

USABILITY ASPECT REPORTS POST HEURISTIC EVALUATIONS

NAME: Navigation Menu mapping issue

EVIDENCE: Mismatch between system and real world

EXPLANATION: Right arrows on the navigation menu may imply that the corresponding drop down menu will appear on the right. As it currently stands, the drop down menu appears below.

Severity: Minor Usability Problem

Fixability: Trivial to fix

Possible Fix: Change direction of drop down arrows to point downwards.

NAME: Empty form responses recorded

EVIDENCE: Lack of error prevention

EXPLANATION: The feedback form can be submitted without any information. Furthermore, there isn't any message in place to confirm whether the user truly wishes to submit the form once the submit button is clicked.

Severity: Major Usability Problem

Fixability: Easy to fix

Possible Fix: Make some text fields required. Also incorporate a pop-up message to confirm whether the user wishes to submit the form.

NAME: Fitt's Law for the button "Did you find what you are looking for"

EVIDENCE: Inefficiency of Use

EXPLANATION: For this button, only the text is clickable, whereas the large real estate occupied by the button is not clickable, slowing down the process of opening the feedback form. It may confuse the user into thinking that the button does not work.

Severity: Critical Usability Problem

Fixability: Easy to fix

Possible Fix: Allow the entire button to be clickable (Make the button an affordance itself)

NAME: Overcrowding and elongation of information on NSF Career Awards page

EVIDENCE: Lack of minimalistic design

EXPLANATION: The NSF Career Awards list is too long and needs too much scrolling. This may put users off from carefully scanning through this list.

Severity: Major Usability Problem

Fixability: Difficult to fix

Possible Fix: Use an expand/collapse option for the list. May need primary understanding of information which is most pertinent for users to be highlighted, while other information is “hidden” until expanded by the user. Filter options may be useful as well (by date/by author).

NAME: Image placement

EVIDENCE: Inconsistency in standards

EXPLANATION: The image placement is not consistent in every webpage. While some have a hero image above blocks of text, others have images further below the text instead.

Severity: Minor Usability Problem

Fixability: Trivial to fix

Possible Fix: Maintain a consistent practice of displaying a hero image on the top for every webpage, followed by the corresponding blocks of text.

NAME: Subtabs in navigation menu

EVIDENCE: Poor visibility and lack of continuity

EXPLANATION: After clicking on a tab (for example, Undergraduate Research), it is difficult to read the subtab names and map to their corresponding drop-down arrows, since the text and the arrows don't appear to be on the same horizontal line of view.

Severity: Minor Usability Problem

Fixability: Trivial to fix

Possible Fix: Reposition the arrows to be placed in the same line as the corresponding subtab name. Another possible fix would be to add horizontal lines between each subtab to show clear distinction between rows.

NAME: Number of submenus

EVIDENCE: Inconsistency in standards

EXPLANATION: The navigation menu is not consistent with the number of submenus it has. Research Centers and Undergraduate Research have subtabs, while Graduate Research does not.

Severity: Minor Usability Problem

Fixability: Easy to fix

Possible Fix: Add subtabs for Graduate Research corresponding to the content in the list provided in the Graduate Research page.

NAME: Direct contact information for professors in NSF Career Awards page

EVIDENCE: Does not promote recognition over recall

EXPLANATION: While the NSF Career Awards page shows the names of professors for each award, it does not show how users can contact them. Users would need to remember the professors' names and search for them in other websites through their respective departments.

Severity: Major Usability Problem

Fixability: Difficult to fix

Possible Fix: Show contact information when users hover over the professor's name. A less optimal (but simpler to implement) method would be to navigate the user directly to the professor's department and contact information website when their name is clicked.

NAME: Navigation Loop

EVIDENCE: Lack of User Control and Freedom

EXPLANATION: Navigation to the pages within the COEIT website makes it confusing as a lot of links correspond to the same link "COEIT research page" and there is hardly any content in there.

Severity: Major Usability Problem

Fixability: Easy to fix

Possible Fix: Enable better navigation through the reduction in the number of hyperlinks in the website.

NAME: Feedback forms , Error Prevention

EVIDENCE: Flexibility and efficiency of use

EXPLANATION: Concurrent form submissions for a single email address from multiple pages.

Severity: Major Usability Problem

Fixability: Easy to fix

Possible Fix: Enable a button to have a single feedback form for a single email address. Increase the number of fields in the feedback form as a supplement to the information on the COEIT research pages.

NAME: Heading font size

EVIDENCE: Consistency and standards.

EXPLANATION: Text and headings have similar font sizes, thereby causing a problem in the readability.

Severity: Minor Usability Problem

Fixability: Trivial to fix

Possible Fix: Making the headings look like headings by increasing font size.

NAME: Irrelevant text in **BOLD**.

EVIDENCE: User control and freedom

EXPLANATION: Dates in the NSF awards being in bold

Severity: Minor Usability Problem

Fixability: Trivial to fix

Possible Fix: Making the headings in bold, along with the names of the faculty associated in the research and marking the bold characters as links.

NAME: Multiple links to a single page

EVIDENCE: Consistency and Standards

EXPLANATION: Dates in the NSF awards being in bold

Severity: Major Usability Problem

Fixability: Easy to fix

Possible Fix: Reducing the number of links to the page. For instance, if two or more places in a paragraph or sentence lead to a page, then placement of a single link makes it easier.

NAME: Outdated Information

EVIDENCE: Visibility of system status

EXPLANATION: Some of the content in the website is outdated and people may not like it when they read outdated content

Severity: Critical Usability Problem

Fixability: Easy to fix

Possible Fix: Updating the content throughout the COEIT research website so that the user stays in the website and is not swayed to other websites.

NAME: Image and text not mapping

EVIDENCE: Recognition rather than recall

EXPLANATION: Images do not link to the information presented in the website. For example, the picture related to the undergraduate research is not actually related and looks like a train subway.

Severity: Minor Usability Problem

Fixability: Easy to fix

Possible Fix: Updating the Images to match with the content to ensure greater recognition.

NAME: Search page leading to a different page on 0 results.

EVIDENCE: User control and freedom

EXPLANATION: Search page leads to a generalized google page on search and even on irrelevant content.

Severity: Major Usability Problem

Fixability: Difficult to fix

Possible Fix: Search page should relate to the content found on that page. Irrelevant to link to a generalized google search.

NAME: Dual Navigation

EVIDENCE: Aesthetic and minimalist design

EXPLANATION: Presence of a menu bar with the same content as those in the left hand navigation menu makes it redundant

Severity: Minor Usability Problem

Fixability: Difficult to fix

Possible Fix: Left navigation bar should show only the tab currently selected in the dropdown on the top of the page.

NAME: Color Confusion

EVIDENCE: Aesthetic and minimalist design

EXPLANATION: Changing the color to white on hover does not make sense and does not match with the overall color scheme of the website.

Severity: Minor Usability Problem

Fixability: Difficult to fix

Possible Fix: Changing the color to yellow on hover is in line with the overall color scheme of the website.