**Usability Evaluation Checklist**

Name of Tester: Gosia K

Date: 03/04/2024

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Feedback / Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| It is always clear what is happening on the site? |  | X | |  |  | Had some difficulties when completing the order. |
| Users are made aware if the system is awaiting user input? | X |  | |  |  |  |
| Progress indicators are present (where applicable)? |  |  | | X |  |  |
| Users can contact the company via email or web forms? | X |  | |  |  |  |
| Online help is available (where applicable)? |  | X | |  |  |  |
| **Consistency**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Only one word or term is used to describe any link? |  | X | |  |  | Some links have more than one word or term. |
| Links match titles of the pages or external sites to which they refer? | X |  | |  |  |  |
| Custom colours are used for links and visited links? | X |  | |  |  |  |
| Application is consistent with general web usage? | X |  | |  |  |  |
| **Error prevention and correction**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Errors do not occur unnecessarily? | X |  | |  |  | Only on invalid entry. |
| Error messages - if generated - are in plain language? | X |  | |  |  |  |
| Error messages describe what action is necessary to recover? |  | X | |  |  |  |
| Error messages provide a clear exit point from the application? |  | X | |  |  |  |
| Error messages provide contact details for assistance? |  |  | | X |  |  |
| **Visual Clarity**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| The layout is clear and understandable? | X |  | |  |  | It looks like a proper website. |
| There is sufficient ‘white space’? | X |  | |  |  |  |
| Unnecessary animation is avoided? | X |  | |  |  |  |
| **Navigation**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| There is a clear indication of the current location within the site? |  | |  |  | X |  |
| There is a clearly identified link to the Home page? | X | |  |  |  |  |
| All major parts of the site can be accessed from the Home page? | X | |  |  |  |  |
| A site map is available? | X | |  |  |  |  |
| Site structure is simple with no complex navigation required? | X | |  |  |  |  |
| A Search function is available (where applicable)? |  | |  | X |  | No search function |
| **Functionality**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| All functionality is clearly labelled? |  | | X |  |  |  |
| All necessary functionality is available without leaving the site? |  | | X |  |  |  |
| **User Control / Language**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| The user can cancel or reset any or all operations (web form)? | X | |  |  |  |  |
| There is a clear exit point on every page? |  | | X |  |  |  |
| All graphic links are also available as text links? | X | |  |  |  |  |
| The site supports the user’s workflow? |  | | X |  |  |  |
| All content is appropriate? | X | |  |  |  |  |
| Language - appropriate for the user - is employed? | X | |  |  |  |  |
| No unnecessary technical jargon is used? | X | |  |  |  |  |

**Usability Evaluation Checklist**

Name of Tester: Dawid L

Date: 03/04/2024

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Feedback / Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| It is always clear what is happening on the site? | X |  | |  |  |  |
| Users are made aware if the system is awaiting user input? | X |  | |  |  |  |
| Progress indicators are present (where applicable)? |  |  | |  | X |  |
| Users can contact the company via email or web forms? | X |  | |  |  |  |
| Online help is available (where applicable)? |  | X | |  |  |  |
| **Consistency**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Only one word or term is used to describe any link? |  | X | |  |  | Not all links are one word |
| Links match titles of the pages or external sites to which they refer? | X |  | |  |  |  |
| Custom colours are used for links and visited links? | X |  | |  |  |  |
| Application is consistent with general web usage? | X |  | |  |  |  |
| **Error prevention and correction**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Errors do not occur unnecessarily? | X |  | |  |  | Only on invalid input |
| Error messages - if generated - are in plain language? | X |  | |  |  |  |
| Error messages describe what action is necessary to recover? |  | X | |  |  |  |
| Error messages provide a clear exit point from the application? |  | X | |  |  |  |
| Error messages provide contact details for assistance? |  |  | |  | X |  |
| **Visual Clarity**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| The layout is clear and understandable? | X |  | |  |  | Yes, was easy to navigate. |
| There is sufficient ‘white space’? | X |  | |  |  |  |
| Unnecessary animation is avoided? | X |  | |  |  |  |
| **Navigation**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| There is a clear indication of the current location within the site? |  | |  | X |  | Maybe change colour of current link to darker shade |
| There is a clearly identified link to the Home page? | X | |  |  |  |  |
| All major parts of the site can be accessed from the Home page? | X | |  |  |  |  |
| A site map is available? | X | |  |  |  |  |
| Site structure is simple with no complex navigation required? | X | |  |  |  |  |
| A Search function is available (where applicable)? |  | |  | X |  | No search function |
| **Functionality**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| All functionality is clearly labelled? | X | |  |  |  | Had some problems with entering credit card |
| All necessary functionality is available without leaving the site? | X | |  |  |  |  |
| **User Control / Language**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| The user can cancel or reset any or all operations (web form)? | X | |  |  |  |  |
| There is a clear exit point on every page? |  | | X |  |  |  |
| All graphic links are also available as text links? | X | |  |  |  |  |
| The site supports the user’s workflow? | X | |  |  |  |  |
| All content is appropriate? | X | |  |  |  |  |
| Language - appropriate for the user - is employed? | X | |  |  |  |  |
| No unnecessary technical jargon is used? | X | |  |  |  |  |

**Usability Evaluation Checklist**

Name of Tester: Stanislaw Subocz

Date: 08/04/2024

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Feedback / Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| It is always clear what is happening on the site? | X |  | |  |  |  |
| Users are made aware if the system is awaiting user input? | X |  | |  |  |  |
| Progress indicators are present (where applicable)? |  |  | | X |  | No progress indicators |
| Users can contact the company via email or web forms? | X |  | |  |  |  |
| Online help is available (where applicable)? | X |  | |  |  |  |
| **Consistency**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Only one word or term is used to describe any link? | X |  | |  |  |  |
| Links match titles of the pages or external sites to which they refer? | X |  | |  |  |  |
| Custom colours are used for links and visited links? | X |  | |  |  |  |
| Application is consistent with general web usage? | X |  | |  |  |  |
| **Error prevention and correction**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Errors do not occur unnecessarily? | X |  | |  |  |  |
| Error messages - if generated - are in plain language? | X |  | |  |  |  |
| Error messages describe what action is necessary to recover? | X |  | |  |  |  |
| Error messages provide a clear exit point from the application? |  | X | |  |  |  |
| Error messages provide contact details for assistance? |  |  | | X |  |  |
| **Visual Clarity**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| The layout is clear and understandable? | X |  | |  |  | Nice & easy layout |
| There is sufficient ‘white space’? | X |  | |  |  |  |
| Unnecessary animation is avoided? | X |  | |  |  |  |
| **Navigation**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| There is a clear indication of the current location within the site? |  | |  | X |  | Maybe colour current link in the header |
| There is a clearly identified link to the Home page? | X | |  |  |  |  |
| All major parts of the site can be accessed from the Home page? | X | |  |  |  |  |
| A site map is available? | X | |  |  |  |  |
| Site structure is simple with no complex navigation required? | X | |  |  |  |  |
| A Search function is available (where applicable)? |  | |  |  | X |  |
| **Functionality**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| All functionality is clearly labelled? | X | |  |  |  |  |
| All necessary functionality is available without leaving the site? | X | |  |  |  |  |
| **User Control / Language**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| The user can cancel or reset any or all operations (web form)? | X | |  |  |  |  |
| There is a clear exit point on every page? |  | | X |  |  |  |
| All graphic links are also available as text links? | X | |  |  |  |  |
| The site supports the user’s workflow? | X | |  |  |  |  |
| All content is appropriate? | X | |  |  |  |  |
| Language - appropriate for the user - is employed? | X | |  |  |  |  |
| No unnecessary technical jargon is used? | X | |  |  |  | Everything is easy to understand, even error messages |

**Usability Evaluation Checklist**

Name of Tester: Ewa Subocz

Date: 08/04/2024

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Feedback / Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| It is always clear what is happening on the site? | X |  | |  |  |  |
| Users are made aware if the system is awaiting user input? |  | X | |  |  |  |
| Progress indicators are present (where applicable)? |  |  | | X |  | No progress bars |
| Users can contact the company via email or web forms? | X |  | |  |  |  |
| Online help is available (where applicable)? |  | X | |  |  |  |
| **Consistency**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Only one word or term is used to describe any link? | X |  | |  |  |  |
| Links match titles of the pages or external sites to which they refer? |  |  | |  |  |  |
| Custom colours are used for links and visited links? |  |  | |  |  |  |
| Application is consistent with general web usage? |  |  | |  |  |  |
| **Error prevention and correction**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Errors do not occur unnecessarily? |  | X | |  |  | Had some problems with entering credit card |
| Error messages - if generated - are in plain language? | X |  | |  |  |  |
| Error messages describe what action is necessary to recover? | X |  | |  |  |  |
| Error messages provide a clear exit point from the application? | X |  | |  |  |  |
| Error messages provide contact details for assistance? |  |  | | X |  | No contact details in error messages |
| **Visual Clarity**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| The layout is clear and understandable? |  | X | |  |  | Layout is quite clear |
| There is sufficient ‘white space’? |  | X | |  |  |  |
| Unnecessary animation is avoided? | X |  | |  |  |  |
| **Navigation**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| There is a clear indication of the current location within the site? |  | | X |  |  | Only from the look of the page |
| There is a clearly identified link to the Home page? | X | |  |  |  |  |
| All major parts of the site can be accessed from the Home page? | X | |  |  |  |  |
| A site map is available? | X | |  |  |  |  |
| Site structure is simple with no complex navigation required? | X | |  |  |  |  |
| A Search function is available (where applicable)? |  | |  | X |  | No search bar |
| **Functionality**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| All functionality is clearly labelled? | X | |  |  |  |  |
| All necessary functionality is available without leaving the site? | X | |  |  |  |  |
| **User Control / Language**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| The user can cancel or reset any or all operations (web form)? | X | |  |  |  |  |
| There is a clear exit point on every page? |  | | X |  |  |  |
| All graphic links are also available as text links? | X | |  |  |  |  |
| The site supports the user’s workflow? | X | |  |  |  |  |
| All content is appropriate? | X | |  |  |  |  |
| Language - appropriate for the user - is employed? | X | |  |  |  |  |
| No unnecessary technical jargon is used? | X | |  |  |  |  |

**Usability Evaluation Checklist**

Name of Tester: Lewis Burt

Date: 29/03/2024

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Feedback / Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| It is always clear what is happening on the site? |  | X | |  |  |  |
| Users are made aware if the system is awaiting user input? |  | X | |  |  |  |
| Progress indicators are present (where applicable)? |  |  | | X |  | There were no progress bars |
| Users can contact the company via email or web forms? | X |  | |  |  |  |
| Online help is available (where applicable)? |  | X | |  |  | Only contact us page giving details to contact help |
| **Consistency**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Only one word or term is used to describe any link? |  | X | |  |  | Some links are more than one word |
| Links match titles of the pages or external sites to which they refer? | X |  | |  |  |  |
| Custom colours are used for links and visited links? | X |  | |  |  |  |
| Application is consistent with general web usage? | X |  | |  |  |  |
| **Error prevention and correction**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Errors do not occur unnecessarily? |  | X | |  |  | Had some problems with checkout |
| Error messages - if generated - are in plain language? | X |  | |  |  |  |
| Error messages describe what action is necessary to recover? |  | X | |  |  | They suggest what needs to be entered |
| Error messages provide a clear exit point from the application? |  | X | |  |  |  |
| Error messages provide contact details for assistance? |  |  | | X |  |  |
| **Visual Clarity**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| The layout is clear and understandable? | X |  | |  |  |  |
| There is sufficient ‘white space’? |  | X | |  |  |  |
| Unnecessary animation is avoided? |  | X | |  |  |  |
| **Navigation**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| There is a clear indication of the current location within the site? |  | | X |  |  |  |
| There is a clearly identified link to the Home page? | X | |  |  |  |  |
| All major parts of the site can be accessed from the Home page? | X | |  |  |  |  |
| A site map is available? | X | |  |  |  |  |
| Site structure is simple with no complex navigation required? | X | |  |  |  |  |
| A Search function is available (where applicable)? | X | |  |  |  |  |
| **Functionality**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| All functionality is clearly labelled? |  | | X |  |  |  |
| All necessary functionality is available without leaving the site? | X | |  |  |  |  |
| **User Control / Language**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| The user can cancel or reset any or all operations (web form)? |  | | X |  |  | Some forms don’t have a clear way to cancel |
| There is a clear exit point on every page? |  | | X |  |  | Forms don’t have exit buttons but you can use header |
| All graphic links are also available as text links? | X | |  |  |  |  |
| The site supports the user’s workflow? | X | |  |  |  |  |
| All content is appropriate? | X | |  |  |  |  |
| Language - appropriate for the user - is employed? | X | |  |  |  |  |
| No unnecessary technical jargon is used? | X | |  |  |  |  |

**Usability Evaluation Checklist**

Name of Tester: Gill

Date: 29/03/2024

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Feedback / Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| It is always clear what is happening on the site? | X |  | |  |  | Yes, very clear |
| Users are made aware if the system is awaiting user input? | X |  | |  |  |  |
| Progress indicators are present (where applicable)? |  | X | |  |  |  |
| Users can contact the company via email or web forms? | X |  | |  |  |  |
| Online help is available (where applicable)? |  | X | |  |  |  |
| **Consistency**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Only one word or term is used to describe any link? | X |  | |  |  |  |
| Links match titles of the pages or external sites to which they refer? | X |  | |  |  |  |
| Custom colours are used for links and visited links? | X |  | |  |  |  |
| Application is consistent with general web usage? | X |  | |  |  |  |
| **Error prevention and correction**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Errors do not occur unnecessarily? | X |  | |  |  | Had some problems with checking out |
| Error messages - if generated - are in plain language? | X |  | |  |  |  |
| Error messages describe what action is necessary to recover? |  | X | |  |  |  |
| Error messages provide a clear exit point from the application? |  | X | |  |  |  |
| Error messages provide contact details for assistance? |  | X | |  |  |  |
| **Visual Clarity**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| The layout is clear and understandable? | X |  | |  |  | Yes, very clear and easy to follow |
| There is sufficient ‘white space’? | X |  | |  |  |  |
| Unnecessary animation is avoided? | X |  | |  |  |  |
| **Navigation**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| There is a clear indication of the current location within the site? | X | |  |  |  |  |
| There is a clearly identified link to the Home page? | X | |  |  |  |  |
| All major parts of the site can be accessed from the Home page? | X | |  |  |  |  |
| A site map is available? | X | |  |  |  |  |
| Site structure is simple with no complex navigation required? |  | | X |  |  |  |
| A Search function is available (where applicable)? |  | |  | X |  | No search function |
| **Functionality**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| All functionality is clearly labelled? | X | |  |  |  |  |
| All necessary functionality is available without leaving the site? | X | |  |  |  |  |
| **User Control / Language**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| The user can cancel or reset any or all operations (web form)? |  | | X |  |  | Not all forms have button to cancel |
| There is a clear exit point on every page? | X | |  |  |  |  |
| All graphic links are also available as text links? | X | |  |  |  |  |
| The site supports the user’s workflow? |  | | X |  |  |  |
| All content is appropriate? | X | |  |  |  |  |
| Language - appropriate for the user - is employed? | X | |  |  |  |  |
| No unnecessary technical jargon is used? | X | |  |  |  |  |