**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 to yellow |
| **Consistency**  Be Consistent | 1. In INVALID ENTRY - “Disaster” in tour dialog is capitalized. |  | 1. Change “Disaster” to “disaster” |
| **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 – “Click the checkbox located under the disaster ID to select a disaster.” |  | *1. Change dialog to : “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** | **0** | | |

**Step 3:**

|  |  |  |  |
| --- | --- | --- | --- |
| **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:**

|  |  |  |  |
| --- | --- | --- | --- |
| **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 5:**

|  |  |  |  |
| --- | --- | --- | --- |
| **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 6:**

|  |  |  |  |
| --- | --- | --- | --- |
| **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:**

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