white 18-24	Wed, 6/25/08 11:54 AM
 Find 9. Blue-white, 25-30, F	Wed, 6/25/08 12:06 AM
 Find 10. orange. 25-30, Female	Tue, 6/24/08 11:26 PM
 Find 11. 25-30 Male bright and descent color	Tue, 6/24/08 10:18 PM
 Find 12. Darker shades of blue or just plain white (25-30 F)	Tue, 6/24/08 9:24 PM
 Find 13. White and Blue;25-30;Male	Tue, 6/24/08 6:03 PM
 Find 14. Shades of Blue [25-30 / Female]	Tue, 6/24/08 2:25 PM
 Find 15. Light blue 25-30 Male	Tue, 6/24/08 11:41 AM

25 responses per page ▾



E-commerce wireframe

1. E-ticketing questionnaire

The purpose of this survey is to record the thoughts and aspirations of various target groups to find out the best practices used/applied to positioned the features in different categories of websites as mentioned below. Your input will be very valuable to us.

This questionnaire (10 questions) will take approximately 5 minutes to complete. Your feedback is important to this cause. The strictest confidentiality will be observed.

Kindly make a tick in the appropriate box provided for the options.(Select more than one option where ever needed)

[Add Question Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

1. What features would you consider beneficial to you in the e-ticketing websites?

<input type="checkbox"/> Deals	<input type="checkbox"/> Rails	<input type="checkbox"/> Hotels
<input type="checkbox"/> Offers	<input type="checkbox"/> Flight Search	<input type="checkbox"/> Register
<input type="checkbox"/> Flights	<input type="checkbox"/> Holiday Packages	<input type="checkbox"/> Sign In

Other (please specify)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

2. Where you expect deals option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

3. Where you expect offers option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

4. Where you expect flights option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

5. Where you expect rails option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

6. Where you expect flight search option on the web page?

Middle right column Middle center column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

7. Where you expect holiday package option on the web page?

Bottom right column Bottom column Bottom left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

8. Where you expect hotels option on the web page?

Bottom center row Bottom Right row Bottom Left row

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

9. Where you expect Sign in, Register option on the web page?

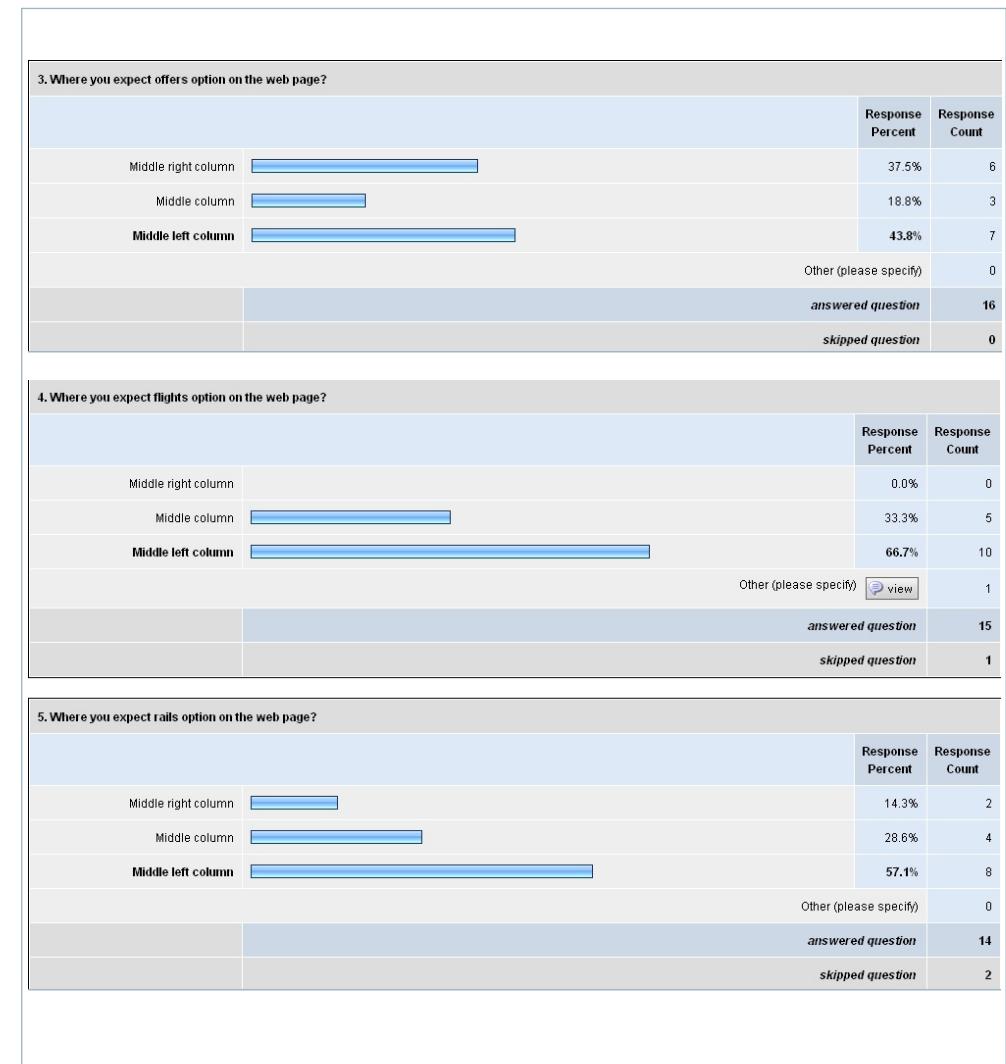
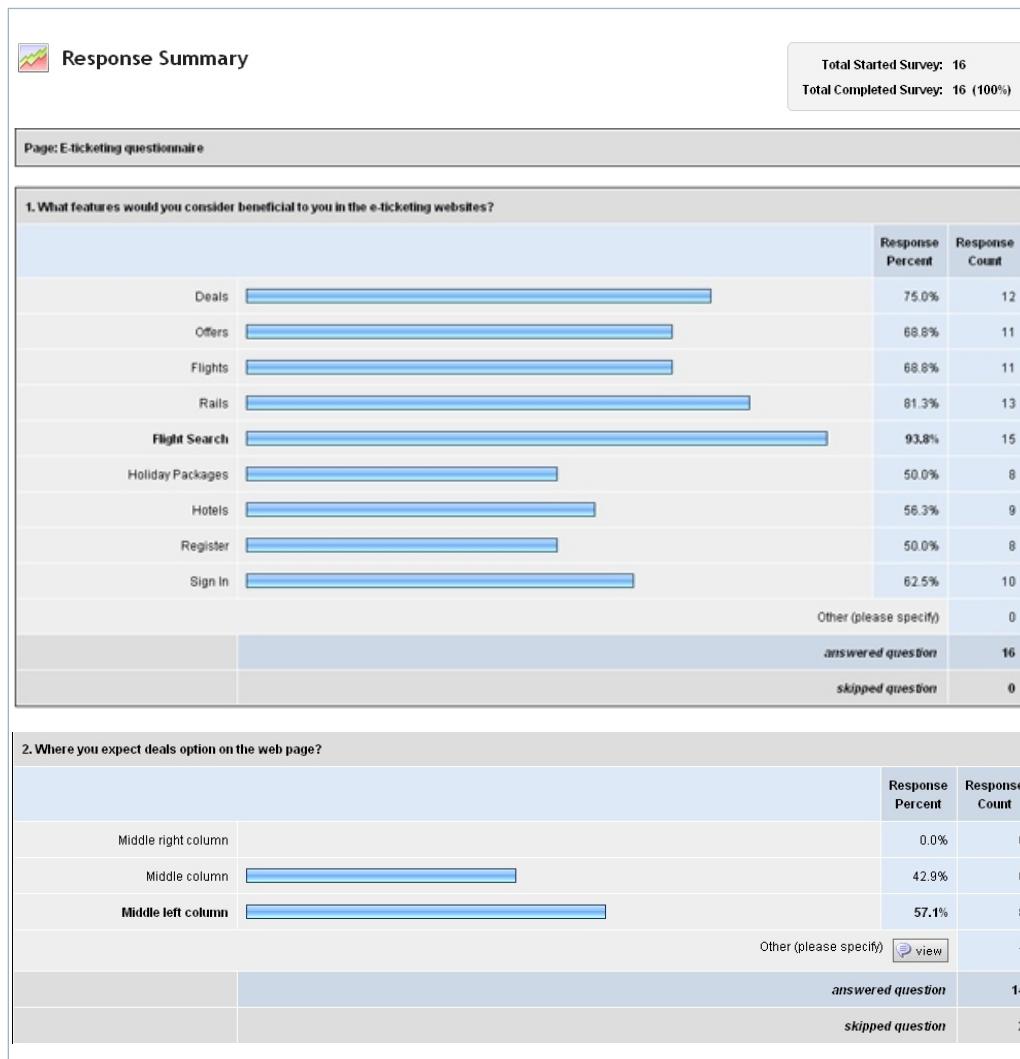
Top Center row Top Right row Top Left row

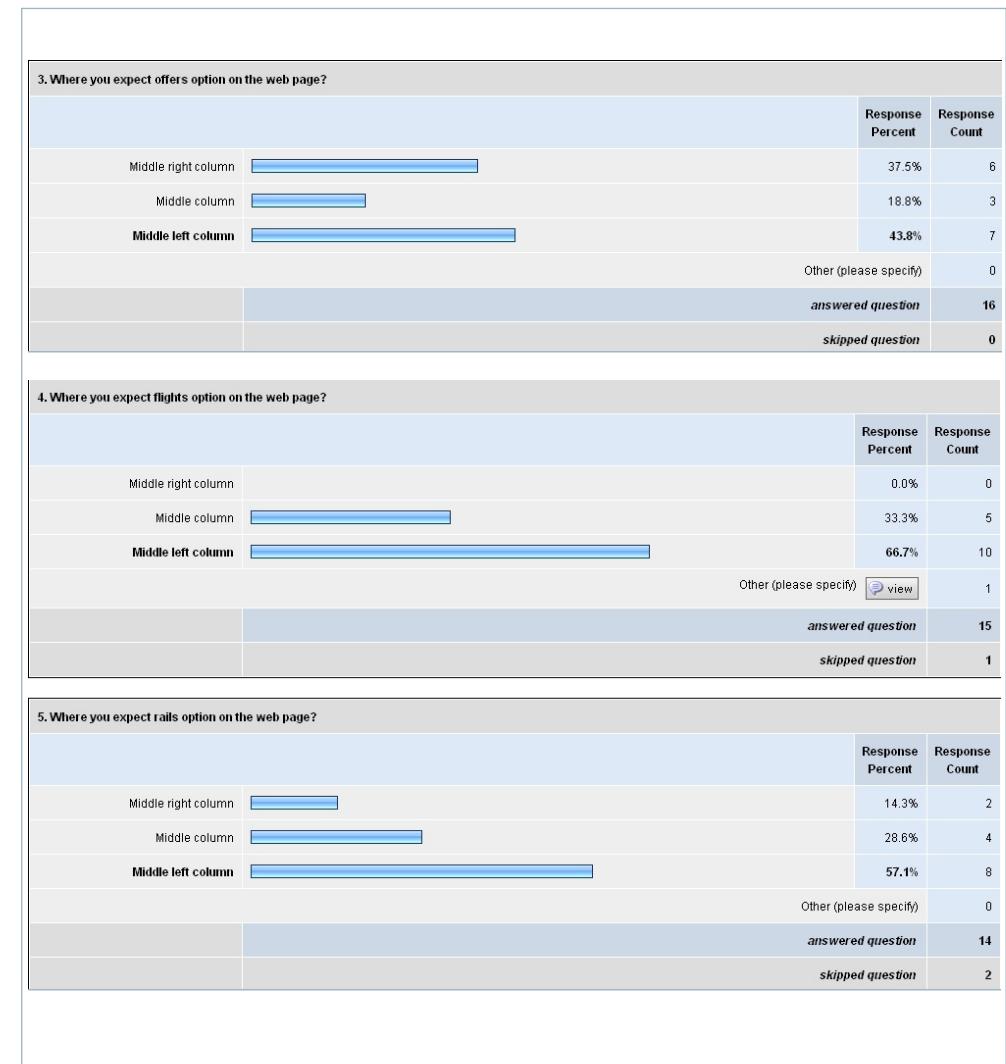
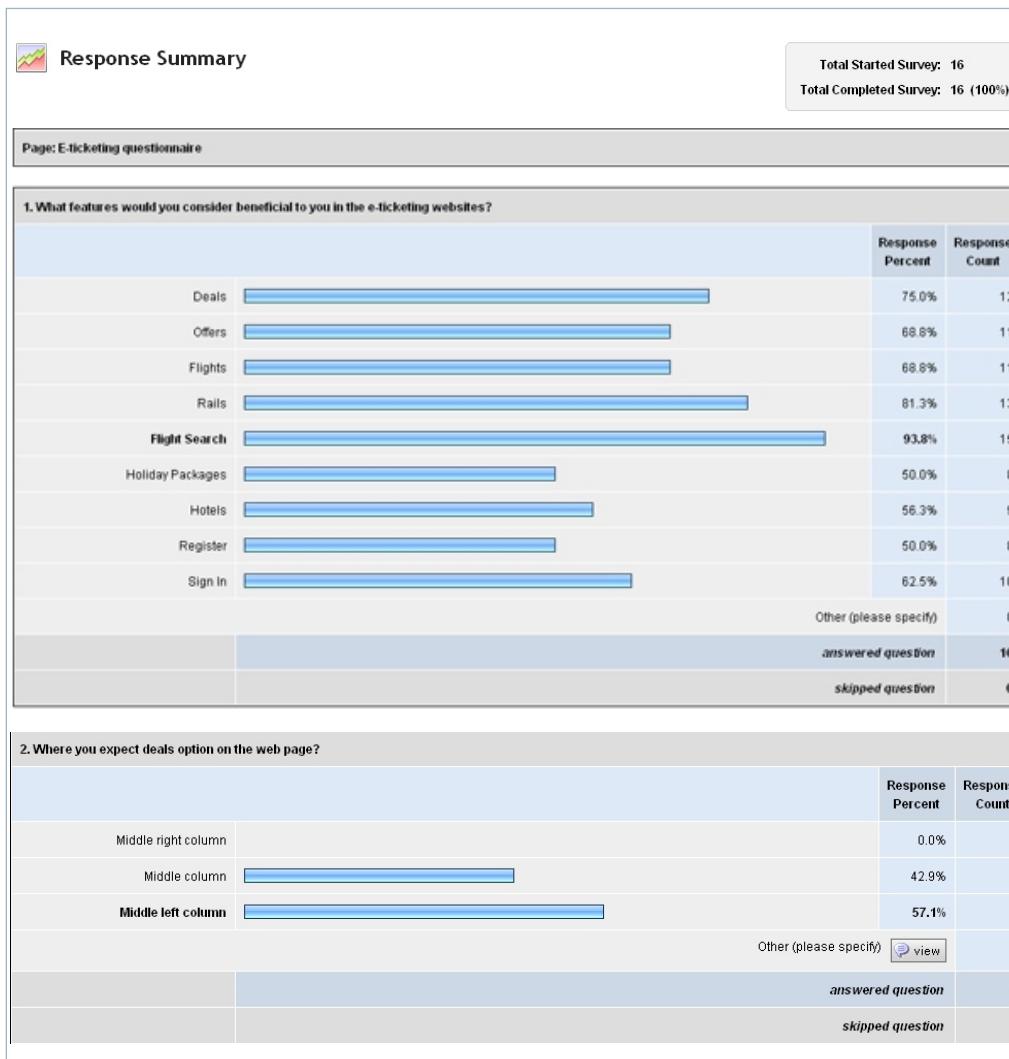
Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#)

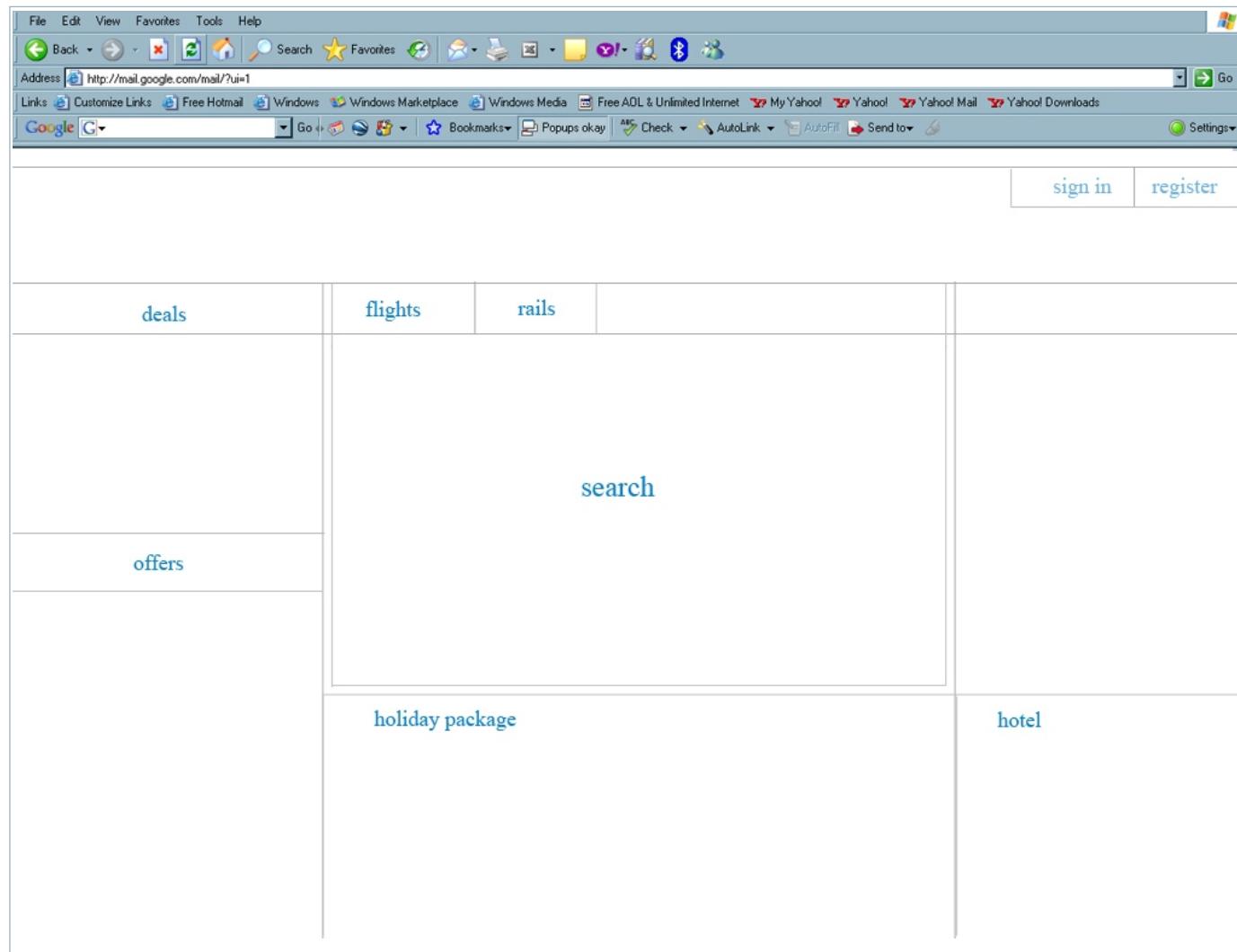
10. Which color would you expect for e-ticketing websites? Also kindly enter your age bracket(below 18, 18-24, 25-30, 31-40, above 40) and gender(Male/Female).





Comment Text	Response Date
 Find 1. blue/25-30/M	Sat, 6/28/08 11:58 AM
 Find 2. neutral, light cream	Fri, 6/27/08 1:14 PM
 Find 3. 18-24,Male	Thu, 6/26/08 10:38 AM
 Find 4. doesnt matter,18-24, male	Wed, 6/25/08 12:44 PM
 Find 5. pitch yellow,25,Male	Wed, 6/25/08 12:25 PM
 Find 6. grey (18-24, Male)	Wed, 6/25/08 11:54 AM
 Find 7. Blue	Wed, 6/25/08 11:49 AM
 Find 8. ske blue (18-24) (Female)	Wed, 6/25/08 11:33 AM
 Find 9. light yellow or light blue. 25-30 Male	Wed, 6/25/08 10:12 AM
 Find 10. skyblue , 25-20 , Male	Wed, 6/25/08 6:06 AM
 Find 11. Green(25-30, Male)	Tue, 6/24/08 10:36 PM
 Find 12. blue white 24.5 Male	Tue, 6/24/08 9:38 PM
 Find 13. blue (28) male	Tue, 6/24/08 6:52 PM
 Find 14. Blue, 25-30	Tue, 6/24/08 11:44 AM
 Find 15. White and green (18-24) (Male)	Tue, 6/24/08 11:19 AM
 Find 16. blue 27	Tue, 6/24/08 11:17 AM

 25 responses per page



E-ticketing wireframe

1. Social networking Questionnaire:

The purpose of this survey is to record the thoughts and aspirations of various target groups to find out the best practices used/applied to positioned the features in different categories of websites as mentioned below. Your input will be very valuable to us.

This questionnaire (10 questions) will take approximately 5 minutes to complete. Your feedback is important to this cause. The strictest confidentiality will be observed.

Kindly make a tick in the appropriate box provided for the options.(Select more than one option where ever needed)

[Add Question Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

1. What features would you consider beneficial to you in the social networking websites?

<input type="checkbox"/> Friends	<input type="checkbox"/> Invite a friends	<input type="checkbox"/> Search
<input type="checkbox"/> Chat, Instant Messenger	<input type="checkbox"/> Messages	<input type="checkbox"/> Edit
<input type="checkbox"/> Scrapbook, Scraps	<input type="checkbox"/> Home Page Button	<input type="checkbox"/> Logout
<input type="checkbox"/> Find friend search	<input type="checkbox"/> My Profile	

Other (please specify)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

2. Where you expect friends option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

3. Where you expect chat, instant messenger option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

4. Where you expect scrapbook, scraps option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

5. Where you expect find friend invite/search option on the web page?

Top right column Top column Top left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

6. Where you expect message option on the web page?

Bottom right column Bottom center column Bottom left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

7. Where you expect home option on the web page?

Top right column Top column Top left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

8. Where you expect my profile option on the web page?

Middle center row Middle Right row Middle Left row

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

9. Where you expect logout, edit option on the web page

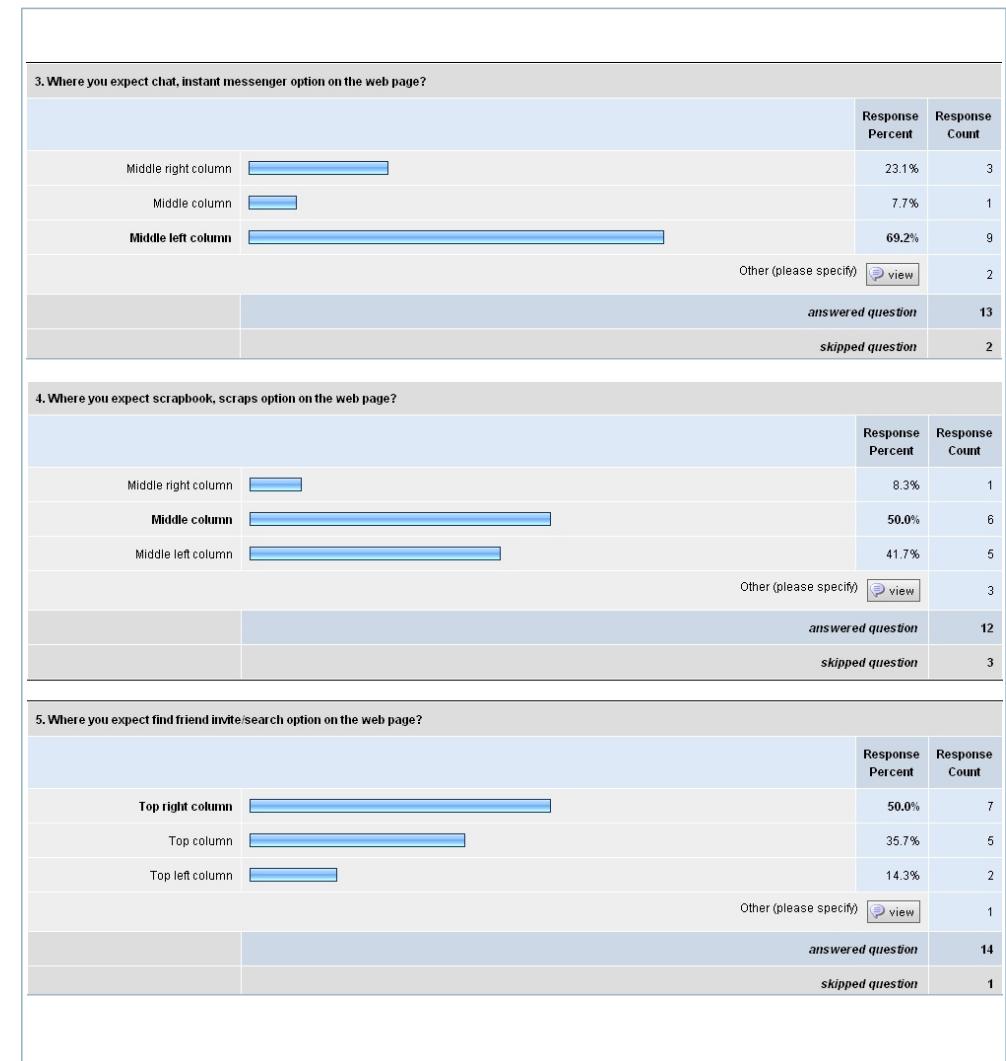
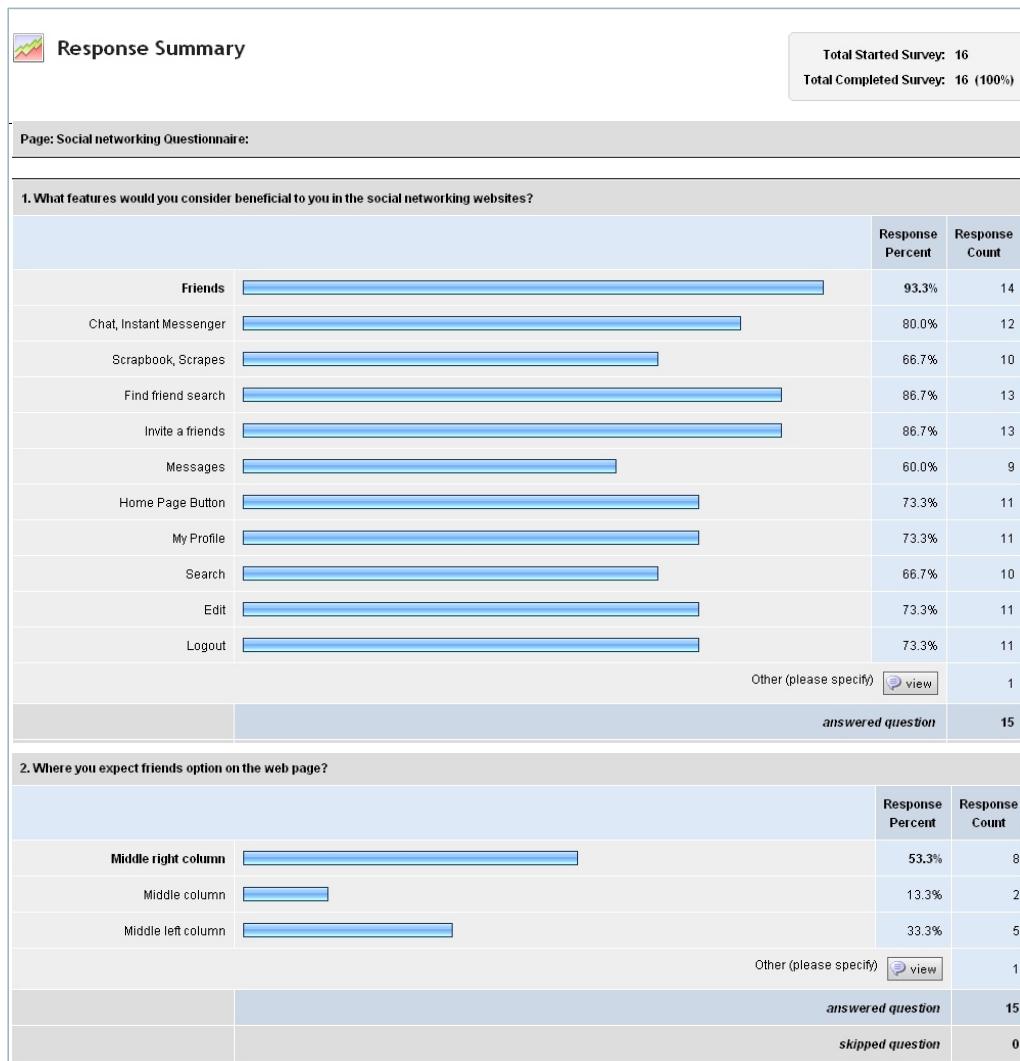
Top center Top Right corner Top Left corner

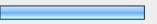
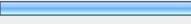
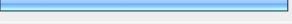
Other (please specify)

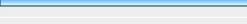
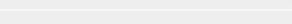
[Add Question Here](#) [Split Page Here](#)

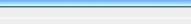
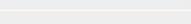
[Edit Question](#) [Move](#) [Copy](#) [Delete](#)

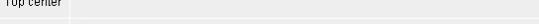
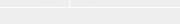
10. Which color would you expect for social networking websites? Also kindly enter your age bracket(below 18, 18-24, 25-30, 31-40, above 40) and gender(Male/Female).



6. Where you expect message option on the web page?			
<input type="checkbox"/> Check spelling of text you type on any web form in English			
		Response Percent	Response Count
Bottom right column		23.1%	3
Bottom center column		30.8%	4
Bottom left column		46.2%	6
	Other (please specify)	0	
	<input type="checkbox"/> answered question	13	
	<input type="checkbox"/> skipped question	2	

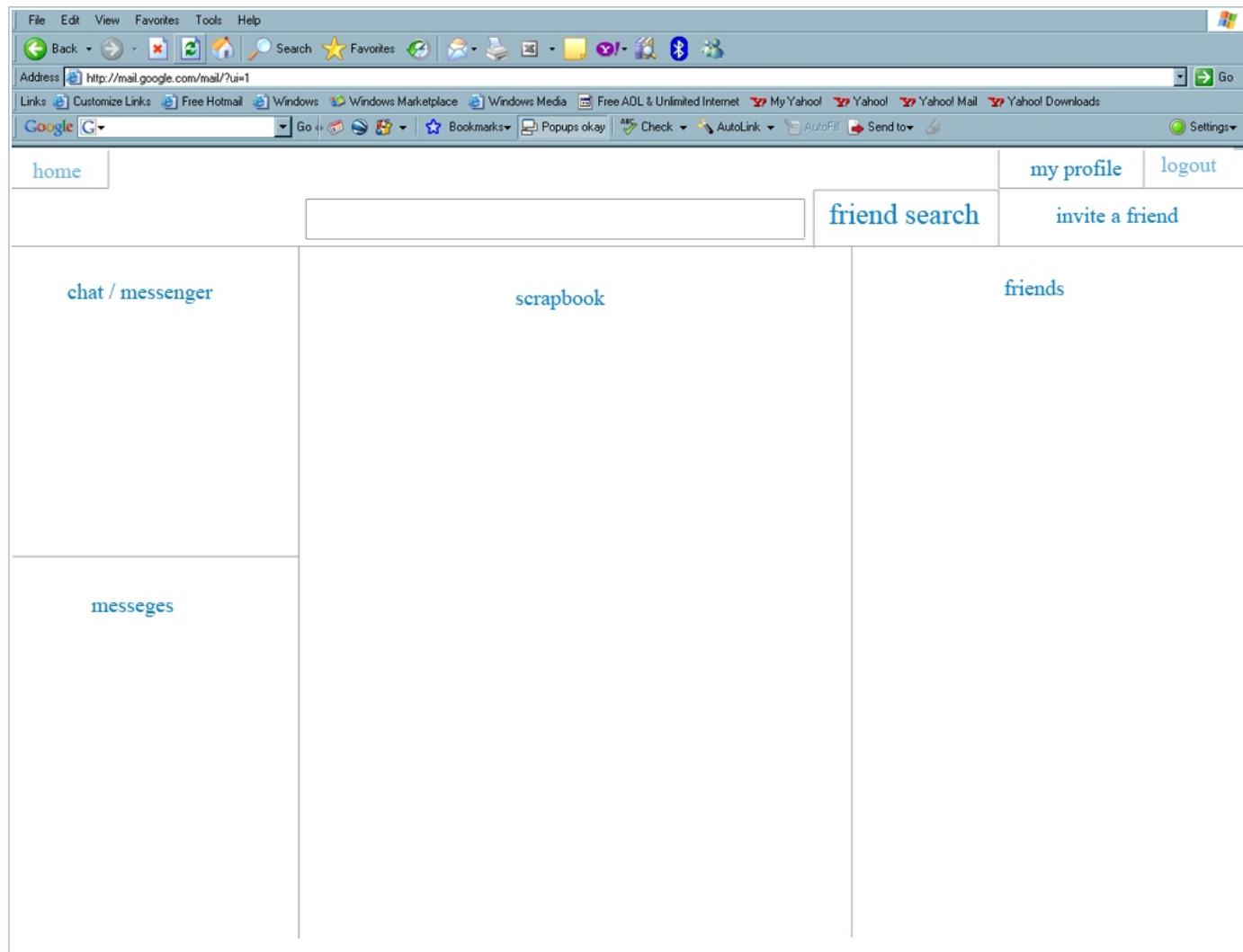
7. Where you expect home option on the web page?			
<input type="checkbox"/> Check spelling of text you type on any web form in English			
		Response Percent	Response Count
Top right column		40.0%	6
Top column		13.3%	2
Top left column		46.7%	7
	Other (please specify)	0	
	<input type="checkbox"/> answered question	15	
	<input type="checkbox"/> skipped question	0	

8. Where you expect my profile option on the web page?			
<input type="checkbox"/> Check spelling of text you type on any web form in English			
		Response Percent	Response Count
Middle center row		30.8%	4
Middle Right row		38.5%	5
Middle Left row		30.8%	4
	Other (please specify) 	2	
	<input type="checkbox"/> answered question	13	
	<input type="checkbox"/> skipped question	2	

9. Where you expect logout, edit option on the web page?			
<input type="checkbox"/> Check spelling of text you type on any web form in English			
		Response Percent	Response Count
Top center		0.0%	0
Top Right corner		80.0%	12
Top Left corner		20.0%	3
	Other (please specify)	0	
	<input type="checkbox"/> answered question	15	
	<input type="checkbox"/> skipped question	0	

10. Which color would you expect for social networking websites? Also kindly enter your age bracket(below 18, 18-24, 25-30, 31-40, above 40) and gender(Male/Female).			
<input type="checkbox"/> Check spelling of text you type on any web form in English			
		Response Count	
	<input type="checkbox"/> view	14	
	<input type="checkbox"/> answered question	14	
	<input type="checkbox"/> skipped question	1	

Comment Text	Response Date
 Find 1. light yellow or light blue. 25-30 Male	Sat, 6/28/08 1:43 AM
 Find 2. sky blue r any light color, 25-30, male	Fri, 6/27/08 1:18 PM
 Find 3. sky Blue,25, Male	Wed, 6/25/08 12:27 PM
 Find 4. grey (18-24, Male)	Wed, 6/25/08 11:55 AM
 Find 5. 18-24 blue	Wed, 6/25/08 11:51 AM
 Find 6. skyblue , 25-30 , M	Wed, 6/25/08 6:15 AM
 Find 7. White (Light color), 25-30, F	Wed, 6/25/08 12:02 AM
 Find 8. Red(25-30, Male)	Tue, 6/24/08 10:38 PM
 Find 9. any light color in shades of blue, green, orange etc (25-30 F)	Tue, 6/24/08 9:17 PM
 Find 10. Shades of Green [25-30 / Female]	Tue, 6/24/08 2:26 PM
 Find 11. violet, 25-30	Tue, 6/24/08 11:49 AM
 Find 12. Light blue 25-30 Male	Tue, 6/24/08 11:36 AM
 Find 13. Light colors like greay, light blue or light orange with as much white space possible. Age: 25-30, Gender-male	Tue, 6/24/08 11:31 AM
 Find 14. White and Orange (18-24) (Male)	Tue, 6/24/08 11:21 AM
<input type="button" value="25 responses per page ▾"/>	



Social networking
wireframe

1. Web Mail Questionnaire

The purpose of this survey is to record the thoughts and aspirations of various target groups to find out the best practices used/applied to positioned the features in different categories of websites as mentioned below. Your input will be very valuable to us.

This questionnaire (10 questions) will take approximately 5 minutes to complete. Your feedback is important to this cause. The strictest confidentiality will be observed.

Kindly make a tick in the appropriate box provided for the options.(Select more than one option where ever needed)

[Add Question Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

1. What features would you consider beneficial to you in the web mail websites?

<input type="checkbox"/> Inbox	<input type="checkbox"/> Sent Mail	<input type="checkbox"/> Next, Last
<input type="checkbox"/> Compose Mail	<input type="checkbox"/> Delete	<input type="checkbox"/> Help
<input type="checkbox"/> Sign Out/Logout	<input type="checkbox"/> Spam Control	<input type="checkbox"/> Trash
<input type="checkbox"/> Search	<input type="checkbox"/> First, Previous	

Other (please specify)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

2. Where you expect Inbox option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

3. Where you expect compose mail option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

4. Where you expect sign out, logout option on the web page?

Top Center row Top Right row Top Left row

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

5. Where you expect search option on the web page?

Top Center row Top Right row Top Left row

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

6. Where you expect sent mail option on the web page?

Middle right column Middle center column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

7. Where you expect delete option on the web page?

Middle right column Middle center column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

8. Where you expect spam control option on the web page?

Middle right column Middle column Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

9. Where you expect first, previous, next, last option on the web page?

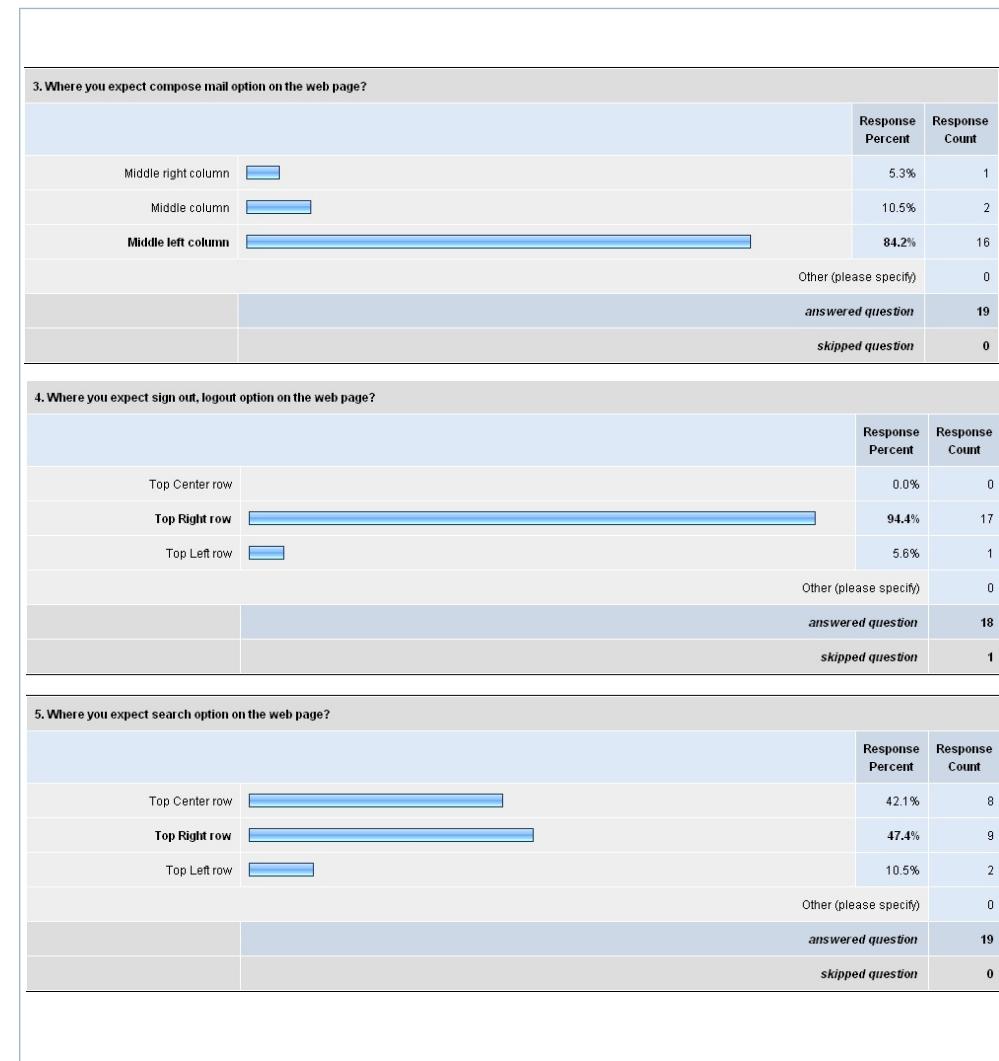
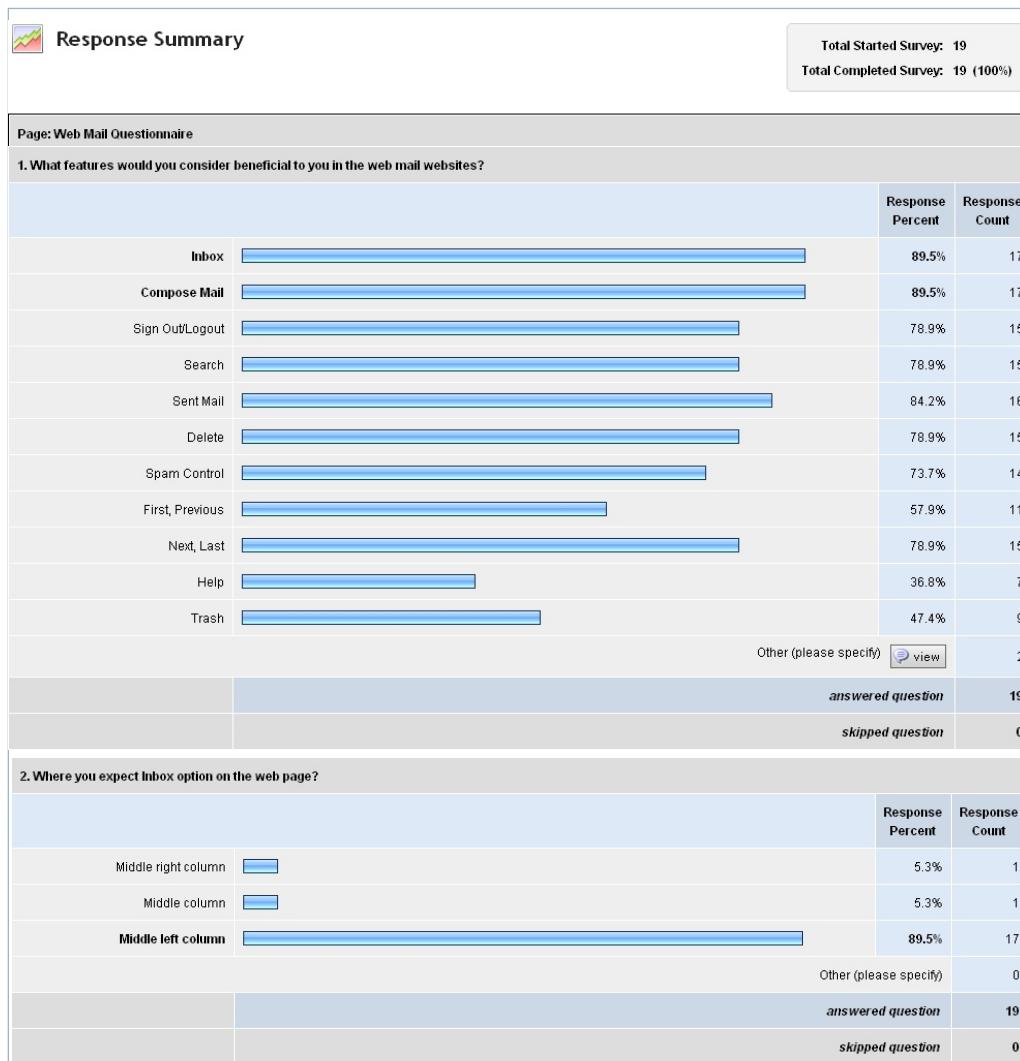
Bottom Center row Bottom Right row Bottom Left row

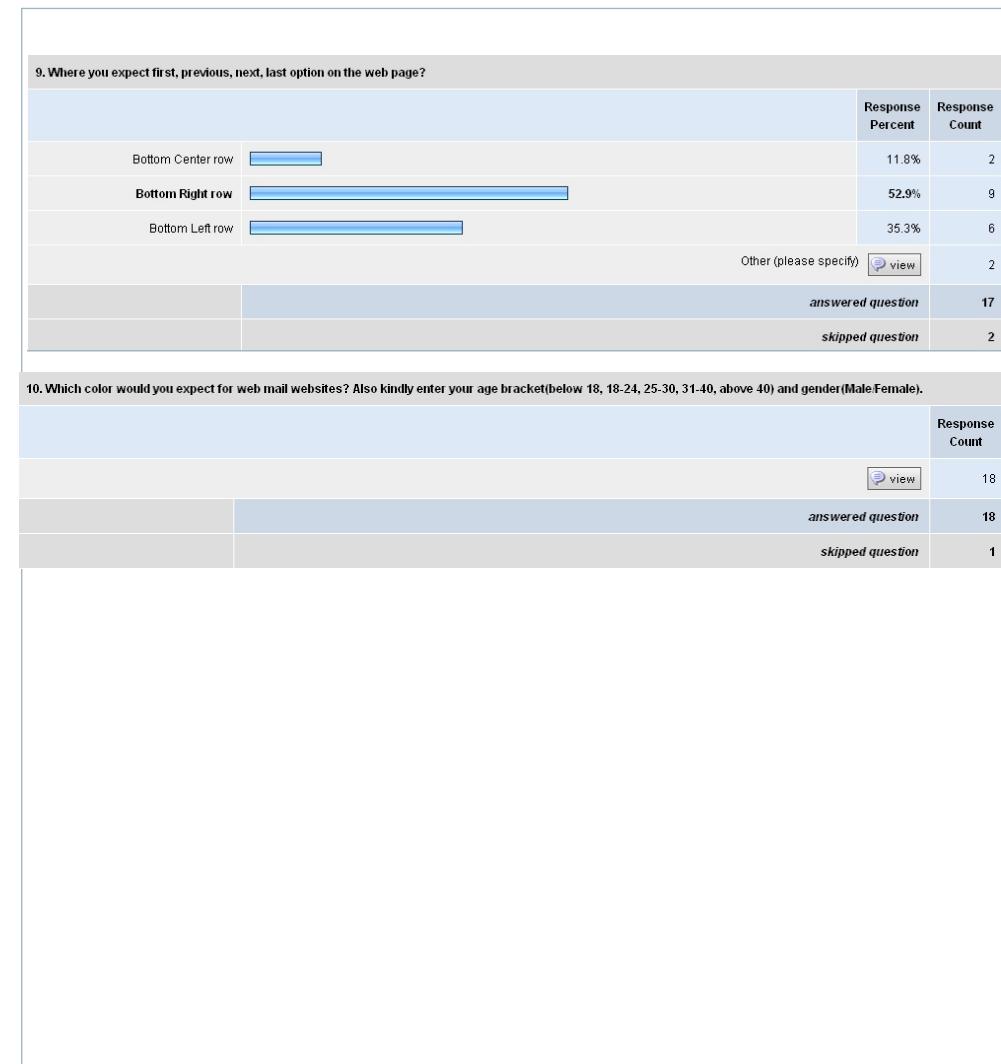
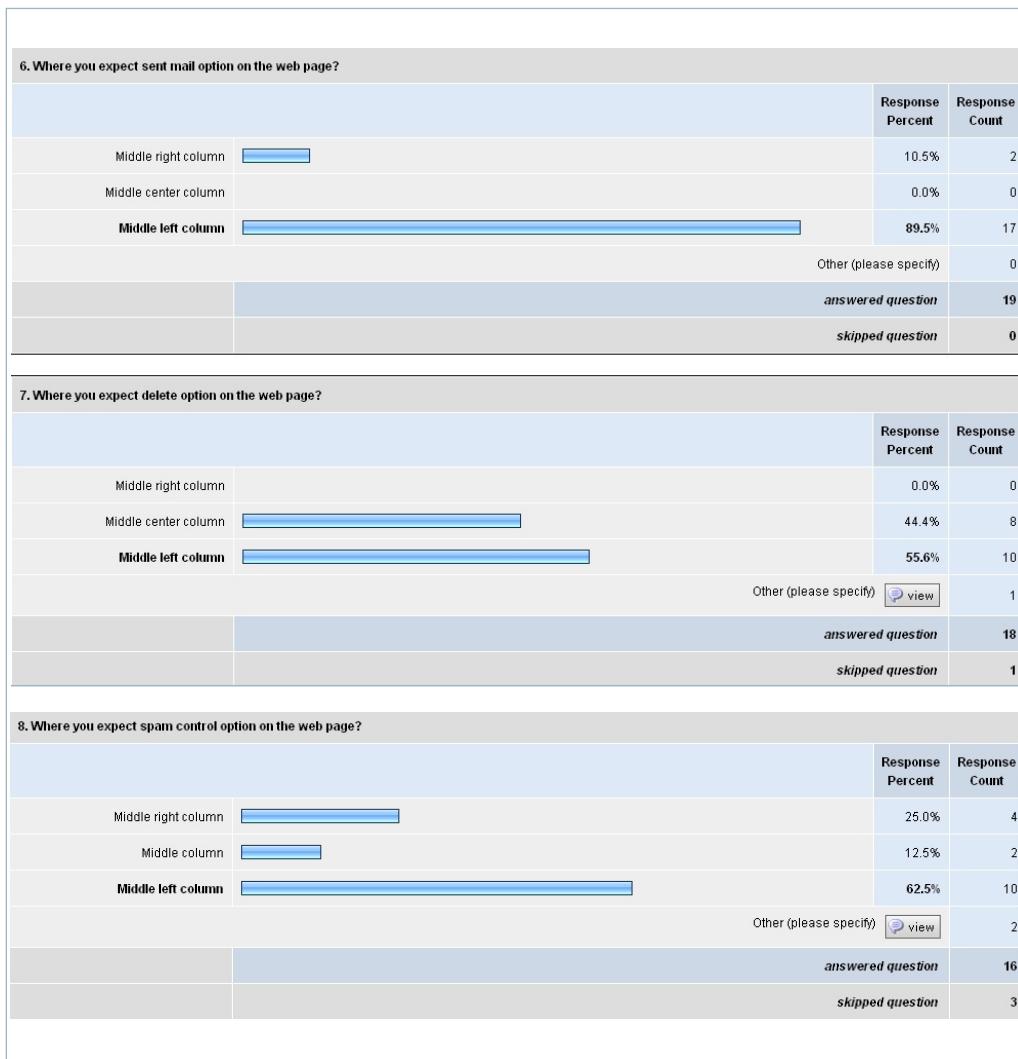
Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#)

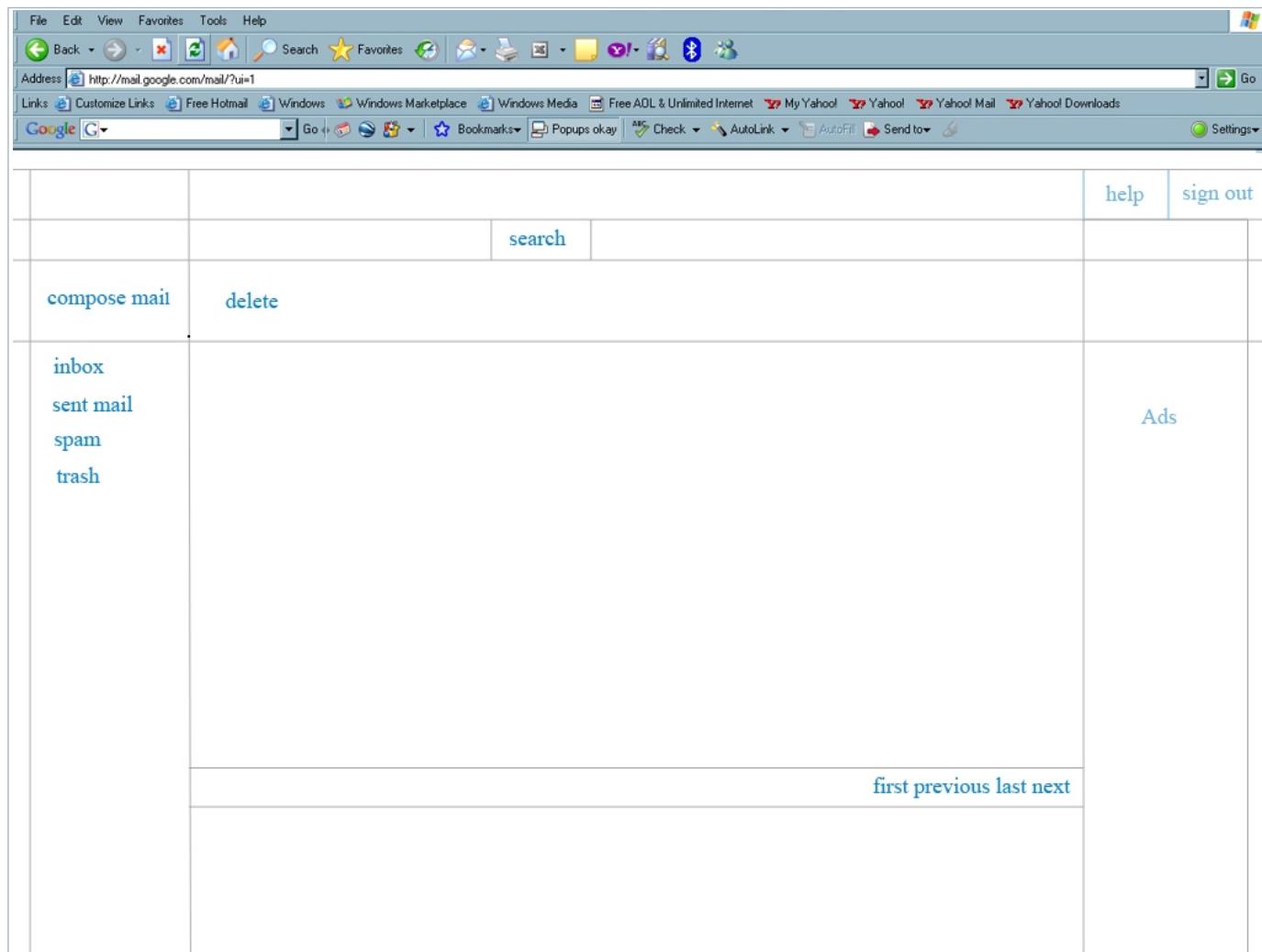
10. Which color would you expect for web mail websites? Also kindly enter your age bracket(below 18, 18-24, 25-30, 31-40, above 40) and gender(Male/Female).





Comment Text	Response Date
 Find 1. faint bule, 18-24, male	Fri, 6/27/08 1:10 PM
 Find 2. 18-24, Male	Thu, 6/26/08 10:36 AM
 Find 3. i prefer blue color same as gmail. Age Bracket (18-24) Gender: Female	Wed, 6/25/08 10:07 PM
 Find 4. color should be customizable, 25-30, M	Wed, 6/25/08 1:44 PM
 Find 5. lavender (24, Female)	Wed, 6/25/08 12:53 PM
 Find 6. metallic, 18-24, male	Wed, 6/25/08 12:42 PM
 Find 7. Blue (24/Male)	Wed, 6/25/08 12:23 PM
 Find 8. Ocean blue, 25, Male	Wed, 6/25/08 12:17 PM
 Find 9. grey (18-24, male)	Wed, 6/25/08 11:53 AM
 Find 10. 18-24 Blue	Wed, 6/25/08 11:46 AM
 Find 11. white, blue ... 25-30 ... Male	Tue, 6/24/08 11:05 PM
 Find 12. gray(25-30, Male)	Tue, 6/24/08 10:33 PM
 Find 13. Male - 25-30 - color blue or something which is light and not problematic to eyes	Tue, 6/24/08 9:30 PM
 Find 14. blue (28) male	Tue, 6/24/08 6:50 PM
 Find 15. White and Blue ;25-30;Male	Tue, 6/24/08 5:54 PM
 Find 16. White and gray (18-24) (Male)	Tue, 6/24/08 11:17 AM
 Find 17. light blue and white	Tue, 6/24/08 6:11 AM
 Find 18. Light blue or light yellow	Tue, 6/24/08 5:06 AM

25 responses per page ▾



Web mail wireframe

1. Entertainment

The purpose of this survey is to record the thoughts and aspirations of various target groups to find out the best practices used/applied to positioned the features in different categories of websites as mentioned below. Your input will be very valuable to us.

This questionnaire (10 questions) will take approximately 5 minutes to complete. Your feedback is important to this cause. The strictest confidentiality will be observed.

Kindly make a tick in the appropriate box provided for the options.(Select more than one option where ever needed)

[Add Question Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

1. What features would you consider beneficial to you in the entertainment websites?

- Music
- Photos
- Games
- Movies
- News
- TV
- Home Page Button
- Search
- Advertisements
- Sign In

Other (please specify)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

2. Where you expect music option on the web page?

- Middle right column
- Middle column
- Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

3. Where you expect photos option on the web page?

- Middle right column
- Middle column
- Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

4. Where you expect games option on the web page?

- Middle right column
- Middle column
- Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

5. Where you expect movies option on the web page?

- Middle right column
- Middle column
- Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

6. Where you expect news option on the web page?

- Bottom right column
- Bottom center column
- Bottom left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

7. Where you expect TV option on the web page?

- Middle right column
- Middle column
- Middle left column

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

8. Where you expect search option on the web page?

Top center row Top Right row Top Left row

Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#) [Add Logic](#)

9. Where you expect sign in, home option on the web page?

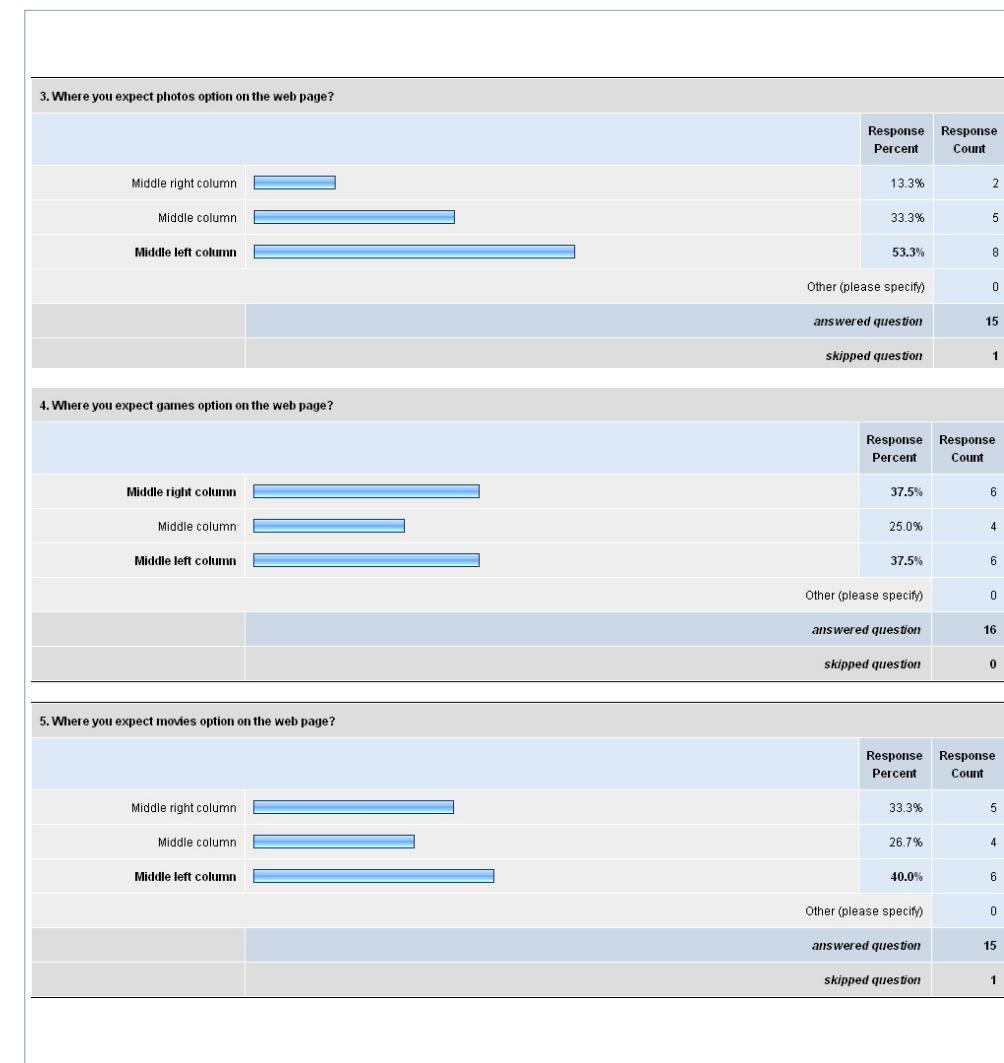
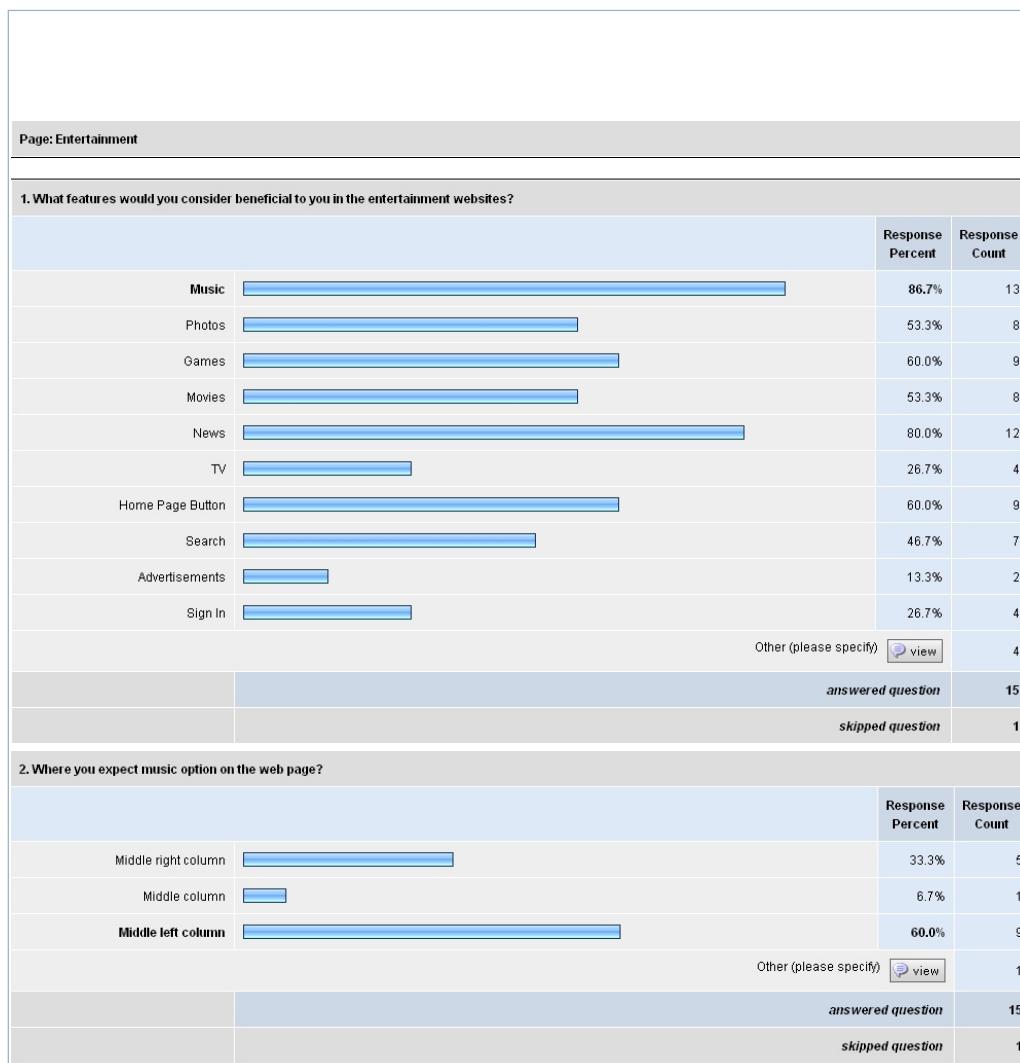
Top center Top Right corner Top Left corner

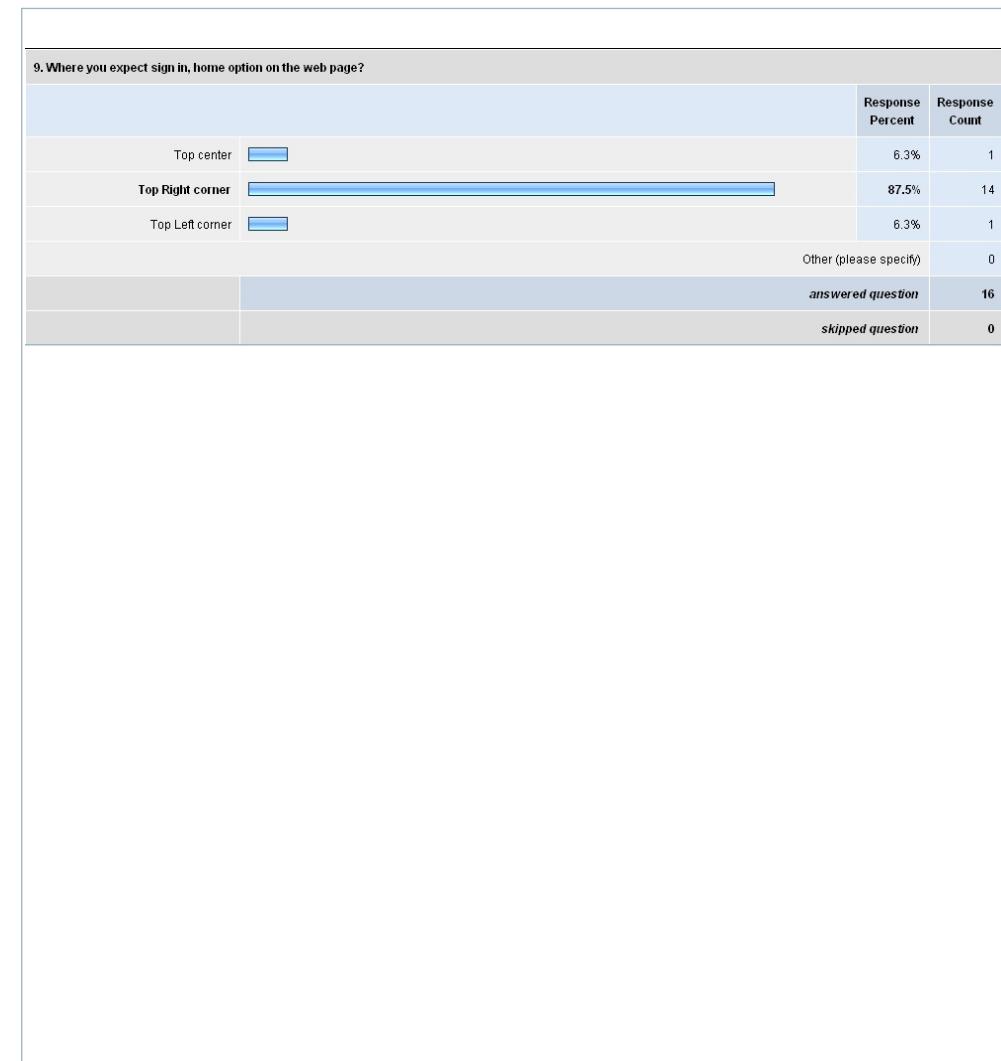
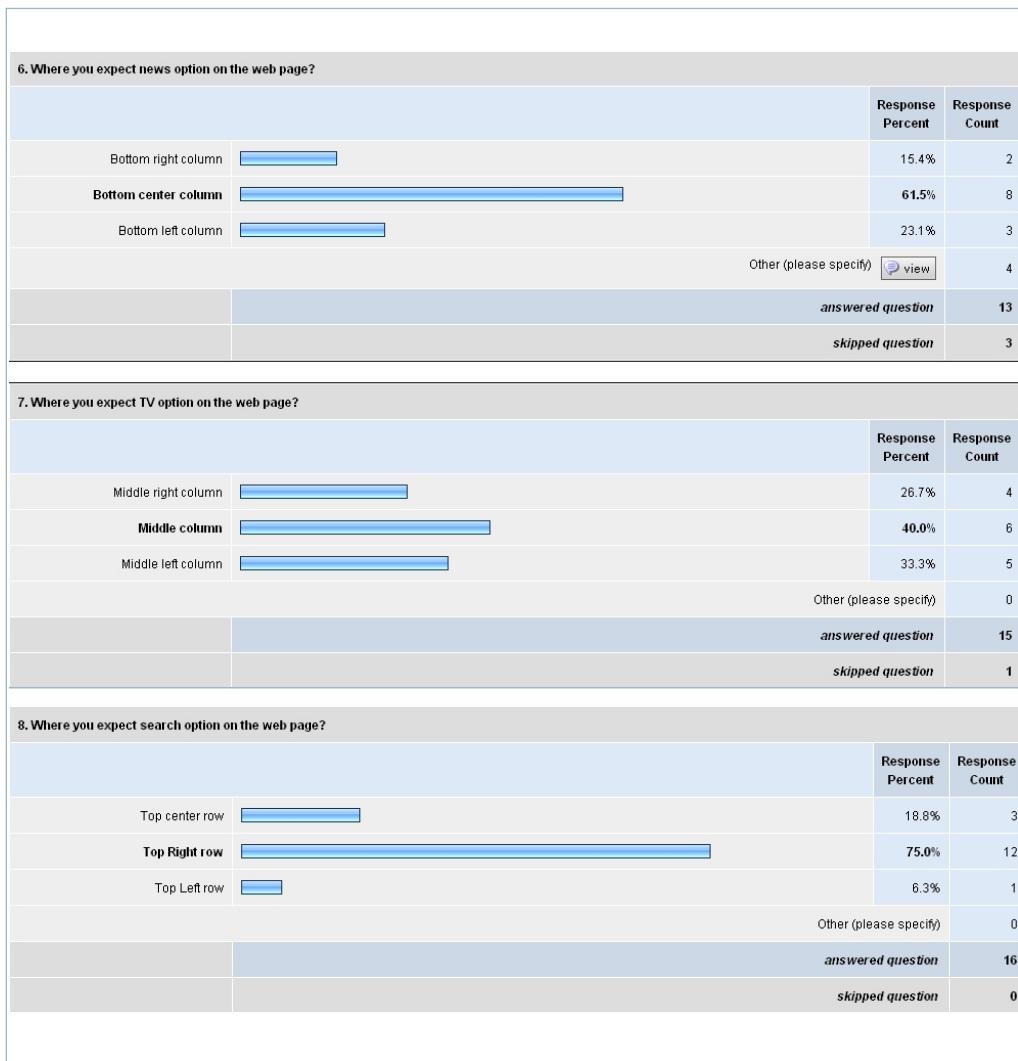
Other (please specify)

[Add Question Here](#) [Split Page Here](#)

[Edit Question](#) [Move](#) [Copy](#) [Delete](#)

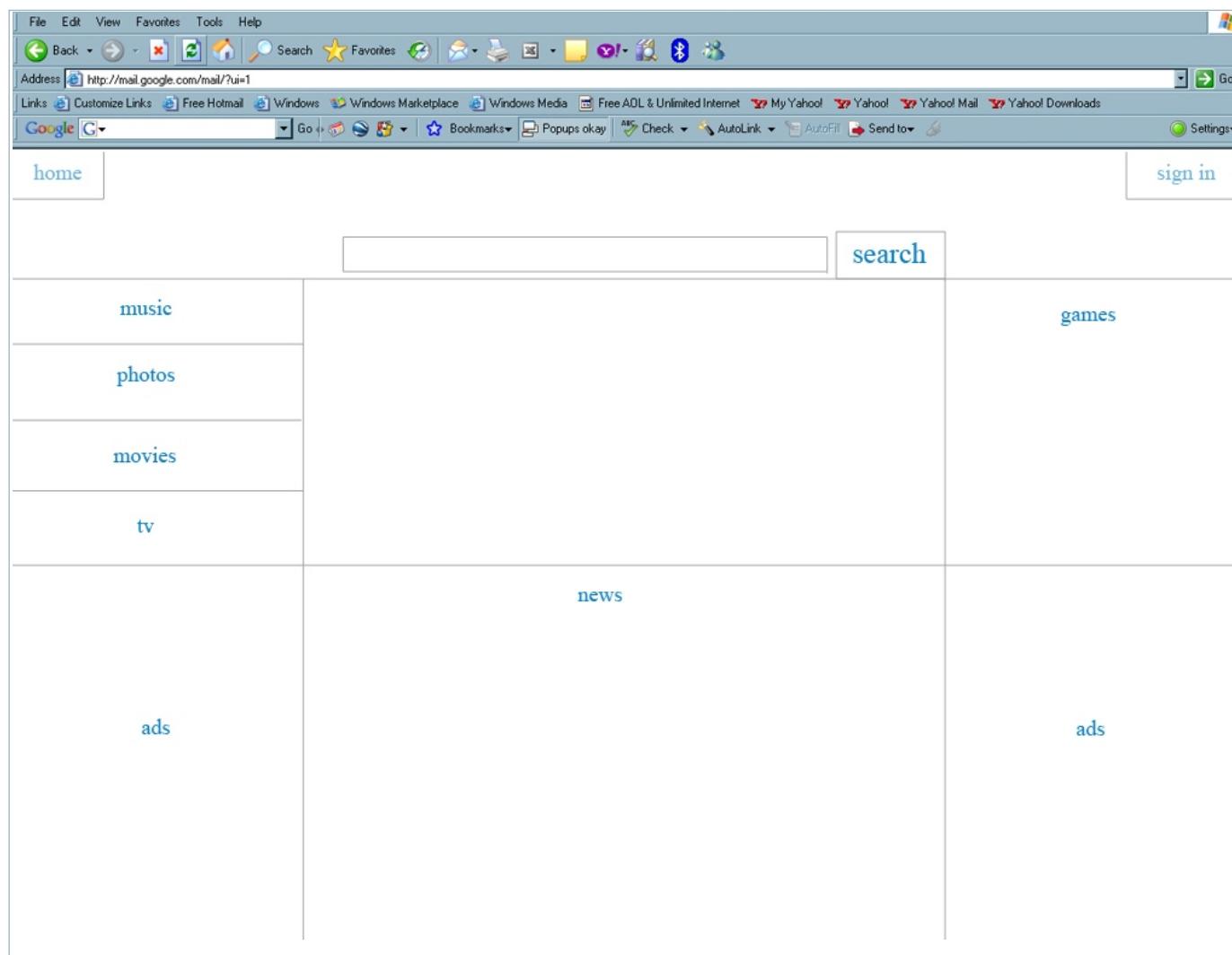
10. Where you expect advertisements option on the web page? Also kindly enter your age bracket(below 18, 18-24, 25-30, 31-40, above 40) and gender(Male/Female).





Comment Text	Response Date
 Find 1. Light Yellow. Male 25-30	Sat, 6/28/08 1:45 AM
 Find 2. Extreme right, 25-30, Male	Sat, 6/28/08 12:30 AM
 Find 3. bright colors	Fri, 6/27/08 1:25 PM
 Find 4. 25-30 malei give u the discretion to choose :) surveys are all tp.....too much analysis result	Wed, 6/25/08 10:30 PM
 Find 5. Right (18-24) (Male)	Wed, 6/25/08 3:41 PM
 Find 6. 25,sea green,Male	Wed, 6/25/08 1:37 PM
 Find 7. grey (18-24, Male)	Wed, 6/25/08 11:56 AM
 Find 8. 18-24 nowhere	Wed, 6/25/08 11:52 AM
 Find 9. Bottom center or right, 25-30, F	Wed, 6/25/08 12:04 AM
 Find 10. bottom right column. 25-30, Female	Tue, 6/24/08 11:23 PM
 Find 11. 25-30 Male, Option for Ad on Bottom side or on right side column	Tue, 6/24/08 10:14 PM
 Find 12. On any corner that is not intrusive. Specifically on the extreme lefthand side of the screen, top most on the screen and/or at the bottom of the screen (25-30 F)	Tue, 6/24/08 9:21 PM
 Find 13. Bottom ;25-30;Male	Tue, 6/24/08 5:58 PM
 Find 14. Bottom Left Corner [25 - 30 / Female]	Tue, 6/24/08 2:21 PM
 Find 15. Bottom Row, 25-30	Tue, 6/24/08 11:50 AM
 Find 16. Bottom 25-30 Male	Tue, 6/24/08 11:37 AM

25 responses per page ▾



Entertainment wireframe

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- [Www.useit.com](http://www.useit.com)

