



USABILITY REPORT

Hypermedia Applications

Dario Crippa	10529288
Harry Denis Foley	10864980
Yan Zhuang	10869697
Sanaz Ghane	10817676

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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

1.2 Mile's heuristics scores

Group	Code	Description	Score
Navigation	M1	Interaction consistency	4
	M2	Group navigation	4
	M3	Structural Navigation	4
	M4	Semantic Navigation	5
	M5	Landmarks	4
Content	M6	Information overload	4
Presentation	M7	Text layout	5
	M8	Interaction placeholders-semiotics	4
	M9	Interaction placeholders-consistency	4
	M10	Spatial allocation	4
	M11	Consistency of Page Structure	4
	M12	Coherence in page layout	5

Table 4

MILE heuristics scores

1.3 Comments on Nielsen's heuristics:

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.

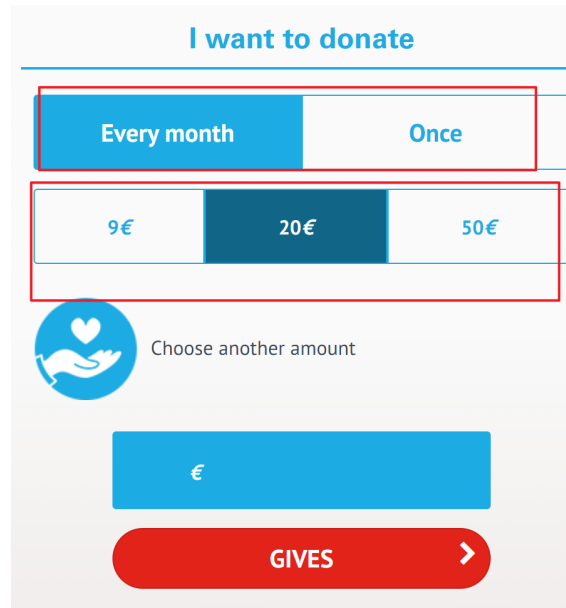


Figure 3
Options in the donation page

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>.

1.4 Comments on Mile's heuristics:

M1. Interaction Consistency

Pages of the same type have the same links and interaction capability.

M2. Group Navigation

Overall, navigating from groups of item lists to their individual members is easy. However, on some pages, it is not possible to return to the previous one.

M3. Structural Navigation

The overall Structural navigation is good, but in some places we cannot return to the previous page.

M4. Semantic Navigation

The website did a great job on semantic navigation. It's quite easy to navigate from one topic to a related one and it also works in the opposite direction.

M5. Landmarks

“Landmarks”, including header and footer, are useful to reach the key parts of the web site. However, there is still room for the improvement.

M6. Information overload

Contents in the organization are massive, but the website find a way to keep the balance, like well-organized menus and precise sentences with dedicate pictures.

M7. Text Layout

The website excels in text layout and offers two distinct designs for different devices, such as PCs and mobile platforms. Texts on various platforms are readable and clear.

M8. Interaction Placeholders – Semiotics

Icons in the website convey the functional meaning well, E.g., A magnifying glass icon for search. And others like icons of reading, research and emergency are intuitive.



Figure 4
M8 examples

M9. Interaction Placeholders – Consistency

Most textual and labels are consistent.

M10. Spatial Allocation

Overall, the content is well-organized. The on-screen allocation of contents and visuals are appropriate for their relevance. The “semantically related” elements are close and “semantically distant” element are far away.

M11. Consistency of Page Structure

Same type pages follow the same layout(e.g., same visuals and similar layouts).

M12. Coherence in page layout

Elements on the website are organized in a logical, consistent, and aesthetically pleasing manner, creating a unified and cohesive visual experience for the users.

Conclusions

User Testing

Results