

## Heuristic Evaluation (you can add more subsections to each area)

<https://www.nngroup.com/articles/ten-usability-heuristics/>

Let's have one done by tomorrow (2/2/18) evening.

1. Visibility of system status
  - a. Specific conflict: **Logging in requires you to choose between interfaces for managing your services and usage statistics+billing.**  
Description: **This makes certain aspects of the system “invisible” until you back out (or create a new tab) to enter that interface. This information could be integrated into the “Azure Portal” to avoid this.**  
Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict:  
Description:  
Severity(1=low, 5=terrible): 1      2      3      4      5
2. Match between system and the real world
  - a. Specific conflict:  
Description:  
Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict:  
Description:  
Severity(1=low, 5=terrible): 1      2      3      4      5
3. Consistency and standards
  - a. Specific conflict: **Backing out of the page can give unexpected results.**  
Description: **Clicking “New” then “More services” then the browser back button closes the window created by “New”.**  
Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict: **The entire interface emulates a desktop with a single-page design. This makes many traditional (non-mouse-based) methods of web navigation inconsistent with how this interface works.**  
Description: **N/A**  
Severity(1=low, 5=terrible): 1      2      3      4      5
  - c. Specific conflict:  
Description:  
Severity(1=low, 5=terrible): 1      2      3      4      5
4. Error prevention
  - a. Specific conflict: **(Related to above) Normal ways of reversing actions (Browser Back button, Ctrl+Z, etc) do not apply in this interface.**  
Description: **Makes “going back” confusing, requiring you to remember where you went. (Also related to “Recognition rather than recall”)**  
Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict:  
Description:  
Severity(1=low, 5=terrible): 1      2      3      4      5

5. Recognition rather than recall
  - a. Specific conflict:
 

Description:

Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict:
 

Description:

Severity(1=low, 5=terrible): 1      2      3      4      5
6. Flexibility and efficiency of use
  - a. Specific conflict: **Categorization of features in the marketplace is harder to use than just searching for what you are trying to build.**

Description: [Will provide screenshot of categories]

Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict: **Not fully accessible to the visually impaired.**

Description: **Standardized methods of “tabbing through” the interface are not sufficient to access certain menus, such as the categories in the search menu. This makes these options invisible to screen readers such as NVDA. Other menus are also difficult or cumbersome to access as well due to the large amount of selectable elements on-screen.**

Severity(1=low, 5=terrible): 1      2      3      4      **5**
  - c. Specific conflict:
 

Description:

Severity(1=low, 5=terrible): 1      2      3      4      5
7. Aesthetic and minimalist design
  - a. Specific conflict: **Starting off fresh, almost all options don’t matter except for “New”.**

Description: **Distracting, only a small percentage of the screen is relevant if you don’t have any existing services (the “New” button).**

Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict: **By default, the font size is very small.**

Description: **The ability to change font size/type inside the interface does not exist. Must be done by the browser.**

Severity(1=low, 5=terrible): 1      **2**      3      4      5
  - c. Specific conflict:
 

Description:

Severity(1=low, 5=terrible): 1      2      3      4      5
8. Help users recognize, diagnose, and recover from errors
  - a. Specific conflict:
 

Description:

Severity(1=low, 5=terrible): 1      2      3      4      5
  - b. Specific conflict:
 

Description:

Severity(1=low, 5=terrible): 1      2      3      4      5
9. Help and documentation

- a. Specific conflict: **The guided tour is sparse and assumes that you know what you're looking for already.**

Description: **(This may be minor, as the main demographic that would use this service would know what they are getting into. Though this may turn away many newcomers.)**

Severity(1=low, 5=terrible):    1        **2**        3        4        5

- b. Specific conflict:

Description:

Severity(1=low, 5=terrible):    1        2        3        4        5