


Usability review

[Enter product name]		Score	Comments
 Hover over a guideline for more information, examples of good practice and importance to the overall user experience.		N/A = not applicable or can't be assessed	Optional - Provide a short rational for the score, such as a description of the issues found; examples of good practice and the likely impact for users.
Features & functionality			
1	Features and functionality meet common user goals and objectives.	VERY POOR	
2	Features and functionality support users desired workflows.	MODERATE	
3	Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).	MODERATE	
4	Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).	VERY POOR	
5	Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.	N/A	
Homepage / starting page			
6	The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.	MODERATE	

7 The home page / starting page is effective in orienting and directing users to their desired information and tasks.

POOR

8 The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.

GOOD

Navigation

9 Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).

MODERATE

10 The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.

GOOD

11 The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc...).

VERY POOR

12 The site or application structure is clear, easily understood and addresses common user goals.

GOOD

13 Links are clear, descriptive and and well labelled.

POOR

14 Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.

MODERATE

15 The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).

MODERATE

16 Users can easily get back to the homepage or a relevant start point.

GOOD

17 A clear and well structure site map or index is provided (where necessary).

GOOD

Search

18 A consitent, easy to find and easy to use search function is available throughout (where desirable).

N/A

19 The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).

N/A

20 The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.

N/A

21 Search results are relevant, comprehensive, precise, and well displayed.

N/A

Control & feedback

22 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).

N/A

23 Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before committing (e.g. before placing an order).

N/A

- 24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

GOOD

Forms

- 25 Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages.

N/A

- 26 A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number).

N/A

- 27 Required and optional form fields are clearly indicated.

N/A

- 28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

N/A

- 29 Help and instructions (e.g. examples, information required) are provided where necessary.

N/A

Errors

- 30 Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).

N/A

- 31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

N/A

32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

N/A

33 Users are able to easily recover (i.e. not have to start again) from errors.

N/A

Content & text

34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

GOOD

35 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

GOOD

36 Language, terminology and tone used is appropriate and readily understood by the target audience.

MODERATE

37 Terms, language and tone used are consistent (e.g. the same term is used throughout).

MODERATE

38 Text and content is legible and scanable, with good typography and visual contrast.

GOOD

Help

39 Online help is provided and is suitable for the user base (e.g. is written in easy to understand language and only uses recognised terms). Where appropriate contextual help is provided.

POOR

40 Online help is concise, easy to read and written in easy to understand language.

POOR

41 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

N/A

42 Users can easily get further help (e.g. telephone or email address).

GOOD

Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

GOOD

44 Errors and reliability issues don't inhibit the user experience.

POOR

45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

GOOD

Overall usability score (out of 100) *

59

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Moderate

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to complete a significant number of important tasks.

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete some important tasks.

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user experience could be significantly improved.

* Good (between 69 and 89) - Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.

* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all important tasks on the site or system.