**Analysis Details**

Date: 06/22/2017  
Project: HUD – Disaster Data Portal  
Page(s): Data Export

Reviewer(s): Bryan McFadden

**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:**

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| --- | --- | --- |
| **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**

**Component:** Government Banner

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| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | NA | -- | -- |
| **Common Language**  Use Simple and Natural Language | NA | -- | -- |
| **Navigation**  Effective Menu/Command Structure | No issues identified | -- | -- |
| **Consistency**  Be Consistent | No issues identified | -- | Currently follows USWD standards  <https://standards.usa.gov/components/headers/extended/> |
| **Error Prevention** Error prevention | NA | -- | -- |
| **Memorization** Minimize User’s Memory Load | NA | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | -- |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- | Currently follows USWD standards  <https://standards.usa.gov/components/headers/extended/> |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **0** | | |

**Component:** Navigation bar

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| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | 1. No hover, active or focus states on tabs. |  | 1. Update tabs CSS with hover, active, focus states |
| **Common Language**  Use Simple and Natural Language | No issues identified | -- | *\*Tab names defined by client* |
| **Navigation**  Effective Menu/Command Structure | 1. Screen reader cannot read tabs. 2. No visible way to tell which tab element is selected |  | 1. Include 508 accessibility code on tabs 2. Enable outline on tabs for user visibility |
| **Consistency**  Be Consistent | No issues identified | -- | -- |
| **Error Prevention** Error prevention | NA | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | 1. Keyboard tabbing does not work |  | 1. Assign tab order to tabs |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- | *\* Follows HUD design.* |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **7** | | |

**Component:** Navigation Ribbon

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| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | NA | -- | -- |
| **Common Language**  Use Simple and Natural Language | No issues identified | -- | -- |
| **Navigation**  Effective Menu/Command Structure | 1. Guide Me button has no title |  | 1. Add title to Guide Me button |
| **Consistency**  Be Consistent | No issues identified | -- | -- |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | NA | -- | -- |
| **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** | **4** | | |

**Component:** Disaster Search (Typeahead)

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| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | 1. Animated spinner not working when response time exceeds > 1 sec 2. Cursor changes to hand when hover on list items. (Users may think entire list item is a “hit” state) |  | 1. Add animated spinner to search bar for response times > 1sec 2. Allow hover background-color to change but remove   the pointer; |
| **Common Language**  Use Simple and Natural Language | 1. Default placeholder text is black |  | 1. Change color of placeholder text in input to lighter shade |
| **Navigation**  Effective Menu/Command Structure | 1. Definition of “Affected Areas” may be confusing to users? 2. Affected areas button missing title 3. Areas count on left side of “Affected Areas” text in button |  | 1. Change “(XX) Affected Areas” to “(XX) Show Affected Areas” when collapsed and “(XX) Hide Affected Areas” when expanded 2. Add title tag to Affected Areas button. (ie, “Affected areas for disaster XX-XXXX-XX”) 3. Move areas count to the right of “Show/Hide Affected Areas” |
| **Consistency**  Be Consistent | 1. Parent DIV has id of “message” (not part of messages component) |  | 1. Remove “message” id located in parent div to keep messaging component separate |
| **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 | 1. When messaging occurs, the closing “x” has a hover state. (IE11 only) 2. Messages box 1px larger than select box |  | 1. Fix hover state on messaging closing “x” (IE11) 2. Place a 1px solid transparent border to reduce width/height by 1px |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **9** | | |

**Component:** Saved Searches (incl. Messages)

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| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | No issues identified | -- | -- |
| **Common Language**  Use Simple and Natural Language | 1. Default placeholder text is light but needs to be lighter |  | 1. Change color of placeholder text in input to lighter shade |
| **Navigation**  Effective Menu/Command Structure | 1. Save and delete buttons have empty or no value (508 compliancy fail – may not be relevant with VueJS) |  | 1. Place text content within the <button> element or give the <input> element a value attribute. |
| **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 | 1. Messages box 1px larger than select box |  | 1. Place a 1px solid transparent border to reduce width/height by 1px |
| **Recovery**  Deal with errors in a Positive Manner | No issues identified | -- | -- |
| **Help**  Provide Help | No issues identified | -- | -- |
| **Overall Score** | **3** | | |

**Component:** Selected Disasters List (incl. Action buttons)

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| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | 1. Cursor changes to hand when hover on list items. (Users may think entire list item is a “hit” state) |  | 1. Allow hover background-color to change but remove the pointer;   -- |
| **Common Language**  Use Simple and Natural Language | No issues identified | -- | -- |
| **Navigation**  Effective Menu/Command Structure | 1. Clear button missing title 2. Export button missing title 3. Definition of “Affected Areas” may be confusing to users? |  | 1. Add title to Clear button 2. Add title to Export button 3. Change “(XX) Affected Areas” to “(XX) Show Affected Areas” when collapsed and “(XX) Hide Affected Areas” when expanded |
| **Consistency**  Be Consistent | No issues identified | -- | -- |
| **Error Prevention** Error prevention | 1. No confirmation when clearing the list via Clear button |  | 1. Add confirmation of clearing list before completing action |
| **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** | **6** | | |

**Component:** Footer (incl. Bottom Links)

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| **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 | No issues identified | -- | -- |
| **Consistency**  Be Consistent | 1. Links do not space equally when screen size is adjusted |  | 1. Correct spacing to adhere to responsive design |
| **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** | | |