QUESTIONNAIRE

Hi I'm conducting a heuristic evaluation on http://www.angazakenya.org/ web UI aa part of a Usability Analysis course. Kindly take a few minutes to open the website and answer the following 10 Usability Heuristics for User Interface Design questions by giving them a score on a scale of 1-10 where 1 is extremely poor and 10 is extremely good.

1. Does the system always keep you informed about what is going on, through appropriate feedback within reasonable time?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

2. Does the system use the users'(you) language, with words, phrases and concepts familiar to the user, rather than technical language? Follow real-world standards, making information appear in a natural and logical order.

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

3. Does the system have clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support back and forward?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8

| Very good | 9 |
| Extremely good | 10 |

4. Does the system follow platform conventions for instance if the system make you wonder whether the different words, situations, or actions used in the UI mean the same thing?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

5. Does the system have good error prevention messages to prevents a problem from occurring and does it have error-prone conditions or check's for them and present users with a confirmation option before they commit to the action?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

6. How would you rate the system's ability to minimize the user's memory load by making objects, actions, and options visible? e.g. does the user have to remember information from one part of the dialogue to another?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9

Extremely good	10

7. How can your rate the UI ability to speed up the interaction for the you as a user such that the system can cater to both inexperienced and experienced users. Does it allow users to tailor frequent actions?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

8. Does the system dialogue contain information which is irrelevant or rarely needed?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

9. Are the error messages expressed in plain language (no codes) and do they precisely indicate the problem, and constructively suggest a solution?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

10. Does the system help users recognize, diagnose, and recover from errors, is it easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large?

Extremely poor	1
Very poor	2
Fairly poor	3
Poor	4
Average	5
Above average	6
Good	7
Fairly good	8
Very good	9
Extremely good	10

RESULTS

https://docs.google.com/forms/d/16h-YVO8xZ0H5gZxQJWGZZTonHay6i6tIBA9PIQ08M1Q/edit?usp=sharing_eid&ts=56ce08a4
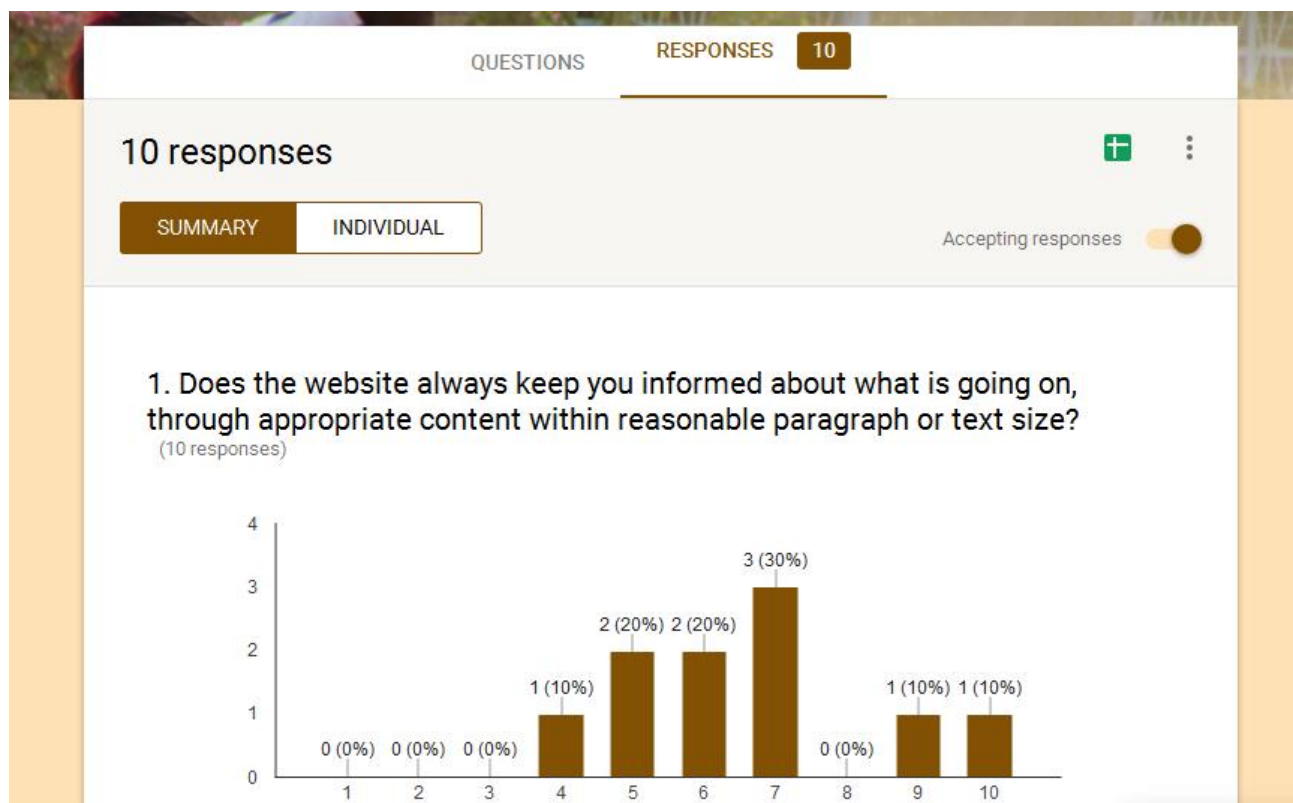
2. Does the system use the your language, with words, phrases and ideas familiar rather than technical language? Follow real-world standards, making information appear in a natural and logical order
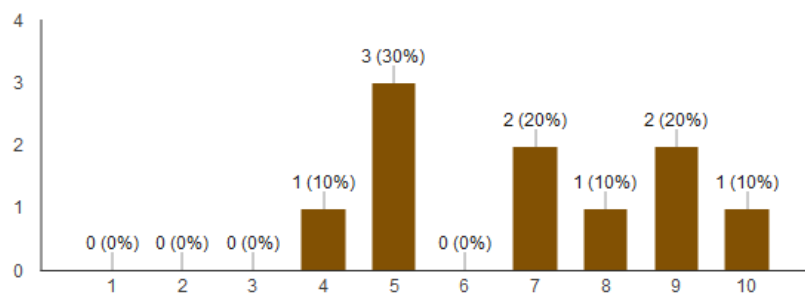(10 responses)
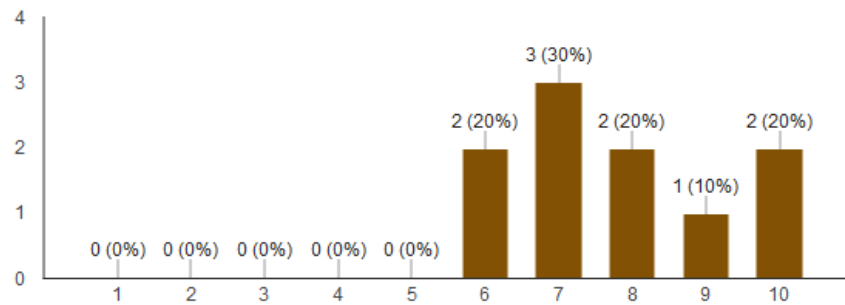
3. Does the site have clearly marked navigation links to leave the unwanted page without having to go through an extended link, Support previous and next?
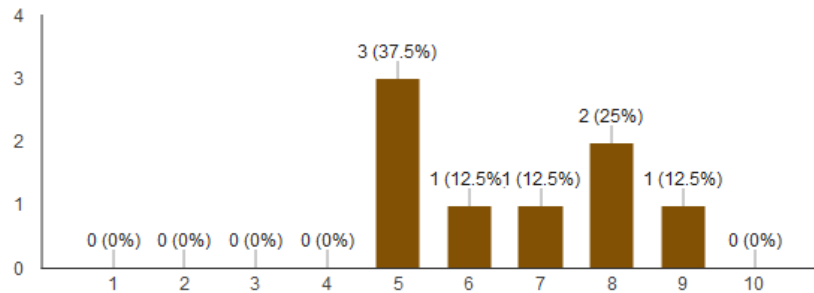(10 responses)
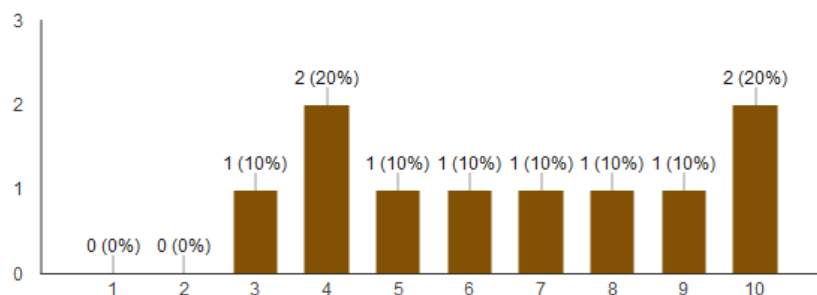
4. Does the website follow web rules for instance if the website make you wonder whether the different words, situations, or actions used in the UI mean the same thing?
(10 responses)

5. Does the site have good error prevention messages to prevent a problem from occurring and does it have error-prone conditions or check's for them and present users with a confirmation option before they commit to the action during registration, pledge and donation process?
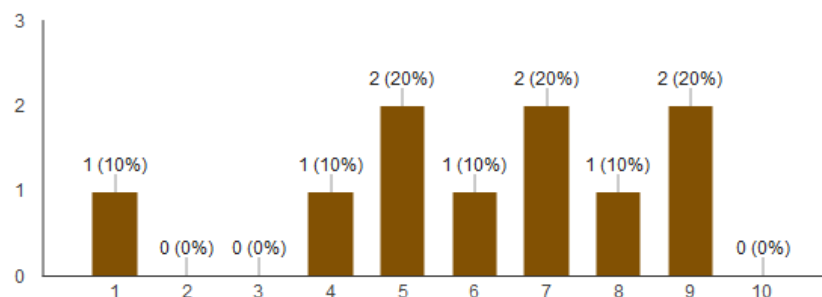(8 responses)

6. How would you rate the site's ability to minimize the user's memory load by making objects, actions, and options visible? e.g. does the user have to remember information from one part of the dialogue to another?
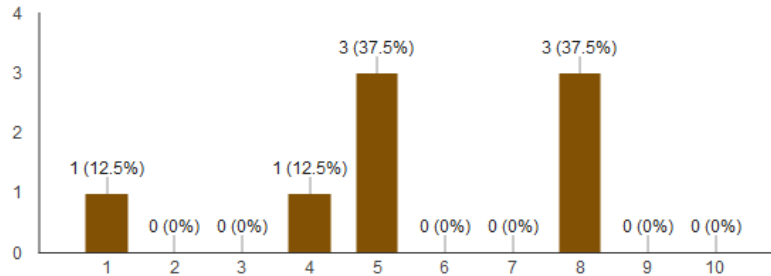(9 responses)
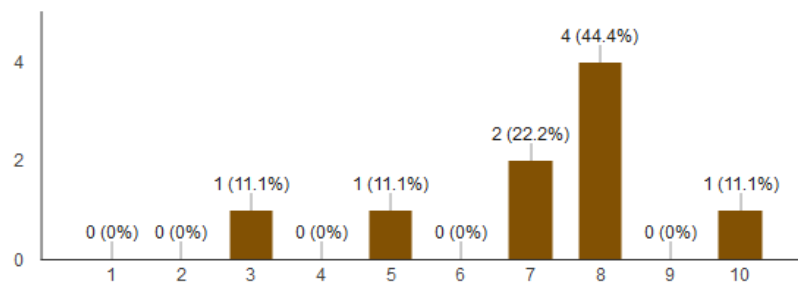
7. How can your rate the (user interface)UI ability to speed up the interaction for the you as a user such that the system can cater to both inexperienced and experienced users. Does it allow users to remember frequent actions e.g by highlighting visited links?
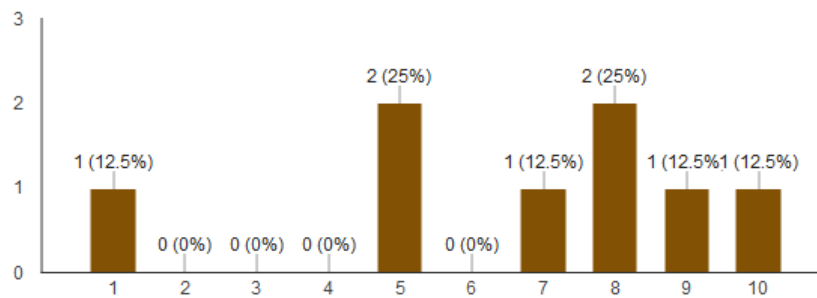(10 responses)

8. Does the system dialogue during registration, pledge or donation contain information, which is irrelevant or rarely needed?
(8 responses)

9. Are the error messages expressed in plain language (no codes) and do they precisely indicate the problem, and constructively suggest a solution?
(8 responses)

10. Does the system help users recognize, diagnose, and recover from errors, is it easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large?
(8 responses)

Heuristic Evaluation REPORT