



USABILITY REPORT

Hypermedia Applications

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Abstract

Inspection

Metrics

Heuristics

Dario's Evaluation

Scores

Outlined below are the evaluations provided by Dario Crippa for the Nielsen and MILE heuristics carefully selected by the group to analyze the website.

Code	Description	Score
H1	Visibility of system status	3
H2	Match between system and the real world	5
H3	User control and freedom	2
H4	Consistency and standards	5
H5	Error prevention	4
H6	Recognition rather than recall	5
H7	Flexibility and efficiency of use	3
H8	Aesthetic and minimalist design	3
H9	Help users recognize, diagnose and recover from errors	n.a
H10	Help and documentation	4

Table 1

Nielsen's heuristics scores

Group	Code	Description	Score
Navigation	M1	Interaction consistency	2
	M2	Group navigation	4
	M3	Navigation support	4
	M4	User control	3
	M5	Error prevention	4
Content	M6	Information overload	3
Presentation	M7	Text layout	5
	M8	Interaction placeholder semiotics	4
	M9	Interaction placeholder consistency	4
	M10	Spatial allocation	3
	M11	Consistency of the page structure	4
	M12	Coherence in page layout	5

Table 2

MILE heuristics scores

Observations

1 Evaluator : Yan

1.1 Nielsen's heuristics scores

Code	Description	Score
H1	Visibility of system status	3
H2	Match between system and the real world	4
H3	User control and freedom	4
H4	Consistency and standards	4
H5	Error prevention	4
H6	Recognition rather than recall	4
H7	Flexibility and efficiency of use	3
H8	Aesthetic and minimalist design	4
H9	Help users recognize, diagnose and recover from errors	4
H10	Help and documentation	5

Table 3
Nielsen's heuristics scores

Group	Code	Description	Score
Navigation	M1	Interaction consistency	4
	M2	Group navigation	4
	M3	Navigation support	4
	M4	User control	5
	M5	Error prevention	4
Content	M6	Information overload	4
Presentation	M7	Text layout	5
	M8	Interaction placeholder semiotics	4
	M9	Interaction placeholder consistency	4
	M10	Spatial allocation	4
	M11	Consistency of the page structure	4
	M12	Coherence in page layout	5

Table 4
MILE heuristics scores

1.2 Comments:

H1. Visibility of system status

The website uses breadcrumbs on some pages, but not on others. E.g., <https://www.unicef.org/blog> doesn't apply the breadcrumbs, which possibly makes users confused.

H2. Match between system and the real world

The website provides multiple languages, including Chinese, English, French, and others, respecting cultural conventions and enhancing accessibility.

H3. User control and freedom

The website grants users considerable flexibility and control when browsing and engaging with its content.

H4. Consistency and standards

Most web pages follow standards, For example: icons, links, color codes, font sizes and font family, picture. Only a mistake found, the top banner in the home page(<https://www.unicef.org/>) show the languages support, but a link button navigating to the home in the page(<https://www.unicef.org/innocenti/projects/changing-childhood>)



Figure 1

<https://www.unicef.org/>



Figure 2

<https://www.unicef.org/innocenti/projects/changing-childhood>

H5. Error prevention

The website has strong error prevention like inspections of valid email and phone format in donation page, and email format in sign-in page.

H6. Recognition rather than recall

The website did a great job on the heuristic. It applies functional icons like search bar to represent actions, rather than make user to remember type commands. Plus, it offers options in the donation page and language menu, reducing the difficulty of use.

Figure 3
Options in the donation page

H7. Flexibility and efficiency of use

The website doesn't provide many web accelerators.

H8. Aesthetic and minimalist design

The website has a user-friendly interface that maintains simplicity and visual elegance.

H9. Help users recognize, diagnose and recover from errors

The website displays a 404 page if users input the wrong URL. Also, on the donation and sign-in pages, it verifies the valid format of an email

H10. Help and documentation

The website offers all kinds of documents on <https://open.unicef.org/documents>.

Conclusions

User Testing

Results