System Usability Scale

Instructions: For each of the following statements, on a scale of 1 to 5 with 5 being Strongly Agree and 1 being Strongly disagree, please answer the following questions.

1. I think that I would like to use this website frequently. - 4
2. I found this website unnecessarily complex. - 2
3. I thought this website was easy to use. - 4
4. I think that I would need assistance to be able to use this website. - 1
5. I found the various functions in this website were well integrated. - 4
6. I thought there was too much inconsistency in this website. - 1
7. I would imagine that most people would learn to use this website very quickly. - 3
8. I found this website very cumbersome/awkward to use. - 2
9. I felt very confident using this website - 3
10. I needed to learn a lot of things before I could get going with this website.-2

Please provide any comments about this website: Website (not talking about the product) is easy enough to use/navigate/read.

UX Heuristic Evaluation Worksheet

Heuristics listed are the "classic" 10 Usability Heuristics developed by the Nielsen Norman Group. URL: https://www.nngroup.com/articles/tenusabilityheuristics. Please evauluate difficulties and opportunites for the 10 categories below.

Heuristic	Difficulties	Opportunties
Visibility of system status *The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.*	Works as expected	
Match between system and the real world *The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than systemoriented terms. Follow realworld conventions, making information appear in a natural and logical order.*	The first diagram was a little complicated for me to understand, not sure the terms used like "client service" is not very universal?	Could be made even simpler?
User control and freedom *Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.*	User control is fine.	
Consistency and standards *Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.*	Website is consistent	
Error prevention *Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate errorprone conditions or check*	I didn't make any mistakes while using the site.	

for them and present users with a confirmation option before they commit to the action.		
Recognition rather than recall *Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.*	So many complicated diagrams. Short term memory is definitely going to suffer.	Should there be at least one simple diagrams which conveys the essence?
Flexibility and efficiency of use *Accelerators unseen by the novice user may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.*	I don't know if this site requires any shortcuts. Its a simple enough website.	
Aesthetic and minimalist design *Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.*	Pretty minimalistic.	
Help users recognize, diagnose, and recover from errors *Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.*	Didn't face any errors.	
Help and documentation *Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.*	Documentation looked fine.	Is google groups link in contact.html working for you?