**Analysis Details**

Date: 06/26/2017  
Project: HUD – Disaster Data Portal  
Page(s): Tour

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:**

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

**Step 1:** Search for a disaster

|  |  |  |  |
| --- | --- | --- | --- |
| **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. Outline color for selected page element blends with element backgrounds |  | 1.Change outline color from #fff (white) to yellow |
| **Consistency**  Be Consistent | 1. ERROR-text = “Disaster” in tour dialog is capitalized. 2. ERROR–text = “It It looks like you typed an invalid disaster ID. Try typing just the four‐digit number (example, "4272").   Don’t know the disaster ID? Click here: <https://www.fema.gov/disasters> “ |  | 1. Change:   “Disaster” to “disaster”   1. Change:   “No disasters found.  The disaster ID provided returned 0 disasters. |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **2** | | |

**Step 2:** Select a disaster

|  |  |  |  |
| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | No issues identified | -- | -- |
| **Common Language**  Use Simple and Natural Language | 1. DIALOG text = “Click the checkbox located under the disaster ID to select a disaster.” |  | 1. Change:  “To select a disaster, click the checkbox located under the disaster ID” |
| **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 | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **1** | | |

**Step 3:** Disaster selected

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | No issues identified | -- |  |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **0** | | |

**Step 4:** Export data

|  |  |  |  |
| --- | --- | --- | --- |
| **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. TITLE – “Export Data” |  | 1. Change:   “Export data” |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **1** | | |

**Step 5:** Add to your list

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| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | No issues identified | -- | -- |
| **Common Language**  Use Simple and Natural Language | 1. DIALOG – “It looks like you entered an invalid 2-letter state code. Try typing “TX”   (Tour assumes the user is located in Texas) |  | 1. Change:   “It looks like you’ve entered an invalid state code.  Try entering your 2-letter state code before continuing to the next step. (examples, “TX”, “CA”, “FL”) |
| **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 | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **1** | | |

**Step 6:** Select another disaster

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | No issues identified | -- |  |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **0** | | |

**Step 7:** Name and save your list

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | No issues identified | -- |  |
| **Error Prevention** Error prevention | 1. ERROR-dialog text = “You have encountered an error. Please enter a different search name and try again,” |  | 1. Change:   “It looks like you’ve entered an invalid state code.  Please enter a different name for your search and try again.” |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | 1. ERROR-dialog text = “Saved extract exists” |  | 1. Change:   “Saved search already exists” |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **2** | | |

**Step 8:** Access saved search

|  |  |  |  |
| --- | --- | --- | --- |
| **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. Tour dialog title is “Access Saved Data” 2. Dialog text – “You have saved this disaster (or disasters) and can now access this list by clicking here” 3. Element title – “Selected disasters area” (future steps refer to this element as a list) |  | 1. Change to “Access saved data” 2. Change dialog text:   “Congratulations!”  You have successfully created a disaster search list!  It can now be accessed at any time when selected in the “Saved searches” dropdown selector.   1. Change element title to “Selected disasters list” |
| **Error Prevention** Error prevention | 1. Message dialog:   “Extract successfully saved” |  | 1. Change to:   “[NAME] successfully saved.”  (the term extract is only applicable to the developers) |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **4** | | |

**Step 9:** Remove from list

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | No issues identified | -- |  |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **0** | | |

**Step 10:** Clear list

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | No issues identified | -- |  |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **0** | | |

**Step 11:** Select a previously saved list

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | No issues identified | -- |  |
| **Error Prevention** Error prevention | No issues identified | -- | -- |
| **Memorization** Minimize User’s Memory Load | No issues identified | -- | -- |
| **Efficiency**  Enable Accelerators | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **0** | | |

**Step 12:** Delete a previously saved list

|  |  |  |  |
| --- | --- | --- | --- |
| **Heuristic** | **Problem** | **Severity** | **Recommendation** |
| **Feedback**  Provide Feedback | No issues identified | -- | -- |
| **Common Language**  Use Simple and Natural Language | No issues identified  Missing a in title | -- | -- |
| **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 | NA | -- | *Shepherd.js does not allow tab order* |
| **Standards**  Use Aesthetic and Minimalist Design | No issues identified | -- |  |
| **Recovery**  Deal with errors in a Positive Manner | NA | -- | -- |
| **Help**  Provide Help | NA | -- | -- |
| **Overall Score** | **0** | | |