

Abstract

The aim of this thesis is to evaluate the usability of the Study Information System (SIS) of Charles University. The theoretical part defined the basic principles of UX and described the main research methods of usability evaluation. The aim of the practical part was to evaluate the usability of Charles University's SIS within the framework of a case study using selected UX research methods, specifically using usability testing in combination with a think-aloud protocol and a contextual interview. The usability of the SIS was evaluated from the point of view of the information needs of first-time users from the students of the Faculty of Arts of Charles University. The tested group includes both single and double major students, as well as Czech and foreign students.

Keywords:

usability, user experience, UX, usability evaluation methods, UEM, user testing, usability testing, Study Information System of Charles University