

Usability Evaluation of a Locally Developed Learning Management System (LMS): A Case Study Using UCUE

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Abstract: This study applies a User-based Checklist for Usability Evaluation (UCUE) of a locally developed Learning Management System (LMS). The 2-phase checklist (task- and heuristic-based) is designed to enable non-expert users of LMS (students and teachers) to do usability evaluation. Results obtained were compared to expert-based heuristic evaluation and user testing. The checklist identified the most number of usability problems, moderate to high severity, and took the least amount of time per evaluator. Cronbach alpha coefficients of at least 0.94 in all items for both phases of the checklist were obtained, indicating a high internal reliability.

Keywords: *Usability, Checklist, LMS, Task-based evaluation, Heuristics, Non-expert evaluators*