

Sample Heuristic Evaluation of a website...

(Note: uses Nielsen's original heuristics. You must use second set of heuristics in assignment 1)

Criteria	Violations
H1-1: Simple & natural dialog	8
H1-2: Speak the users' language	1
H1-3: Minimize users' memory load	1
H1-4: Consistency	7
H1-5: Feedback	0
H1-6: Clearly marked exits	0
H1-7: Shortcuts	1
H1-8: Precise & constructive error messages	0
H1-9: Prevent errors	2
H1-10: Help and documentation	0
Total	20

Severity	Violations
0 - don't agree that this is a usability problem	0
1 - cosmetic problem	4
2 - minor usability problem	10
3 - major usability problem; important to fix	3
4 - usability catastrophe; imperative to fix	3

Navigation

1. [H1-4 Consistency & Standards] [Severity 2] - "Home" link at bottom of nav bar is confusing, since "Home" is normally at the top.
 - o Solution: Put home at the top of the nav bar.
2. [H1-4 Consistency] [Severity 2] - Nav bar & textual navigation at bottom of pages says "Photos & Videos" on Home page & Photos & Videos page, but just "Photos" on all other pages.
 - o Solution: Update all links that say "Photos" to "Photos & Videos"

3. [H1-1 Simple & natural dialog & H1-4 Consistency and standards] [Severity 1] – Button says “click here” throughout the site
 - o Solution: Show the user links which simply display the name of the item they are linking to, formatted the same way as all the other links on the site.

General

1. [H1-4 Consistency] [Severity 2] - Too many fonts. It is evident that the text on the Home page is a graphic. This gives an overall inconsistent look and feel to the website, making it look unprofessional as well as difficult to read.
 - o Solution: Choose one font family for the whole website, and translate content from outside sources into this font.

Home Page

1. [H1-4 Consistency] [Severity 2] - It is difficult to read because some of the font (e.g. ...) is left justified, but the text directly below it, which is kind of an announcement, is centered.
 - o Solution: Left justify everything, and bullet the main points.
2. [H1-1 Simple & natural dialog] [Severity 3] - Organization doesn't make sense, as announcements about the site are included in the middle of the title.
 - o Solution: Either make the home page a place for a short, general description of the site as well as announcements or create an “Announcements” page where news and updates to the web site are featured.
3. [H1-4 Consistency & standards] [Severity 2] - Moving “New” icon is annoying.
 - o Solution: Find a “New” icon that does not move or flash in any way.

Order Form

1. [H1-9 Prevent Errors] [Severity 2] - It should be made clear on this page that this is not a web form that people can fill out on-line.
 - o Solution: Label the page "Printable Order Form" at the top, and put a print icon on the page that sends it to the user's printer. Add explanatory text about what steps the user needs to follow.

About

1. [H1-1 Simple & natural dialog] [Severity 2] - "About" link isn't really about the company. It's about ...
 - o Solution: Change the label to...
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