

## Heuristic Evaluation Worksheet

Group:        Group 3

Evaluator:    Carly Grant

Heuristics (write down your chosen heuristics)	Nielsen's severity ratings
I.    Visibility of system status II.   Match between system and the real world III.   User control and freedom IV.   Consistency and standards V.    Recognition rather than recall VI.   Aesthetic and minimalist design VII.   Error Prevention	0) I don't agree that this is a usability problem at all  1) Cosmetic problem only: need not be fixed unless extra time is available on project  2) Minor usability problem: fixing this should be given low priority  3) Major usability problem: important to fix, so should be given high priority  4) Usability catastrophe: imperative to fix this before product can be released

Please use the table below and continue as in the example by copy-pasting the below as many times as you need.

Number of Heuristic assessed: 1.        Visibility of system status

Task/issue/recommendation	Evidence (e.g. screenshot)
<b>Requirement assessed:</b> Navigating the website  <b>Rating:</b> 2  <b>Recommendation:</b> Navigation is functional but features such as 'back' buttons could be included. Not all pages have extended links yet, which needs to be fixed.	
<b>Requirement assessed:</b> Being able to learn about the book  <b>Rating:</b> 1  <b>Recommendation:</b> Information about the book needs to be present, which can be implemented when the product is fully developed	
<b>Requirement assessed:</b> Interact with the site to solve puzzles to access new areas of the site	

<p><b>Rating: 3</b></p> <p><b>Recommendation:</b> Site does not currently link to puzzles, and new areas of the site cannot be unlocked. Users are not yet aware of how to access the puzzles</p>	
<p><b>Requirement assessed:</b> Access the site</p> <p><b>Rating: 2</b></p> <p><b>Recommendation:</b> The site can be accessed internally by the group, but is not currently hosted online</p>	
<p><b>Requirement assessed:</b> Clicking navigational buttons</p> <p><b>Rating: 0</b></p> <p><b>Recommendation:</b> All buttons link to correct pages, and prompts are clear for the user to navigate to other pages</p>	
<p><b>Requirement assessed:</b> Site must be an interactive media</p> <p><b>Rating: 1</b></p> <p><b>Recommendation:</b> Site is interactive, but potentially interactive links could be highlighted a different colour to alert the user</p>	
<p><b>Requirement assessed:</b> Site must advertise the product</p> <p><b>Rating: 1</b></p> <p><b>Recommendation:</b> Information about the book needs to be present, which can be implemented when the product is fully developed</p>	
<p><b>Requirement assessed:</b> All assets must be cleared for commercial use</p> <p><b>Rating: 0</b></p> <p><b>Recommendation:</b> All assets are clear for commercial use, and any that were developed by the team are the property of the team</p>	

Number of Heuristic assessed: 2.

Match between system and real world

Task/issue/recommendation	Evidence (e.g. screenshot)
<p><b>Requirement assessed:</b> Navigating the website</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> The navigational headings all use user-friendly language, and appear in a natural progression throughout the site layout</p>	
<p><b>Requirement assessed:</b> Being able to learn about the book</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> The puzzles for the game are all designed/written in a user-friendly way, and are logically presented, with prompts to assist the user</p>	
<p><b>Requirement assessed:</b> Interacting with the site to solve puzzles and access new areas of the site</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> The puzzles for the game are all designed/written in a user-friendly way, and are logically presented, with prompts to assist the user</p>	
<p><b>Requirement assessed:</b> Access the site</p> <p><b>Rating:</b> 2</p> <p><b>Recommendation:</b> The site can be accessed internally by the group but is not currently hosted online. However, the site will be accessed via a URL, which is in a familiar format to the user</p>	
<p><b>Requirement assessed:</b> Clicking navigational buttons</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> The buttons for navigation are user-friendly, and are displayed in a logical order</p>	

<p><b>Requirement assessed:</b> The site must be an interactive media</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> The site is an interactive media, which is presented logically</p>	
<p><b>Requirement assessed:</b> Site must advertise the product</p> <p><b>Rating:</b> 1</p> <p><b>Recommendation:</b> Information about the book needs to be present, which can be implemented when the product is fully developed</p>	
<p><b>Requirement assessed:</b> All assets must be cleared for commercial use</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> All assets are clear for commercial use, and any that were developed by the team are the property of the team</p>	

Number of Heuristic assessed: 3.      User control and freedom

Task/issue/recommendation	Evidence (e.g. screenshot)
<p><b>Requirement assessed:</b> Navigating the website</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> The user can leave the pages at any time, and all button shave exit links back to the other pages in the website</p>	
<p><b>Requirement assessed:</b> Being able to learn about the book</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> User is easily able to navigate to book information</p>	
<p><b>Requirement assessed:</b> Interact with the site to solve puzzles to access new areas of the site</p>	

<b>Rating: 2</b>  <b>Recommendation:</b> Puzzles can't currently be exited to return to the homepage, but this will be fixed fully with implementation	
<b>Requirement assessed:</b> Access the site  <b>Rating: 0</b>  <b>Recommendation:</b> N/A	
<b>Requirement assessed:</b> Clicking navigational buttons  <b>Rating: 0</b>  <b>Recommendation:</b> All buttons work, and are fully interactable	
<b>Requirement assessed:</b> Site must be an interactive media  <b>Rating: 0</b>  <b>Recommendation:</b> User has full control over interactivity, in terms of leaving the website and functions	
<b>Requirement assessed:</b> Site must advertise the product  <b>Rating: 0</b>  <b>Recommendation:</b> N/A	
<b>Requirement assessed:</b> All assets must be cleared for commercial use  <b>Rating: 0</b>  <b>Recommendation:</b> All assets are clear for commercial use, and any that were developed by the team are the property of the team	

Number of Heuristic assessed: 4.      Consistency and standards

Task/issue/recommendation	Evidence (e.g. screenshot)
<b>Requirement assessed:</b> Navigating the website  <b>Rating: 0</b>	

<p><b>Recommendation:</b> Website uses standard tabs and buttons to navigate the website, and all interactive elements are clearly labelled</p>	
<p><b>Requirement assessed:</b> Being able to learn about the book</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Interact with the site to solve puzzles to access new areas of the site</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> The site does not contain confusing information</p>	
<p><b>Requirement assessed:</b> Access the site</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Clicking navigational buttons</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> All buttons are clearly labelled to prevent the user from being confused</p>	
<p><b>Requirement assessed:</b> Site must be an interactive media</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Site must advertise the product</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> Site advertises product and promotes it in a simple way for the user</p>	

<p><b>Requirement assessed:</b> All assets must be cleared for commercial use</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> All assets are clear for commercial use, and any that were developed by the team are the property of the team</p>	
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Number of Heuristic assessed: 5.          Recognition rather than recall

Task/issue/recommendation	Evidence (e.g. screenshot)
<p><b>Requirement assessed:</b> Navigating the website</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> Tabs for navigation are clearly visible.</p>	
<p><b>Requirement assessed:</b> Being able to learn about the book</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> Information about the book clearly stated, and the user does not need to remember any details</p>	
<p><b>Requirement assessed:</b> Interact with the site to solve puzzles to access new areas of the site</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> All minigames unlock information that the user can go back and access at any time</p>	
<p><b>Requirement assessed:</b> Access the site</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Clicking navigational buttons</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	

<p><b>Requirement assessed:</b> Site must be an interactive media</p> <p><b>Rating:</b> 1</p> <p><b>Recommendation:</b> Site is interactive, and prompts will be displayed when the user is required to input or interact with part of the site (added with implementation)</p>	
<p><b>Requirement assessed:</b> Site must advertise the product</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> Site advertises product with information displayed about the product, so the user is not required to remember details.</p>	
<p><b>Requirement assessed:</b> All assets must be cleared for commercial use</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> All assets are clear for commercial use, and any that were developed by the team are the property of the team</p>	

Number of Heuristic assessed: 6.      Aesthetic and minimalist design

Task/issue/recommendation	Evidence (e.g. screenshot)
<p><b>Requirement assessed:</b> Navigating the website</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> Navigation tabs are labelled simply and website info does not contain obsolete information</p>	
<p><b>Requirement assessed:</b> Being able to learn about the book</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> All details about the book are relevant (added with implementation)</p>	
<p><b>Requirement assessed:</b> Interact with the site to solve puzzles to access new areas of the site</p>	



<p><b>Rating: 0</b></p> <p><b>Recommendation:</b> Puzzles are simple in design, preventing user confusion and misunderstanding of instructions.</p>	
<p><b>Requirement assessed:</b> Access the site</p> <p><b>Rating: 0</b></p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Clicking navigational buttons</p> <p><b>Rating: 0</b></p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Site must be an interactive media</p> <p><b>Rating: 1</b></p> <p><b>Recommendation:</b> Site is interactive, but certain elements require extra design to make them stand out, e.g. navigational buttons change colour when hovering over them (added with implementation)</p>	
<p><b>Requirement assessed:</b> Site must advertise the product</p> <p><b>Rating: 0</b></p> <p><b>Recommendation:</b> Product advertised in a concise way, with the site being designed to reflect manner of the product</p>	
<p><b>Requirement assessed:</b> All assets must be cleared for commercial use</p> <p><b>Rating: 0</b></p> <p><b>Recommendation:</b> All assets are clear for commercial use, and any that were developed by the team are the property of the team</p>	

Number of Heuristic assessed: 7.      Error Prevention

Task/issue/recommendation	Evidence (e.g. screenshot)

<p><b>Requirement assessed:</b> Navigating the website</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> Site contains no dead-end links and users can return to any page on the site at any time</p>	
<p><b>Requirement assessed:</b> Being able to learn about the book</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Interact with the site to solve puzzles to access new areas of the site</p> <p><b>Rating:</b> 1</p> <p><b>Recommendation:</b> Puzzles cannot currently be exited (fixed with implementation), but all site areas are accessible when they are allowed to be. Error messages will also need to be implemented</p>	
<p><b>Requirement assessed:</b> Access the site</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Clicking navigational buttons</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Site must be an interactive media</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	
<p><b>Requirement assessed:</b> Site must advertise the product</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> N/A</p>	

<p><b>Requirement assessed:</b> All assets must be cleared for commercial use</p> <p><b>Rating:</b> 0</p> <p><b>Recommendation:</b> All assets are clear for commercial use, and any that were developed by the team are the property of the team</p>	