**Analysis Details**

Date: 08/01/2017  
Project: HUD – Disaster Data Portal  
Page(s): Reporting

Reviewer(s): Bryan McFadden, Nate Page

**Heuristics Definition Keywords**

|  |  |
| --- | --- |
| Enumeration | Heuristic |
| **Feedback** | The system should always keep users informed about what is going on, through appropriate feedback within reasonable time. |
| **Common Language** | 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. |
| **Navigation** | 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. Supports undo and redo and a clear way to navigate. |
| **Consistency** | 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. |
| **Memorization** | Minimize the user’s memory load. Make 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. |
| **Efficiency** | 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 experience |
| **Standards** | 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. Visual layout should respect the principles of contrast, repetition, alignment, and proximity. |
| **Recovery** | Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution. |
| **Help** | 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 |

**Severity Rankings:**

|  |  |  |
| --- | --- | --- |
| **SEVERE** |  | Usability catastrophe: imperative to fix this before product can be released |
| **HIGH** |  | Major usability problem: important to fix, so should be given high priority |
| **MEDIUM** |  | Minor usability problem: fixing this should be given low priority |
| **LOW** |  | Cosmetic problem only: need not be fixed unless extra time is available on project |
| **NO IMPACT** |  | Not a usability problem but notable |

**Analysis Results**

**Does GUIDE ME title bar need to be removed?   
(or at least until a tour has been added?)**

**Component:** Reporting Parameters (**STATE**)

|  |  |  |  |
| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | No issues identified | -- | -- |
| **Common Language**  Use Simple and Natural Language | No issues identified | -- | -- |
| **Navigation**  Effective Menu/Command Structure | 1. Search for something text gets cutoff when in responsive mode 2. ~~IE After selecting state, the list item list remains with no items past the bottom of the page~~ 3. Scrollbar cannot be used with mouse when list items are displayed 4. When using arrow keys, highlighted element goes beyond users view. |  | 1. Change text to magnifying glass icon 2. ~~Hide list item list after a state selection is made~~ 3. Enable scrollbar when viewing list items (mouse) 4. Allow list items to scroll with highlighted element. |
| **Consistency**  Be Consistent | 1. Title text on clear text icon does not follow standards   *“Clear* ***S****earch* ***T****ext for* ***S****tate Select”*   1. Title for dropdown list button does not follow standards   “Toggle **D**rop-**D**own **L**ist for **S**tate **S**elect” |  | 1. Change title text to:   *“Clear search text for state select”*   1. Change title text to:   *“Display state selection drop-*  *down list”* |
| **Error Prevention** Error prevention | 1. Report does not reset when state selection is changed |  | 1. Reset report (if applicable) when selection is changed |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | 1. Arrow keys not working after state is selected |  | 1. Allow arrow keys to navigate up and down item list AFTER state is selected |
| **Standards**  Use Aesthetic and Minimalist Design | 1. List item backgrounds have different shade of blue 2. List items have more padding on top/bottom than other inputs (50px height?) 3. Background of list items blends in with inputs below 4. IE the closing “X” does not cover the default input clearing “x” |  | 1. Change background color to standard blue #0071BC 2. Change padding on list items to match existing padding schema on inputs 3. Apply shadow to display depth when list items are displayed 4. Move icon to the left (10px) to cover default   input clearing “x” |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **9** | | |

**Component:** Reporting Parameters (**GEOGRAPHICAL LEVEL**)

|  |  |  |  |
| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | No issues identified | -- | -- |
| **Common Language**  Use Simple and Natural Language | No issues identified | -- | -- |
| **Navigation**  Effective Menu/Command Structure | 1. Search for something text gets cutoff when in responsive mode 2. IE County and Congressional District are missing from the list |  | 1. Change text to magnifying glass icon 2. Add County and Congressional District to list items |
| **Consistency**  Be Consistent | 1. Title text on clear text icon does not follow standards   *“Clear* ***S****earch* ***T****ext for undefined”*   1. Title for dropdown list button does not follow standards   “Toggle **D**rop-**D**own **L**ist for undefined” |  | 1. Change title text to:   *“Clear search text for geographical level”*   1. Change title text to:   *“Display geographical levels drop-down list”*  (correct UNDEFINED) |
| **Error Prevention** Error prevention | 1. Geographic Level is active when a state selection has not been made | -- | 1. Disable geographic level until a valid state selection has been made by the user. |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | 1. Arrow keys not working after state is selected |  | 1. Assign tab order to tabs |
| **Standards**  Use Aesthetic and Minimalist Design | 1. List item backgrounds have different shade of blue 2. List items have more padding on top/bottom than other inputs (50px height?) 3. Background of list items blends in with inputs below 4. IE the closing “X” does not cover the default input clearing “x” 5. Input does not show title on focus or rollover |  | 1. Change background color to standard blue #0071BC 2. Change padding on list items to match existing padding schema on inputs 3. Apply shadow to display depth when list items are displayed 4. Move icon to the left (10px) to cover default input clearing “x” 5. Add title and 508 compliances to input |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **7** | | |

**Component:** Reporting Parameters (**GEOGRAPHICAL LEVEL | SUB-LIST**)

|  |  |  |  |
| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | 1. Add button does not have title or 508 compliance labels |  | 1. Add title and label to Add button |
| **Common Language**  Use Simple and Natural Language | 1. Remove button on sub-list items has title of “Remove xxx” |  | 1. Change text to “Remove xxx from list” – (What is existing) |
| **Navigation**  Effective Menu/Command Structure | 1. When using enter key, the city/county/econgressional district is not selected or added to the list 2. Search for something text gets cutoff when in responsive mode 3. Scrollbar cannot be used with mouse when list items are displayed |  | 1. Add title to Guide Me button 2. Change text to magnifying glass icon 3. Enable scrollbar when viewing list items (mouse) |
| **Consistency**  Be Consistent | 1. Title for dropdown list button does not follow standards   “Toggle **D**rop-**D**own **L**ist for undefined” |  | 1. Change title text to:   *“Display state selection drop-down list”*  (correct UNDEFINED) |
| **Error Prevention** Error prevention | 1. Locale selector is active by default 2. Add button is active by default |  | 1. Locale selector should only be active after a valid geographic level has been selected by the user. 2. Add button should be active only when a geographical level item is selected. |
| **Memorization** Minimize User’s Memory Load | 1. ~~Cities/Counties/Congressional Districts are not sorted alphabetically~~ |  | 1. ~~Sort sub-items alphabetically (also when added to sub-list)~~ |
| **Efficiency**  Enable Accelerators | No issues identified | -- | -- |
| **Standards**  Use Aesthetic and Minimalist Design | 1. Input does not show title on focus or rollover |  | 1. Add title and 508 compliances to input |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **7** | | |

**Component:** Reporting Parameters (**DISASTERS**)

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| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | 1. Search input doesn’t clear after adding or selecting an item to the list 2. Add button does not have title or 508 compliance labels |  | 1. Clear text on search input after an item is added to the list 2. Add title and label to Add button |
| **Common Language**  Use Simple and Natural Language | No Issues identified | -- | -- |
| **Navigation**  Effective Menu/Command Structure | 1. Search for something text gets cutoff when in responsive mode 2. Scrollbar cannot be used with mouse when list items are displayed |  | 1. Change text to magnifying glass icon 2. Enable scrollbar when viewing list items (mouse) |
| **Consistency**  Be Consistent | 1. Title for dropdown list button does not follow standards   “Toggle **D**rop-**D**own **L**ist for undefined” |  | 1. Change title text to:   *“Display state selection drop-down list”*  (correct UNDEFINED) |
| **Error Prevention** Error prevention | 1. Disaster selector active by default | -- | 1. Enable Disaster selector only when a valid state has been selected by the user |
| **Memorization** Minimize User’s Memory Load | 1. Disasters are not sorted based on numbering |  | 1. Sort disasters based on numbering |
| **Efficiency**  Enable Accelerators | No issues identified | -- | -- |
| **Standards**  Use Aesthetic and Minimalist Design | 1. Input does not show title on focus or rollover 2. List item backgrounds have different shade of blue 3. Clear/Create Report buttons missing titles and 508 compliances |  | 1. Add title and 508 compliances to input 2. Change background color to standard blue #0071BC 3. Add titles and 508 compliances to Clear/Generate Report buttons |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **8** | | |

**Component:** Reporting (**SUMMARY TITLE / incl. ACTION BUTTONS**)

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| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | 1. Loading screen does not appear when generating report |  |  |
| **Common Language**  Use Simple and Natural Language | 1. “Created On” date in title is not user-friendly format |  | 1. Change format of Created On date to the format:   “January 01, 9999”  (Paul verified there is no specific format for date) |
| **Navigation**  Effective Menu/Command Structure | No issues identified | -- | -- |
| **Consistency**  Be Consistent | No issues identified | -- | -- |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | No issues identified | -- | -- |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- | -- |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **1** | | |

**Component:** Reporting

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| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | 1. Loading animation required for report generation |  | 1. Enable loading animation for generated reports requiring more than 1-2sec |
| **Common Language**  Use Simple and Natural Language | No issues identified | -- | -- |
| **Navigation**  Effective Menu/Command Structure | No issues identified | -- | -- |
| **Consistency**  Be Consistent | No issues identified | -- | -- |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | No issues identified | -- | -- |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- | -- |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **2** | | |