

## Assignment 1 Expert Review

### Part A: Heuristic Evaluation

<b>Website:</b>	All British Classics Car Club Vic Inc <a href="https://www.abccc.com.au/">https://www.abccc.com.au/</a>
<b>Technology:</b>	Windows 10 Laptop Google Chrome
<b>Evaluator:</b>	Yiwen Zhang 1293928 <yiwzhang6@student.unimelb.edu.au>
<b>Date of evaluation:</b>	March 17, 2023

Table of findings

The screenshot shows the homepage of the All British Classics Car Club Vic Inc. website. The header features the club's logo and the text "All British Classics Car Club Vic Inc.". Below the header, there is a grid of green vintage cars. A red arrow points from the "Club Merchandise" link in the sidebar to the "Club Merchandise" section in the main content area.

**Club Merchandise**

Contact Maxine for details or availability of items.

Use the 'Contact Us' link to the left and select 'Club Merchandise' as the subject or call (03) 9739 1146.

	Item Description	Item Cost
	Club metal grill badge, cast, enamelled, 90mm dia	\$ 25.00
	Sew-on Patches, small, 80mm dia	\$ 4.00

**Home Page**

**The Club**

- [About ABCCC Vic](#)
- [The Committee](#)
- [Club Merchandise](#)**
- [Members items for sale](#)

**The Members**

- [For New Members](#)
- [Members Cars](#)
- [ABCCC Forms](#)
- [Members' Area](#)
- [Gordon's photos](#)

**Club Events**

- [Club Calendar](#)
- [Great Australian Rally](#)
- [Fly the Flag Tour](#)

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Visibility of system status	When clicking on a page in the menu on the left, a new page will be entered in the middle, while the title of the navigation bar can be shown correspondingly. However, the menu does not change, for example, changing colors or adding animation for feedback, and users may confuse if they have jumped to the right page.	100%  All users entering the website will use the menu.	100%  The menu does not change with each click.	Mid  Website users may be confused about whether they are on the right website, but the page title and navigation bar titles are roughly similar, letting users know whether they are on the right page.	Mid  Although users do not get feedback from the navigation bar clearly, the response time when jumping to a new page is short. Overall, users still need some time to check if the page title and the title of the navigation bar match to confirm that they are on the right page.	When users click on the menu tab, some changes or animation could be added to users such as changing the color or adding check marks to feedback to users.

**All British Classics Car Club Vic Inc.**

## Victorian Club Permit Scheme

From 1 February 2011, changes were introduced to the club permit scheme which allows club vehicles to use the road for any purpose for up to 90 or 15 days within the permit period. Letters were sent to permit holders in January 2011 to explain the changes. (You can view the [letter here](#).) This scheme also places more responsibility for ensuring the integrity of the process on the auspicing club.

To that end, the All British Classics Car Club (Vic) has instituted some requirements which will enable us to meet our obligations to VicRoads. To participate in the VCPS through the ABCCC (Vic),

**NEW PERMIT APPLICATIONS**

For members wanting to operate a motor car on the Victorian Logbook Club Permit Scheme (VLCPs) under the auspices of our club, please contact Walter Thompson on 0408 507 890, who is the ABCCC VLCPs Officer In Charge. Wally will be able to provide all the information required to operate a motor car on the VLCPs. Wally's position is entirely voluntary, so due consideration should be given when contacting him.

The ABCCC has the following conditions for operating a motor vehicle [twenty-five (25) years old and older] on the Victorian Club Permit Scheme:

- Initial contact should be made with the club's VLCPs Applications Officer, currently Wally Thompson. He will advise the procedure for application with respect to the conditions set by the ABCCC. He must also provide a first inspection of the vehicle.
- A club member who proposes to place his/her motor vehicle on the VCPS under the auspices of the ABCCC must have been a ABCCC member for more than one year.
- Provide the following with your request:
  - A Roadworthy Certificate (for any post-1948 vehicle)
  - Six (6) photos taken of the car, 15cmx10cm: Front, Left Side, Right Side, Dashboard, Rear View and Engine Bay. Include a front page of the Herald Sun somewhere on the "Front" picture.
  - On the back of the "Front" picture, write in the VIN, Year, Vehicle type, Make and Colour, sign your name and include your address.
  - Include some form of "Proof of ownership"
  - Appropriate VicRoads forms: (Club scrutineer can provide the necessary forms)
    - \* [Vehicle Eligibility and Standards Declaration for Club Permit Vehicles](#) (select to download)
    - \* [Application for the Victorian Club Permit Scheme](#)
    - \* [Guideline Vehicle Safety Inspection Checklist](#) (Pre-1949 vehicles only)
    - \* [Vehicles Assessment Signatory Scheme \(VASS\) Club Permit approval certificate when the vehicle wasn't originally produced for the Australian market \(no compliance plate and / or previous Australian registration history\) and was manufactured after 31 December 1968 \(for motorcycles 30 June 1975\)](#)
  - A stamped, self-addressed envelope if posting the papers to the VCPS Officer
- A club member who operates a motor vehicle on the Victorian Club Permit Scheme, under the auspices of the ABCCC, must attend a minimum of three (3) club events per year. The car does not have to attend the three events, just the owner. Excluded from the count are the Annual Winter Luncheon and the Christmas Luncheon events.
- VicRoads requires a permit holder to be in good financial status of the Club in order to drive the car under this Permit.
- The ABCCC will notify VicRoads when a permit holder becomes an unfinancial member.
- The ABCCC will maintain a Register of those Motor Vehicles operated on the Victorian Club Permit Scheme under the club's conditions. Such Register will be submitted to VicRoads upon request.
- The motor vehicle operated under the Permit Scheme should be used within the spirit of the motor vehicle club scheme.

**PERMIT RENEWALS**

VicRoads requires that an ABCCC authorised VLCPS Officer's signature is entered on the permit renewal notice. Therefore, your VLCPS renewal should be sent to Colin Brown, PO Box 40, Coldstream, Victoria 3770. Enclose with it a stamped envelope addressed to VicRoads, along with a cheque/money order for the VLCPS fee. Colin will sign on behalf of the ABCCC, and then forward the permit renewal to VicRoads. The form also requires YOUR signature, so be sure to sign it as the permit holder as well. Colin's position is entirely voluntary, so due consideration should be given when contacting him.

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- The Committee
- Club Merchandise
- Members items for sale

**The Members**

- For New Members
- Members Cars
- ABCCC Forms
- Members' Area
- Gordon's photos

**Club Events**

- Club Calendar
- Great Australian Rally
- Fly the Flag Tour

**Newsletters**

- Current Archives

**Club Permits**

- VCPs details
- VicRoads Updates
- New VCPs plates

**Contact Us**

- Send a message
- Guestbook

**Other Links**

- FVCVC
- AOMC
- ABCCC Queensland
- Jaguar CC of Victoria
- MG CC of Victoria
- Rover CC of Australia
- Triumph CC of Victoria
- RACV
- Peter Mac
- Como Gardens
- Classic Car Portraits

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Match between system and the real world	Titles on the menu with acronyms and no explanation of their meaning are not easy to understand for users who are not particularly familiar with the definition.	60%  Although all users who visit the page will have to know what ABCCC means, it explains the acronym's definition on the top, making some regular users familiar with it, so they are unaffected.	40%  Not all titles contain acronyms, and some users visiting pages do not need to access tabs containing acronyms, so not all users will be affected.	Mid  When users click on the page, it explains the acronym's definition at the top, so they will only be partially affected. After the first visit, users will be familiar with what the acronym means, and there will be less impact on using it.	Mid  Although it takes some time for the users to understand the acronym, once the user understands it, it will no longer affect users visiting the website.	Replace the acronym with the original word or add an explanation visible to the user.

# All British Classics Car Club Vic Inc.

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- [Club Calendar](#)

**Members Cars**

**ABCCC Forms**

**Members' Area**

**Gordon's photos**

**Club Events**

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**January**

<p><b>22</b> Inaugural ABCCC Eastern Suburbs Run - An ABCCC Event. Contact: Jack &amp; Shirley Craven 0425 881 449 Meet at Stud Park (Rowville) Melway 81 J1 at 9.15 for 9.45am take off The Event will involve lots of chatting, an interesting not well known private car collection- safe to say that some of these cars are exotic. Tea and coffee on site, followed by a drive to lunch which may also be exotic but not a pub. We are hoping for a good turn out to kick off the year. -- <a href="#">More</a> --</p> <p><b>29</b> AOMC Festival of Motoring - An AOMC, but ABCCC Supported, Event Contact 0473 832 277 Venue: Cruden Farm (See <a href="#">AOMC web site</a> for more.)</p>	<p><b>February</b></p> <table border="0"> <tr> <td style="vertical-align: top;"> <p><b>5</b> 3G's Run - An ABCCC Event. Contact: <a href="#">Geraldine Anglin</a> 0418 502 202 Planning for a catch-up lunch, we will meet at the Glen Waverley RSL, 161 Coleman Parade, Glen Waverley at 12.30 . We need numbers to confirm the booking by 31 January, Any further information will be updated.</p> <p><b>12</b> Picnic at Hanging Rock Car Show - An AOMC Event. Contact: Alan Martin 0402 708 408 <a href="#">flyer</a></p> <p><b>15</b> Morning Cuppa in the Hills with Deb Beal - An ABCCC Event. Contact: Deb Beal 0458 274 252 A casual get-together Wednesday 15 February 2023 for those who are free and interested in catching up for a morning cuppa/cake; or those with a real appetite, brunch. My first booking is at Ripe Café - 376 Mt Dandenong Tourist Road in Sassafras at 10.30am. Ripe Café is nestled next to the teapot shop and Miss Marple's, opposite the garden centre. Parking is on both sides of the road. If you have time, this is a quirky village of gifts, pampering and clothing to explore/update. Being mindful of planning needs for the café, I will seek definite numbers by Wednesday 8 February. I can be contacted by <a href="#">email</a> or text to 0458 274 252 to confirm</p> </td> </tr> </table>	<p><b>5</b> 3G's Run - An ABCCC Event. Contact: <a href="#">Geraldine Anglin</a> 0418 502 202 Planning for a catch-up lunch, we will meet at the Glen Waverley RSL, 161 Coleman Parade, Glen Waverley at 12.30 . We need numbers to confirm the booking by 31 January, Any further information will be updated.</p> <p><b>12</b> Picnic at Hanging Rock Car Show - An AOMC Event. Contact: Alan Martin 0402 708 408 <a href="#">flyer</a></p> <p><b>15</b> Morning Cuppa in the Hills with Deb Beal - An ABCCC Event. Contact: Deb Beal 0458 274 252 A casual get-together Wednesday 15 February 2023 for those who are free and interested in catching up for a morning cuppa/cake; or those with a real appetite, brunch. My first booking is at Ripe Café - 376 Mt Dandenong Tourist Road in Sassafras at 10.30am. Ripe Café is nestled next to the teapot shop and Miss Marple's, opposite the garden centre. Parking is on both sides of the road. If you have time, this is a quirky village of gifts, pampering and clothing to explore/update. Being mindful of planning needs for the café, I will seek definite numbers by Wednesday 8 February. I can be contacted by <a href="#">email</a> or text to 0458 274 252 to confirm</p>
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**Member's Cars**



**1932 Austin 7**



Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Match between system and the real world	The "club calender" is always in red, probably to emphasize the page's importance but to make users think they are on the "club calendar" page. In addition, the calendar on the "club calendar" page is different from the real-world calendar and is more like "important dates," so it may confuse users.	80%  The "club calender" is marked in red on the main page menu so that most users will be aware of it and interested in the club's activities.	100%  Whenever a user wants to view the calendar on the "club calendar" page, it will be affected.	Mid  New users can also know how to use it after a period of adaptation, and it will be accepted once the regular users are familiar with the page.	Low  Users can use "club calender" correctly according to their own experience, and it will be easier to understand if they know the "Key dates".	The page can be designed as a calendar like google calendar, with important dates marked in different colors, or the title can be changed and added tables and other elements to assist users in reading.

**Home Page**

**The Club**  
About ABCCC Vic  
The Committee  
Club Merchandise  
Members items for sale

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Members Cars  
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Members' Area  
Gordon's photos

**Club Events**  
Club Calendar  
Great Australian Rally  
Fly the Flag Tour

**Newsletters**  
Current Archives

**Club Permits**  
VCPS details  
VicRoads Updates  
New VCPS plates

**Contact Us**  
Send a message  
Guestbook

**Other Links**

**WELCOME TO THE ALL BRITISH CLASSICS CAR CLUB**

We are currently sporting a membership of 140.

If you own a British Vintage, Prestige, Historic or Classic vehicle and are interested in joining our friendly group of motoring enthusiasts, on regular workshop outings, picnics and displays. Click on the link below to open the Membership Application Form, fill it in and return it to the address at the foot of the page.

Have a look at our events and our Club Newsletter using the links at the left to see how active we are and learn more detail about the Club.

Please note that, while the All British Classics Car Club (VIC) participates in the Victorian Club Permit Scheme (VCPS), the Committee has adopted a policy that one must be a member of the Club for at least 12 months before being eligible for ABCCC to auspice a member's car for the VCPS. After obtaining a permit through the Club, members must participate in at least 3 Club events each year to be eligible for renewal by ABCCC. Please review the Club's VCPS information using the link on the left under Club Permits.

Our Fees: An initial joining fee is \$30.00 and the annual membership is \$45.00.  
As a new member you will receive individual name badges, a cloth badge, windscreens decal and regular club e-newsletters.

To download the Membership Application Form, this will automatically open in a separate window you will need to have Adobe Acrobat Reader installed on your PC. If you need to Download Adobe Acrobat Reader (it's a free program), click on the "Acrobat Reader" link below.

**Membership Application Form**

Get Acrobat Reader

**WELCOME TO THE ALL BRITISH CLASSICS CAR CLUB**

Membership enquiries to:

**Ed Bartosh, Membership Sect'y**  
PO Box 190  
Coldstream Vic 3770  
Phone (03) 9707 1294  
[Send an e-mail](#)

**Contact Us**

Please fill in the form to send us your comment, query, or request.

**Reason for Contact:**  
Event Query  
Question about Membership

**If for an event, please select the event:**

**Your Name: (REQUIRED)**

**Your Company:**

**Your Address:**

**Your Phone (Including Area Code): (AT LEAST ONE REQUIRED)**  
Voice: FAX: Mobile:

**Your E-mail Address (REQUIRED)**

**Note: Be sure to use your complete email address (e.g., username@domain.com.au)**

**Any Comment or Question:**

**P 3 F 9 E**

To prevent automated spamming of our server, please enter the characters in the box above in the field below:

**Send Request** **Reset Form**

Or you may write to us at:  
PO Box 201  
Chirnside Park, VIC 3116

**Find us on Facebook**

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
User control and freedom	When users want to go back to the previous page, there is no clear back link to go back to the last page; for example, after clicking "For New Members" on the home page and then clicking "Send an e-mail," users cannot go back to the previous page to view the information.	80%	20%	Mid	Mid	The same progress bar as the VicRoads website ( <a href="https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/penalties/fines">https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/penalties/fines</a> ) could be set so that users can return to the previous state at any time, or the back link could be added in a prominent place

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
		New Members", "Members items for sale", "Members' Area", and "guestbook" , some of which are frequently used by users.	links.	previous page by clicking the browser's back button, but some users will use the browser's back button and will be trapped by the page, causing a lot of trouble.	the home page, if the user does not know or cannot return to the previous step will cause great trouble to the user and affect the user's browsing efficiency. In addition, there is a big difference between the previous level and the last page the user viewed, so using the browser's own back button will not work in all cases.	on the page.

The screenshot displays several pages of the All British Classics Car Club Vic Inc. website:

- New Members Information:** A page with a red box highlighting the "Membership Application Form".
- Victorian Club Permit Scheme:** A page with a red box detailing the permit scheme requirements.
- About our Organization:** A page with a red box containing a quote from Frank E. Douglas.
- Member's Marketplace:** A page with a red box stating "Sorry, there are current no items offered for sale by our members".

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Consistency and standards	The website's pages are confusing in font style, color, and formatting; for example, some use blue text, some use black, some are Arial, and some are Verdana. The font size of	90%  Except for a small group of	100%  The style of almost every	Mid  It may take time for users	Mid  Users can find the information	Uniform font style, color, and formatting.

	subheadings are not uniform.	users who are not interested in the website and visit only the main page, most other users visit other pages jumping from the main page.	page has not been unified.	to understand because the style and structure of each page are different.	they want on the page, even if confusing.	
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The screenshot shows two pages of the All British Classics Car Club Vic Inc. website side-by-side, separated by a vertical line.

**Club Merchandise Page:**

- Header:** All British Classics Car Club Vic Inc.
- Left Sidebar:**
  - Home Page**
  - The Club**
    - About ABCCC Vic
    - The Committee
    - Club Merchandise
    - Members items for sale
  - The Members**
    - For New Members
    - Members Cars
    - ABCCC Forms
    - Members' Area
    - Gordon's photos
  - Club Events**
    - Club Calendar
    - Great Australian Rally
    - Fly the Flag Tour
  - Newsletters**
    - Current Archives
  - Club Permits**
    - VCPS details
    - VicRoads Updates
    - New VCPS plates
- Main Content:** A table showing four items for sale:
 

	Item Description	Item Cost
	Club metal grill badge, cast, enamelled, 90mm dia	\$ 25.00
	Sew-on Patches, small, 80mm dia	\$ 4.00
	Sew-on Patches, large, 205mm dia	\$ 10.00
	Lapel pins, enamelled, 25mm dia	\$ 5.00



## All British Classics Car Club Vic Inc.

### Member's Marketplace

(ABCCC Membership required to post items;  
complete the [marketplace form](#) to add an item)

ABCCC accepts no responsibility for items listed below;

contact the seller to arrange price and mutually acceptable conditions.

Items accepted for a 60 day listing - with a 30 day extension possible by request to the webmaster.

If you find an error or have a complaint about any item,  
please notify the [ABCCC Webmaster](#) for removal or resolution.

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Consistency and standards	Inconsistent table styles on pages.	50%  Only some pages have tables, and not all users visit pages with tables.	30%  Only some pages have tables.	Low  Users can spend little time getting used to the table style because the tables are clearly labeled.	Low  Not all pages have tables, so users do not visit them as often.	Uniform form styles.

Main page **All British Classics Car Club Vic Inc.**

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**Contact Us**  
 Send a message  
 Guestbook

**Other Links**  
 FVCVC  
 AOMC



Incorporated A0035462V

The ABCCC (Vic) welcomes you to our web site

Please use the menu at the left to navigate to the area of your interest.

Site last updated on 19 February 2023

This site contains PDF files:

[Get Acrobat Reader](#)

**Home Page**  
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**Club Merchandise**

Contact Maxine for details or availability of items.

Use the 'Contact Us' link to the left and select 'Club Merchandise' as the subject or call (03) 9739 1146.

	Item Description	Item Cost
	Club metal grill badge, cast, enamelled, 90mm dia	\$ 25.00
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Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Consistency and standards	The main page background is different from the background of other pages, and the main page menu word color is different from the menu word color of other pages.	90%  Most users will visit pages other than the home page.	100%  Always change the background and color when switching pages.	Low  Background and color changes do not affect the users visiting the website.	Low  Little to no impact on user use of the site.	Unify the style of main page and other pages.

**Contact Us**  
[Send a message](#)  
[Guestbook](#)



**Other Links**

- [FVVCVC](#)
- [AOMC](#)
- [ABCCC Queensland](#)
- [Jaguar CC of Victoria](#)
- [MG CC of Victoria](#)
- [Rover CC of Australia](#)
- [Triumph CC of Victoria](#)
- [RACV](#)
- [Peter Mac](#)
- [Como Gardens](#)
- [Classic Car Portraits](#)

 Find us on Facebook

*This site contains PDF files, to dow*





**1948 MG YA**



**1958 Jaguar XK 150**



**1962 Austin-Healey 3000 Mark II**

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Error prevention	There are many external links on the website, but when the jump is made before the user is not asked if they want to leave the website, there needs to be proper guidance. Users also have no way of knowing if the site they are jumping to is the correct one.	50%  Only some users will use external links, and some may click on links by mistake.	100%  All page jumps do not ask the user to prevent errors.	Mid  When the link is clicked, a new website tab is opened so that users can jump to a new page, but it takes time to see if it is the right page user wants.	Low  Users generally do not click on links by mistake, and even if this happens, they can close the incorrectly opened tab and return to the previous page.	Set a pop-up to ask the user if they want to jump to a specific page before the jump link opens a new window.

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FVVCVC  
AOMC  
ABCCC Queensland  
Jaguar CC of Victoria  
MG CC of Victoria

Please fill in the form to send us your comment, query or request.

**Reason for Contact:**  
Event Query  
Question about Membership

**If for an event, please select the event:**

**Your Name: (REQUIRED)**  
Yiwen Zhang

**Your Company:**

**Your Address:**  
Room 501, Unit 2, Building 2, No. 526, Huanghe Fifth Road

**Your Phone (including Area Code): (AT LEAST ONE REQUIRED)**  
Voice: +61433895889 FAX: Mobile:

**Your E-mail Address (REQUIRED)**  
49602575@qq.com

**Note:** Be sure to use your complete email address (e.g., username@domain.com.au)

**Any Comment or Question:**  
No

**P 3 F9 E**  
To prevent automated spamming of our server, please enter the characters in the box above in the field below:  
P3F9E

**Send Request** **Reset Form**

Please enter the area code with your phone number.

**确定**

**Home Page**

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Jaguar CC of Victoria  
MG CC of Victoria  
Rover CC of Australia  
Triumph CC of Victoria  
RACV  
Peter Mac

Please fill in the form to send us your comment, query, or request.

**Reason for Contact:**  
Event Query  
Question about Membership

**If for an event, please select the event:**

**Your Name: (REQUIRED)**  
Yiwen Zhang

**Your Company:**

**Your Address:**  
Room 501, Unit 2, Building 2, No. 526, Huanghe Fifth Road

**Your Phone (including Area Code): (AT LEAST ONE REQUIRED)**  
Voice: 0433895889 FAX: Mobile:

**Your E-mail Address (REQUIRED)**  
49602575@qq.com

**Note:** Be sure to use your complete email address (e.g., username@domain.com.au)

**Any Comment or Question:**  
No

**P 3 F9 E**  
To prevent automated spamming of our server, please enter the characters in the box above in the field below:  
P3F9E

**Thank you. Sending information...** **Reset Form**

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Recognition rather than recall	When filling out the user information in "Contact Us" page, the web page prompts the phone to enter the area code instead of selecting the country and region; the area code for Australia is +61,	30%	100%	High	Mid	It can be designed to automatically identify and complete the user's region and country from the user's input and to automatically supplement the address and

	but the actual input only needs to start with 0. When filling in the address, the user is also asked to enter the full address rather than the full address, which can be automatically recognized.	feature will be affected, and if the user has no information they want to ask for or give feedback, they will not be involved.	will be affected.	countries, may not know how to fill in the area code, so they may be stuck with the page and keep trying not to be able to proceed to the next step, and only Australian locals starting with 0 can submit successfully.	from Australia can try out the correct format based on their habits.	area code for the user's convenience, such as the google map.
--	---	--	-------------------	--	--	---

The image shows two side-by-side screenshots of websites. On the left is the homepage of the All British Classics Car Club Vic Inc. (ABCCC Vic) website. It features a large logo at the top with the club's name and a circular emblem containing a steering wheel and flags. Below the logo is a menu with links like 'The Club', 'The Members', 'Club Events', 'Newsletters', and 'Club Permits'. A sidebar on the right lists flags and a note about the site being updated on February 19, 2023. On the right is a screenshot of the ABC News website. It has a dark header with navigation links for 'Just In', 'Watch Live', 'Coronavirus', etc., and a search bar. The main content area includes a 'LIVE BLOG' section, a 'National Top Stories' section with an article about climate change, a 'Features' section with an image of a woman, and a 'Quick Stories' section with images of people. A red box highlights the 'Member's Cars' section on the ABCCCC Vic site and the 'National Top Stories' section on the ABC News site.

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Flexibility and efficiency of use	The site does not have a browsing history, recommendation or a search bar to help experienced users find their browsing history or to help them quickly access the page they want.	100%  Not only are new users unable to be recommended content of interest, such as featured events, but experienced users are also unable to learn about upcoming events or use the search bar to get what they want.	100%  The website does not provide a quick way for users to access information.	Mid  Most of the events can be found in the "Club Events" module, but the lack of a search bar can be inconvenient for frequent visitors as it takes them some time to navigate from the menu.	Mid  Not having any shortcuts and a search bar may take users some time to get the content they want, but the website doesn't have a lot of content, so it can still be found eventually.	Add a search bar and "Featured Events" to help users quickly access and find the content they are interested in.

**All British Classics Car Club Vic Inc.**

**About our Organization**

Victorian Incorporated Association Number: A0035462V

**Home Page**

**The Club**  
About ABCCC Vic  
The Committee  
Club Merchandise  
Members items for sale

**The Members**  
For New Members  
Members Cars  
ABCCC Forms  
Members' Area  
Gordon's photos

**Club Events**  
Club Calendar  
Great Australian Rally  
Fly the Flag Tour

**Newsletters**  
Current Archives

OWNING AND APPRECIATING THE SPIRIT OF FINE BRITISH CLASSICS

HOW DID OUR CLUB START & WHAT HAS HAPPENED ALONG THE WAY?

By Frank E. Douglas. February 2007

Our considerations on Car Clubs, the good, the bad and the future???

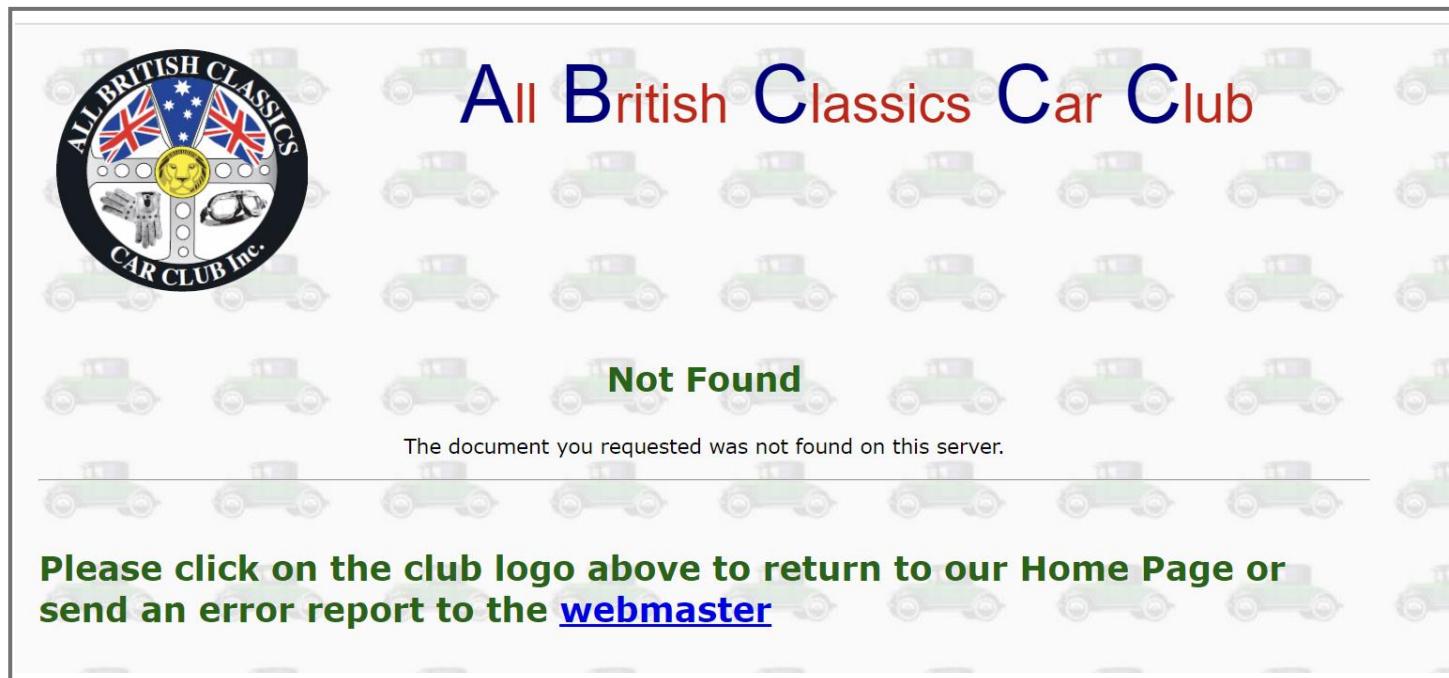
Many a car club member has thought of, what is good, what is bad, what could be changed to improve the support & future of car clubs. In depth discussion went on for several years between, John Gagen (Brisbane) Tore Pannuzzo & Frank Douglas trying to resolve this.

Many matters were reviewed, fellowship, events, in club members help, preserving history. Car clubs when their manufacture of cars has ceased. Particularly small makers of cars. We were looking for a formula for a new look, USER FRIENDLY, updated CAR CLUB for families

What needs changing?... Boring meetings, mainly about nothing.... Concours judging, it causes more arguments than it is worth?... Develop a MULTI MAKE club, more interesting than one make club. Make the wives WELCOME at events INTERESTING them as well. Where do we go from here?. DEVELOP a club built on social use, age of your hobby classic car. Minimize meetings other than social & have meetings if necessary when needed added on to the next social event. Use name tags & always make members WELCOME. Have interesting events and a good colourful magazine. MAKE THE CLUB MEMBERS YOUR NEW CIRCLE OF FRIENDS & remember **IF YOU DO NOT PUT IN, HOW CAN YOU EXPECT TO GET MUCH BACK???**

SO, what happened? John Gagen formed the Queensland All British Classics Car Club and it is up & running with about 250 members. Our sister club with social, but not legal ties. Although the two clubs are not connected in any way, we both share the same Logo and use the same club regalia, all promotional goods for both clubs are sourced from the same suppliers. If you are going on a trip or a venture to Queensland, be sure to give them a call as they will make you welcome at any events they are holding, as we would with the Queensland club members.

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Aesthetic and minimalist design	The page background and text overlap look cluttered, and the misuse of fonts and font sizes distracts the users' attention.	100%  Almost every user visit the cluttered website.	100%  Basically every page has a bad design.	Mid  Users are easily distracted by poor design when browsing to read information, and therefore cannot find the focus.	Mid  Users can find the information they want after taking the time to read and understand it.	1. Remove the cluttered background.  2. Set the font and font size to a uniform format.  3. Reduce the use of color and use limited variations of color to highlight key points.



Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Help users recognize, diagnose, and recover from errors	When an error occurs when submitting an enquiry form, the site does not indicate what the error is and how to present the form correctly but instead allows the user to give feedback or return to the home page.	30%  Only users who want to enquire will be affected.	100%  Each submission encountered a "Not Found" error.	High  Users may need to spend a lot of time to find webmaster to solve the problem.	Mid  Only some users need to fill out an inquiry form, or users can call the phone number on the website and enquire directly.	Fix errors on the web page so that the inquiry form can be successfully submitted to the email address or alert the user of any errors in filling out the form so that the user can correct them.

**Club Events**

- [Club Calendar](#)
- [Great Australian Rally](#)
- [Fly the Flag Tour](#)

**Newsletters**

- [Current Archives](#)

**Club Permits**

- [VCPS details](#)
- [VicRoads Updates](#)
- [New VCPS plates](#)

**Contact Us**

- [Send a message](#)
- [Guestbook](#)

**Other Links**

- [FVVVCVC](#)

Membership enquiries to: **Ed Bartosh, Membership Sect'y**  
**PO Box 190**  
**Coldstream Vic 3770**  
**Phone (03) 9707 1294**  
[Send an e-mail](#)

Our Fees: An initial joining fee is \$30.00 and the annual membership is \$45.00.  
As a new member you will receive individual name badges, a cloth badge, windscreens decal and regular club e-Newsletters.

To download the Membership Application Form, this will automatically open in a separate window you will need to have Adobe Acrobat Reader installed on your PC. If you need to Download Adobe Acrobat Reader (it's a free program), click on the "Acrobat Reader" link below.

**Membership Application Form**



**WELCOME TO THE ALL BRITISH CLASSICS CAR CLUB**

Heuristic (Nielsen, 2000)	Comments	Scope	Freq	Impact	Sev	Recommendation
Help and documentation	There is no guidance document on how to use the web pages or a first-time user guide to help users become familiar with the web pages.	30%  Only a small fraction of users need help.	60%  No guidance document exists, but help is available through the "Contact Us" module.	Low  The website is easy to use, most users can quickly get started, and there is a "Contact Us" to help users.	Low  The web page has few features, so help documents and tutorials for beginners are unnecessary.	Add a user guide document and a tutorial for beginners to help users understand how to use the website.

**Overview**

*Finish your heuristic evaluation with a brief section (1-2 paragraphs) summarizing your findings.*

Firstly, inspired by heuristic evaluation, the website has more problems in Consistency and standards, so not only is the web design unattractive, but also the users need to spend more time adapting to the website format. Secondly, illuminated by "User control and freedom", "Consistency and standards," and "Help users recognize, diagnose, and recover from errors" heuristics, it is found that the design of the "Contact Us" page of the website was very problematic and seriously hindered users from completing their tasks. Thirdly, the "Flexibility and efficiency of use" heuristic cluttered the site's page design. The "Aesthetic and minimalist design" perspective also pointed out the cluttered design so that different heuristics could identify the same web problems.

In addition, the "Match Between System and the Real World" heuristic identified problems with the site's user calendar and acronyms, requiring users to spend a certain amount of time learning and remembering them, similar to the "Recognition rather than recall" heuristic, they are both trying to reduce the time spent on learning and using the site for the user. Finally, other heuristics find problems that have less impact on users. However, the website has issues in all ten aspects of heuristic evaluation, so the website's user experience is required to be improved because it is significantly impacting the users' usage.

## Part B: Cognitive Walkthrough

<b>Website:</b>	All British Classics Car Club Vic Inc <a href="https://www.abccc.com.au/">https://www.abccc.com.au/</a>
<b>Technology:</b>	Windows 10 Laptop Google Chrome
<b>Evaluator:</b>	Yiwen Zhang 1293928 <yiwzhang6@student.unimelb.edu.au>
<b>Date of evaluation:</b>	March 21, 2023

### Task 1

The diagram illustrates a cognitive walkthrough through the All British Classics Car Club Vic Inc. website. The process starts at the homepage (1) and follows a path through the membership application form (2), a PDF download (3), and finally to the contact information (5).

**1. Homepage:** The homepage features the club's logo, a circular emblem with "ALL BRITISH CLASSICS CAR CLUB Vic Inc" and a lion in the center. It includes sections for "The Club", "The Members", "Club Events", and "Newsletters". A red circle highlights the "For New Members" link under "The Members" section.

**2. Membership Application Form:** This step shows the "Membership Application Form" page. A red circle highlights the "Membership Application Form" button. Below it, a note states: "To download the Membership Application Form, this will automatically open in a separate window, you will need to have Adobe Acrobat Reader installed on your PC. If you need to Download Adobe Acrobat Reader (PDF program), click on the 'Acrobat Reader' link below."

**3. PDF Download:** This step shows a screenshot of a PDF document titled "ABCCC Membership form 2023 ver 023 ver". A red circle highlights the download icon (a downward arrow) in the top right corner of the PDF viewer interface.

**4. Family Membership Application Form:** This step shows the "FAMILY MEMBERSHIP APPLICATION FORM". A red circle highlights the "Name:" field in the "Partners" section. The form includes fields for Name, Address, Suburb, State, Postcode, Mailing Address, Phone Home, Work, Mobile, e-mail, Other e-mail, Birthdate, Partner birthdate, Recommended By, and Where did you hear about us?.

**5. Contact Information:** This step shows the "WELCOME TO THE ALL BRITISH CLASSICS CAR CLUB" page. A red circle highlights the contact information box, which includes the address: "Membership enquiries to: Ed Bartosh, Membership Secty  
All British Classics Car Club (Vic) Inc.  
c/- PO Box 190  
Coldstream, Victoria 3770  
Phone 0438 508 235". It also includes a note: "Please print and mail to Ed Bartosh at the above address or e-mail to [membership@abccc.com.au](mailto:membership@abccc.com.au). Bank Details: BSB 063 803 A/C No 1001 3709 - provide surname and 'dues' as the reference".

<b>Task name:</b>		Apply to become a new member		
<b>Task Description:</b>		Become a new member by sending online application.		
	<i>Steps</i>	<i>Will users know what to do?</i>	<i>Will the user see how to do it?</i>	<i>Will users understand from feedback whether the action was correct or not?</i>
step 1	Find the application for the new member page on the main page.	Yes There is a category "The members" on the main page menu to guide users to the target page.	Yes Users can easily find the "For new members" page on the main page.	Yes By looking at the title "New Members Information" and the page's content, it can confirm that the page is a membership application page.
step 2	Follow the instructions on the application page to find the "entrance" to apply for membership.	Yes When the user enters the page, they will look through the page content, so they can know what to do by the guide.	Yes There is a prominent link to the "Membership Application Form" on the page, and at the end of the introduction, there is a prompt to download the membership application form, so the "entrance" can be found.	Yes After clicking on it, the Membership Application Form page will be popped up.
step 3	Enter the application page from the "entrance".	Yes Users click on the "Membership Application Form" to access the page.	Yes Mouse over the "Membership Application Form" link to change the style.	Yes After clicking on it, the Membership Application Form page will be popped up in new window.
step 4	Fill in the applicant details on the application form and download it.	Yes Users can fill in the information and then download it or download it first and fill it in with the local editor.	Yes The download button is visible in the upper right corner and matches real-world usage habits.	Yes Users can find out that the form can be modified online by clicking on the form blanks and can choose to keep or not keep the modified information when downloading.
step 5	Email the completed application form to the designated email address.	Yes Users looking for a link where they can submit the form.	Yes but may be confused The "New Members Information" page also has a link to "Send an Email", which may confuse users, but there is no way to submit the form when it opens. In addition, there is a way to submit the form at the bottom of the application form, so the user can find the correct location, although it may be confusing.	No Users may be redirected to the 'Contact Us' screen by mistake, or they may send an application form by email and not receive timely feedback.

## Task 2

The screenshot shows the All British Classics Car Club Vic Inc. website. A red arrow points from the 'Club Calendar' link on the homepage to the 'Calendar of Events' section on the right. Another red arrow points from the 'Book Now' button on the event page to the booking interface on the trybooking platform.

**All British Classics Car Club Vic Inc.**

**Club Calendar**

**Calendar of Events**

**Book Now**

**TICKET DETAILS**

**CHECKOUT**

**Flinders Motoring Heritage - 2023**

**Flinders Motoring Heritage - 2023**

**Flinders Motoring Heritage - 2023**

<b>Task name:</b>		Book for the Flinders Motoring Heritage Day.		
<b>Task Description:</b>		Book for the Flinders Motoring Heritage Day on April 09, 2023 with Veteran Car ticket online.		
	Steps	Will users know what to do?	Will the user see how to do it?	Will users understand from feedback whether the action was correct or not?
step 1	Look on the main page to find the page of club activities.	Yes There is "Club Events" block on the main page menu to guide users to find the events.	Yes The red labeled "Club Calendar" directs the user to all the club events.	Yes When clicking on the "Club Calendar" tab, the page jumps, and the title is "Calendar of Events" with "2023 Events" underneath to help users determine the year.
step 2	Jump to the event calendar page to find the corresponding event.	Yes The pages are separated by month, so it is easy to find the event in April events.	Yes The month is bolded and enlarged in blue so that it can be easily located. Event names are also clearly defined.	Yes Specific dates and event names are listed, so you can check if it is the correct event.
step 3	Find the event information and booking method.	No When the event is found, there is basic information, and a short introduction with a link to the "Information & On-line Booking" redirected to the Flinders Lions Club. But there are no details on how to book tickets and if tickets are available on "Event Calendar" page.	Yes "Information & On-line Booking" is styled as a link that users can easily find in the event profile.	Yes When the user clicks on the link, a new page pops up, and the previous link changes color to indicate that it has been visited.
step 4	Check the information and book the ticket.	Yes After checking the event information, users click the "Book Now" button to book tickets redirected to the ticket sales website.	Yes Posters and text were used to explain the event, and the red "Book Now" was prominently placed.	Yes When the button is clicked, a new window is opened and information about Flinders Motoring Heritage is displayed on the "trybooking" website.
step 5	Start booking tickets on the ticket sales website "trybooking".	Yes Similar to the previous pages, the "trybooking" website has detailed information and a "Book Now" button.	Yes The "Book Now" button on the "trybooking" website is also very prominent.	Yes The title "Flinders Motoring Heritage - 2023" was displayed, and the user was asked to select a ticket.
step 6	Select the right ticket and click Next.	Yes The types of cars are listed clearly, so	Yes It is easy to understand that the plus	Yes When the number increases when clicking

		users know how to choose.	and minus sign are used to select the quantity.	the plus sign, the number decreases when clicking the minus sign, and the number of suitable tickets is selected before the page jumps to the next page with apparent changes.
step 7	Fill in the ticket details and confirm by clicking Next.	Yes The form's title is obvious, and the user knows that ticket details must be filled in.	No Some information needs to be better explained and, therefore, may not be filled in by the user, such as the display area.	No The user needs to know whether the information is accurate, and the page can jump even if the user fills in the wrong details.
step 8	Fill out the payment information on the checkout page.	Yes The payment page is similar to other payment pages, so users know how to pay.	Yes Payment methods such as cards, PayPal, and google pay are made clear with buttons on the top so users can quickly select them, and the payment details needed to fill out are listed.	Yes Animated when the user clicks a button.
step 9	Read and check the the Event and Customer Terms and Conditions and TryBooking's Privacy Policy.	Yes Users know because other sites have similar designs.	Yes Event and Customer Terms and Conditions and TryBooking's Privacy Policy are made in the style of links users know to click to read. Once the user has read it, they can click on the text or check the checkbox to check off the terms and conditions.	Yes The page opens a new page when the link is clicked, and the checkbox is ticked when the checkbox is clicked.
step 10	Buy Tickets.	Yes Click the "Purchase" button.	Yes The button can be seen at the bottom of the page.	Yes When the user has made a successful purchase, the website will show that the payment was successful, and the order information will be sent to the email address.

## Task 3

**Assume: Already checked the event on the calendar**

The ABCCC (Vic) welcomes you to our web site

**Contact Us**

Please fill in the form to send us your comment, query, or request.

**Reason for Contact:**  
Event Query  
Question about Membership

**If for an event, please select the event:**

**Your Name: (REQUIRED)**

**Your Company:**

**Your Address:**

**Your Phone (including Area Code): (AT LEAST ONE REQUIRED)**  
Voice: \_\_\_\_\_ FAX: \_\_\_\_\_ Mobile: \_\_\_\_\_

**Your E-mail Address (REQUIRED)**

**Note:** Be sure to use your complete email address (e.g., `username@domain.com.au`)

**Any Comment or Question:**

**P 3 F 9 E**  
To prevent automated spamming of our server, please enter the characters in the box above in the field below:

**Send Request** **Reset Form**

**The Club**  
About ABCCC Vic  
The Committee  
Club Merchandise  
Members Items for sale

**The Members**  
For New Members  
Members Cars  
ABCCC Forms  
Members' Area  
Gordon's photos

**Club Events**  
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Great Australian Rally  
Fly the Flag Tour

**Newsletters**  
Current Archives

**Club Permits**  
VCPS permits  
Victoria Updates  
New VCPS plates

**Contact Us**  
Send a message  
Guestbook

**Other Links**  
FVVCVC  
AOHC  
GCC Queensland  
Jaguar CC of Victoria  
MG CC of Victoria  
Rover CC of Australia  
Leyland CC of Victoria  
RACV  
Peter Mac  
Como Gardens  
Classic Car Portraits

**Member's Cars**

**1995 Jaguar XJ6 X300**  
**1997 Jaguar XK8**  
**Jaguar XJ6**  
**1932 Austin 7**

**Start at the main page**

**Not Found**  
The document you requested was not found on this server.

Please click on the club logo above to return to our Home Page or send an error report to the [webmaster](#)

**If for an event, please select the event:**

- ABCCC Annual General Meeting
- Arthur's Seat Run
- Tour of Dandenong Ranges
- Rex's Big Day Out
- South Gippsland Run
- Visit to the Ambulance Museum
- The ABCCC Annual Dinner
- An Urban Tour - Yarra Scenic Drive
- Yarra Valley Run
- Tour of China Town
- Tocumwal Air Show
- Ned Kelly's Birth Place Run
- Terri Allen Garden Tour
- Indulgence Weekend
- Day at the Races
- Sapphire Coast Tour
- Terry's Taste Tour of Gippsland
- British Classics Day at the Races
- ABCCC Christmas Lunch
- Other (specify in comment box below)

<b>Task name:</b>		Ask about Picnic in the Park events.		
<b>Task Description:</b>		Ask how to apply for the Picnic in the Park event on April 23rd, what to look for, and where to go. (Already checked the calendar of events)		
	<i>Steps</i>	<i>Will users know what to do?</i>	<i>Will the user see how to do it?</i>	<i>Will users understand from feedback whether the action was correct or not?</i>
step 1	Find out where to contact ABCCC on the homepage.	Yes There is "Contact Us" block on the main page menu to guide users how to contact the club.	Yes The home menu has a straightforward "Contact Us" module, which aligns with user habits.	Yes Clicking "Send a message" has a quick page jump, and the title is "Contact Us," so the user knows they are on the right page.
step 2	Go to the contact page and fill in the relevant questions.	The page needs a clear textual explanation or guidance, so users can only complete and submit the form according to their experience.	Although there are no clear textual guidelines, the headings that need to be filled in the form are marked, so users can see how to fill them in. Then, there is a word limit in the comment section, but the page doesn't show it, so users still need to consider how to optimize their questions. In addition, the drop-down lists and selection lists align with typical usage.	The color will change when the selection field is selected, and if the required information is not filled in, there will be a pop-up window to prompt the user.
step 3	Submit the completed form and wait for a response.	Yes Users know how to click the submit button.	Yes The submit button named "Send Request" at the bottom of the form is easy to spot, but the "Reset form" button is near it, and the user may lose all the information filled in with the wrong click.	No The page will report an "Not Found" error, and the user will need clarification about whether they submitted it successfully or what is wrong with it.

Overview of Problems						
	<b>Problem description of problem</b>	<b>Cause</b> assumption about what causes problem	<b>Severity</b>			<b>Response to problem</b> What changes could be made to the design to address the problem?
			<b>Scope</b> How many people are likely to experience the problem?	<b>Frequency</b> In how many tasks would the problem occur?	<b>Impact</b> Would the problem prevent critical tasks being completed?	
1	The same problem occurs in both task 1 and task 3. When the user clicks "Send an email" on the application for membership page, it redirects to the "Contact Us" page, and the form can not be submitted correctly.	The website does not support online submission of membership applications and questions; users need to manually edit the email to send or submit the application by mail.	50%	30%	High  Some contact information is not marked on the "Calendar of Events" page, so users need to contact the club if they want to register. Some users are also confused by the "Contact Us" page when they want to become a club member, but the specific email address is indicated in the application form, so users can find another way to solve the problem.	Fix the web link so the application form can be sent directly to the ABCCC contact email address to avoid the "Not Found" error.  A new discussion board can also be added when users are interested in an event to address common questions effectively instead of dealing with each form separately.  Add detailed contact information for the ABCCC club at the bottom of the page so that users can easily find and seek help.
2	On the "Calendar of Events" page, the event descriptions are too short, so users	The "Calendar of Events" module is not well designed, and it should have	30%  Only a fraction of users want to	100%  The introduction and information	Mid  Some events have links to full event descriptions, but	Describe each event more precisely, including the event's time, location, and method of contact, and provide a link to book

	cannot get specific information, especially for ABCCC events, some of which only have a contact person and a brief description, so users cannot get detailed information or even know in what way.	basic information about the event, such as time and place, and a link to request the event and get more information.	participate in events.	for almost every event are brief, especially for the ABCCC events.	some events are not clearly described, and users need to find a way to understand them, for example, by using the "Contact Us" feature.	the event so that users can find it. The event description is increased, and the page can be in pagination mode to make it easier for users to find it.
3	When there is an event organized by a third party that requires a page jump, but there is a problem at the third party website, for example, the user needs to learn how to fill in the information because of a lack of details on the third party website.	The ABCCC club is too confident that third-party sites will be error-free.	20%  Only a tiny percentage of users will experience problems with immature third-party websites that jump from the ABCCC website.	5%  Usually, the third-party websites for page jumping are mature websites with good design, which are more difficult to have problems with. In addition, there are a few times when users need to jump.	Low  Users can more easily seek help at third-party websites.	Don't rely on external websites, you can document the process after the jump to help users complete the task, or you can get internal access to third parties to help users complete the task.
4	When submitting a form on the "Contact Us" page, a "Not Found" error occurs, and the user does not know what is wrong and cannot get feedback.	An error on the page has not been fixed, so the "Contact Us" section is unavailable.	20%  The error only affects users who want to submit a form to ask a question.	100%  All users who want to use the "Contact Us" feature will be affected.	High  Users who want to ask questions can't find an alternative way to ask them, and the contact information on the web page needs to be marked in a conspicuous place. Users can only give feedback and wait for the web admin to fix the problem.	Fix website errors as soon as possible and help users give feedback on issues on time rather than confuse them because of problems on the web page. Provide replaceable contact information and place it in a noticeable place on the web page to avoid similar situations where users can find another way to complete their tasks.

## Part C: Critical Reflection

### Benefits and limitations

The heuristic evaluation is based on the whole website, finding problems in multiple dimensions, and is more suitable for a comprehensive evaluation of the entire website. By analyzing the scope, frequency, impact, and severity, we can see whether it is easy for users to use the site. In addition, heuristic evaluation can aid in web development to help developers promptly identify errors even in the early stages of development, as Chuan, Sivaji, and Ahmad (2015) found in their study of gestural interaction. However, one person's perception is one-sided, and the Nielsen and Molich (1990) study showed that the accuracy of one person's evaluation is low. Only the combined results of multiple people can make the assessment more accurate. Hence, heuristic assessment requires a certain degree of professionalism, so it is difficult to find all the issues even with heuristic evaluation.

Cognitive walkthrough is good at testing the feasibility of tasks in specific areas, and thus finding specific problems and finding the causes of the problems. Thus cognitive walkthrough can be well adapted to complex systems and new users and therefore explore the ease of learning the site features, as Salazar (2022) says. Compared with heuristic evaluation, the cognitive walkthrough can consider the user's mental processes, as Lewis and Wharton (1997) stated. However, Lewis and Wharton (1997) also found that heuristic evaluation took roughly the same time to identify more problems so that cognitive walkthrough could have been more efficient for an entire site.

### Easier or more informative

The answer to this question is relative, as seen from the advantages and disadvantages of heuristic evaluation and cognitive walkthrough. The former is more suitable for application to an entire website, while the latter is ideal for specific tasks. Khajouei, Zahiri Esfahani, and Jahani (2016) experimentally demonstrate no difference between a cognitive walkthrough and heuristic evaluation in determining the number of usability problems. However, cognitive walkthrough detects system learnability, and heuristic evaluation is better for detecting user dissatisfaction issues. As discussed before, the cognitive walkthrough is more suitable for new users, so consult a scenario when new users use heuristic evaluation while experienced users use a cognitive walkthrough to test the same website; it is difficult to calculate the difficulty of the method with the time they spend. Just as I was a new user when I started using the site, I can be considered an experienced user when I finish my assignment.

**Reflection of the website**

As I answered in the first question, heuristic evaluation has much less coverage when done by one person than by multiple people, so even if I think that I have found all the issues on the site, I may always ignore some from someone else's perspective. Moreover, I only used a cognitive walkthrough to perform a few specific tasks and could not test the degree of execution of all the functions because the time required was substantial. In addition, some features on the site can only be used after registering as a member, and I do not have permission to test the relevant parts. Furthermore, even if I combine heuristic evaluation and cognitive walkthrough to evaluate the site, my perception of the site is still one-sided, even if I try to put myself in the shoes of different users. As in Dewi, Dantes, and Indrawan's (2020) study, although three assessment methods, including the heuristic evaluation and cognitive walkthrough, were used to evaluate the E-report, there was still a significant error rate in the beginner group. In summary, even though I think I have adequately evaluated the strengths and weaknesses of the site, I still have some that failed to be captured on the website.

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