Using the Neilson Norman Group's 10 Usability Heuristics for UI Design

Visibility of System Status

In terms of providing the user with situation-appropriate feedback, the Thundercats Car Rental Service Receptionist site follows all conventions outlined by this heuristic. Although there are no expected wait times over 0.5 seconds, the site buttons indicate their selection through color change and indicate selection when clicked.

Match Between System and the Real World

While there are not instances of industry-specific jargon, the language throughout the website clearly states the intent of each performable action and records data in a logical flow that mirrors similar real-world tasks.

User Control and Freedom

There is a limited amount of control given to the user. Although the user specifies the order of operations by choosing either "Walk-In" or "Confirm Pickup" in the Receptionist Portal, the rest of the site restricts the user's choices. To elaborate, there are no reversible actions in the system. Thus, when the user inputs and then confirms a data entry or invokes a function, that action cannot be undone.

## Consistency and standards

## The website offers consistent structure and data presentation throughout the site. In addition to its consistent structure, the website also follows standard UI conventions commonly found in other websites. For example, when filling out customer data, the user should be able to leverage their recognition of the template to quickly enter the applicable data.

One area of concern that should be noted is that while each entity’s data is encapsulated in its own region, the space between these regions is significantly smaller than it should be.

Error Prevention

There is some error prevention built into the Thundercats Rental system, notably the input restrictions when entering payment information. However, the website does not offer any other significant built-in error prevention measures such as tooltips. That being said, the presentation of data in a logical flow that is similar to the real-world tasks does help eliminate several errors.

Recognition rather than Recall

The system leverages user recognition by presenting data in a consistent and organized manner. Coupled with the data presentation, the flow of data presentation is both similar enough to allow users to quickly recognized the information that needs to be entered and differs enough to allow users to identify their location on the site.

Flexibility and Efficiency of Use

In terms of flexibility, the system is friendly to both the novice user and the advanced. Due to the restricted user controls, any new user can be easily trained to learn the system.

In terms of efficiency, the system allows the efficient execution of tasks. It accomplishes this by having the user select their task at the Index page, taking the user step by step through their selected task, and after completion, loops the user back to the Index page to select the next task. However, for the advanced user, the system lacks shortcuts, and additional time-saving features.

Aesthetic and Minimalist Design

The system uses its design effectively by presenting the user only with critical information or feedback needed to complete their task. In addition, to keep tasks restricted to their logical flow, the user is only prompted to enter data that is critical to completing that particular task’s current subtask.

Help Users Recognize, Diagnose, and Recover from Errors

Error recognition and recovery are two major aspects currently lacking from the system. Alongside the error prevention problems, there are no currently available functions the user can exercise to recover from erroneously inputted data.

Help and Documentation

Aside from lacking tooltips, the system does an adequate job in instructing the user’s current action by leaving explicit instructions in the webpage. Coupling this with the ease of use and ease of learning for users, additional documentation besides tooltips may be overkill and add unneeded confusion to the system.