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MTA – Heuristic Evaluation

1. Certainly the most severe problem on the site was in its lack of aesthetic and minimalist design. There is a ridiculous amount of information all over the place on each page. We had no idea where to look first, as there are many boxes and pieces of text everywhere that are similar colors. As a group, we decided that the severity of these issues are a 3.5, as the site is still usable, but it is incredibly difficult to find out what you want to do. Another very major issue has to do with consistency. Not all dropdown menus on the site act the same way, with some requiring you to exit out of them, and some going away when you stop hovering over them. These hover dropdowns also look exactly the same as a number of topbar non-hover buttons. Also, one of the top dropdowns (Home) brings you to different places, whereas another (Transparency) has a link to a “main” page with links inside of it, some of which are also shown in the dropdown. These consistency issues are all small things, but they come together to be pretty bad, so we give it a 2.75 severity rating.

2. The consistency issues in this website were made easier to find thanks to the Nielsen heuristics, as, without them. We probably would not have known what to say about the consistency of the site other than how weird it felt. Another issue these heuristics allows us to describe was flexibility and efficiency, as we might not have noticed how inefficient it was to do things on the site without that.

3. Though Nielson was able to help us find most of the issues on the side, an issue that wasn’t exactly cover in his heuristics has to do with accessibility for the disabled or impaired. A feature that the site presented was finding wheelchair accessible routes for people, and yet the site is not easily navigable for those who have some disabilities. This is a bit of a contradiction, but it also opens up a number of issues which could come from not knowing how to design for the disabled, something not covered by Nielsen.