

Usability review

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Hover over a guideline for more information, examples of good practice and importance to the overall user experience.

Score

Comments

N/A = not applicable
or can't be assessed

Optional - Provide a short rational for the score, such as a description of the issues found; examples of good practice and the likely impact for users.

Features & functionality

- 1 Features and functionality meet common user goals and objectives.
- 2 Features and functionality support users desired workflows.
- 3 Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).
- 4 Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).
- 5 Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.

N/A

Good

Good

Moderate

Moderate

Homepage / starting page

- 6 The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.

Good

7 The home page / starting page is effective in orienting and directing users to their desired information and tasks.

Good

8 The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.

Good

Navigation

9 Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).

N/A

10 The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.

Excellent

11 The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc...).

Excellent

12 The site or application structure is clear, easily understood and addresses common user goals.

Excellent

13 Links are clear, descriptive and and well labelled.

Good

14 Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.

Excellent

15 The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).

Good

16 Users can easily get back to the homepage or a relevant start point.

Excellent

17 A clear and well structure site map or index is provided (where necessary).

N/A

Search

18 A consitent, easy to find and easy to use search function is available throughout (where desirable).

Excellent

19 The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).

Moderate

20 The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.

Good

21 Search results are relevant, comprehensive, precise, and well displayed.

Good

Control & feedback

22 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).

Poor

23 Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before committing (e.g. before placing an order).

Good

- 24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

Poor

Forms

- 25 Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages.

Moderate

- 26 A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number).

Excellent

- 27 Required and optional form fields are clearly indicated.

N/A

- 28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

Good

- 29 Help and instructions (e.g. examples, information required) are provided where necessary.

Moderate

Errors

- 30 Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).

N/A

- 31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

N/A

32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

N/A

33 Users are able to easily recover (i.e. not have to start again) from errors.

N/A

Content & text

34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

Very poor

35 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

N/A

36 Language, terminology and tone used is appropriate and readily understood by the target audience.

Good

37 Terms, language and tone used are consistent (e.g. the same term is used throughout).

Excellent

38 Text and content is legible and scanable, with good typography and visual contrast.

Excellent

Help

39 Online help is provided and is suitable for the user base (e.g. is written in easy to understand language and only uses recognised terms). Where appropriate contextual help is provided.

N/A

40 Online help is concise, easy to read and written in easy to understand language.

N/A

41 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

N/A

42 Users can easily get further help (e.g. telephone or email address).

N/A

Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

Excellent

44 Errors and reliability issues don't inhibit the user experience.

N/A

45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

Excellent

Overall usability score (out of 100) *

79

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Good

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to complete a significant number of important tasks.

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete some important tasks.

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user experience could be significantly improved.

* Good (between 69 and 89) - Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.

* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all important tasks on the site or system.