

Yale School of Art

<https://www.art.yale.edu/>

Heuristics Report by Group 3

IT 467- Human Factors in Information Systems

Shivani Dhar

Jahnavi Chintalacheruvu

Aishwarya Kasthala

Kelvin Ongaga

Eric Agyemang

Introduction:

This report evaluates Yale School of Arts' website and provides feedback and ideas on how to improve the website to make it visually appealing and functionally working. The website gives information about Yale college of Arts. The home page of the website contains such information as community bulletin board, calendar of events, and newsletters. The website also has Apply to School, News, Publications, and About the School pages. This project is an effort to build the website that is consistent and user friendly. In this milestone, Heuristics evaluation is initially conducted by individual team members and then all members conduct aggregated evaluation as a team.

Individually, team members reviewed the website, followed by a group discussion of the results. The evaluation findings were compiled by the group. Each team member then independently assigned a severity grade to the aggregated result. Finally, the group gathered to discuss the aggregated evaluations and potential remedies.

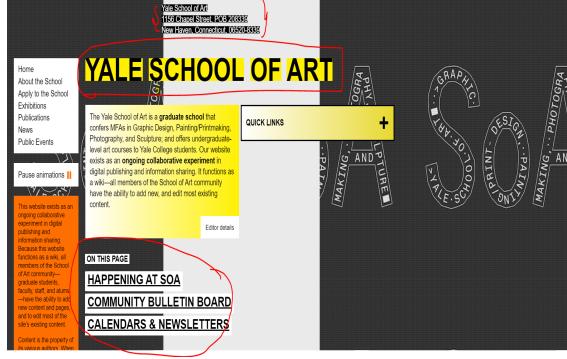
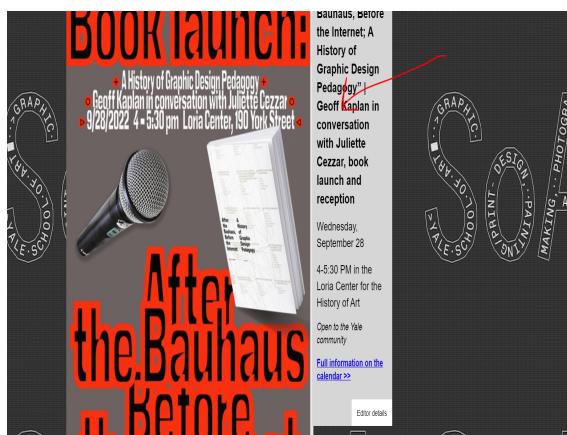
Pages to Review:

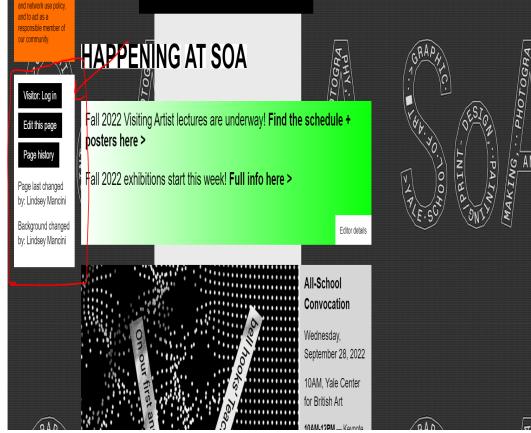
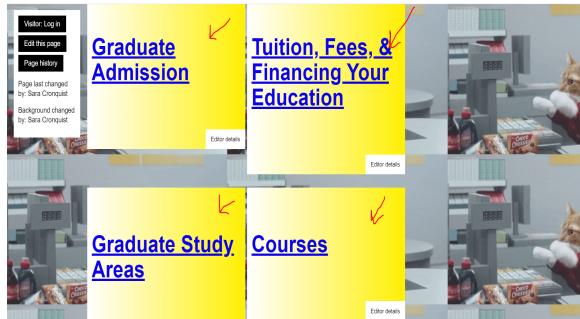
1. Home page: <https://www.art.yale.edu/>
2. News page: <https://www.art.yale.edu/news>
3. Publications page: <https://www.art.yale.edu/publications>
4. Apply to school: <https://www.art.yale.edu/apply>
5. About the school: <https://www.art.yale.edu/about>

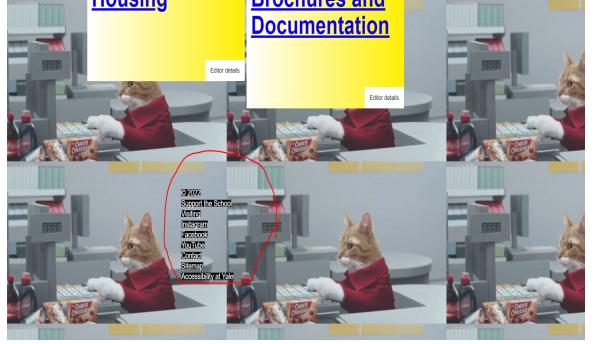
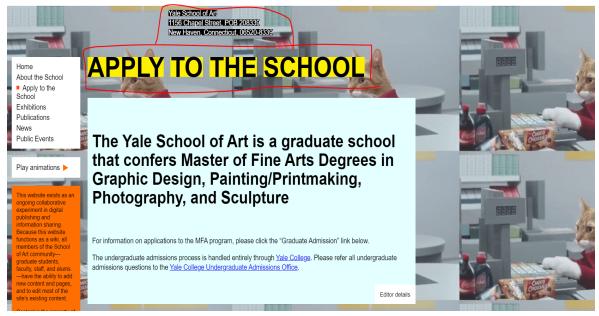
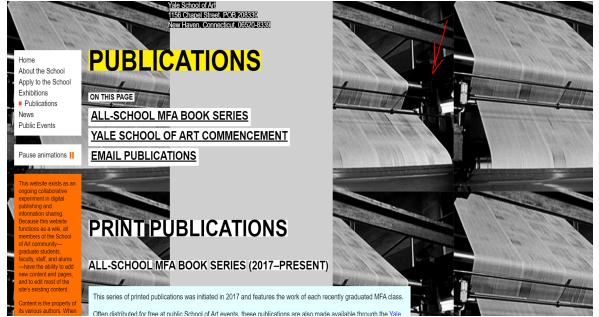
Below is the evaluation as conducted by individual team members

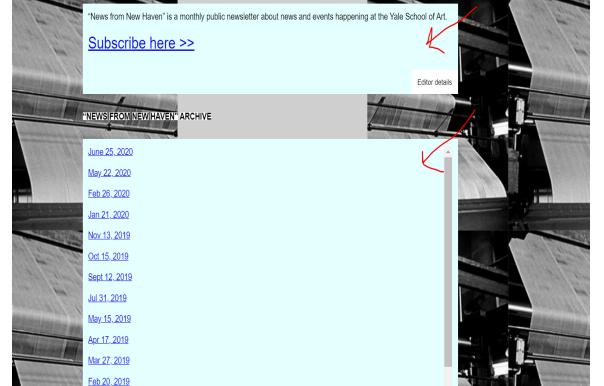
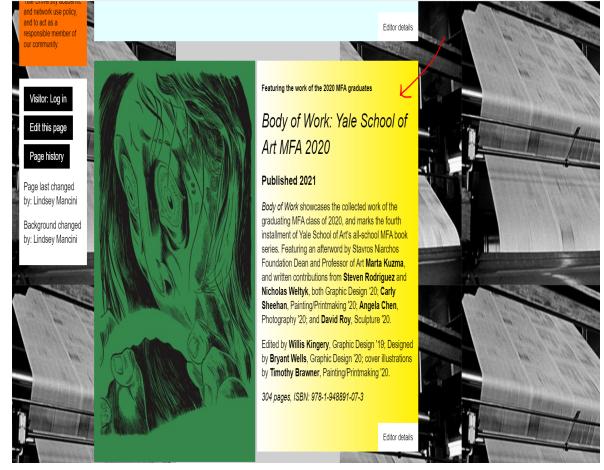
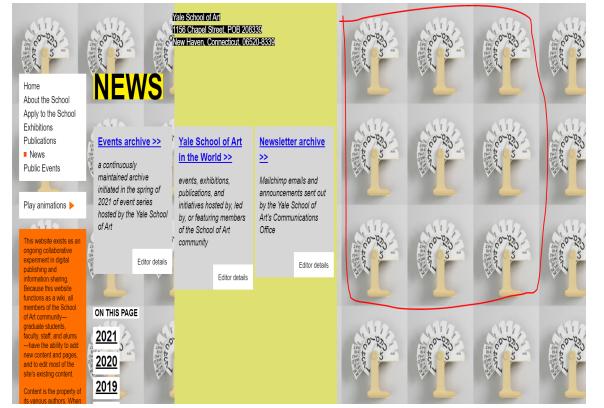
Heuristic Evaluation

- Heuristics by Shivani Dhar

Problem	Violates	Fix	Page Location	Screenshot
The background image is very repeating and is distracting.	H4	Having a relevant and a single image as a background,	Home	
The Heading of the page is not well formatted, the highlight is not proper. And all different colors are used. Lack of consistency in the header of the pages.	H8	Centralize the content of the website have consistency in the text. Have heading bold, remove the text highlights.	Home	
Trying to fit all the information in one page.	H7	The page should be flexible and efficient to use. We can have links for all the information which not relevant and navigate the user to other details page. Have only relevant information on the home page.	Home	

<p>The Login, sign up link are in the side bar which makes it difficult to locate them on the website.</p>	H4	<p>We can follow the consistency and standards. Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions</p>	Home	
<p>The background is a graphical image keeps constantly moving and they are multiple in number.</p>	H4	<p>Having a relevant and a single image as a background,</p>	Apply to School	
<p>The important link is given in the middle of the page. Which make it difficult for user to allocate important information.</p>	H7	<p>The link for important information's like pages for admissions, course details, tuition fee etc. can be given on the top of the apply school page and in a correct format.</p>	Apply to School	

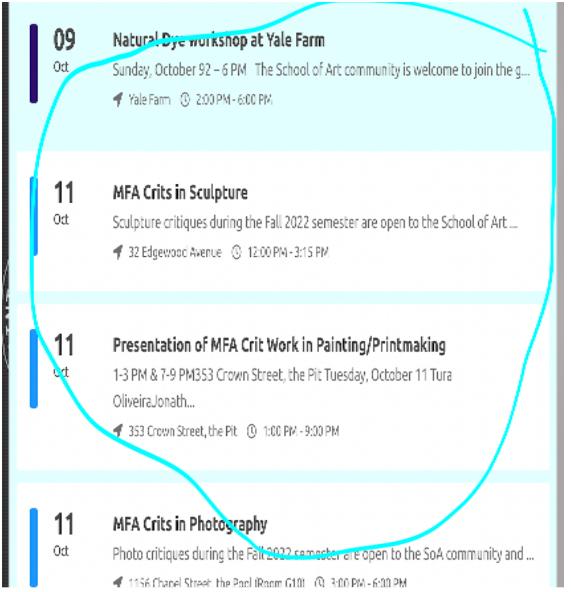
The contact details and other information's related to school are given in bad format.	H7	The bottom of the page can be arranged, and the font can be more visible.	Apply to School	
The Heading of the page is not well formatted, the highlight is not proper. And all different color is used. Lack of consistency in the header of the pages.	H8	Centralize the content of the website have a consistency in the formatting. Have heading bold, remove the text highlights.	Apply to School	
The background is a graphical image keeps constantly moving and they are multiple in number.	H4	Having a relevant and a single image as a background,	Publications	
The Heading of the page is not well formatted, the highlight is not proper. Lack of consistency in the header of the pages.	H8	Centralize the content of the website have a consistency in the formatting. Have heading bold, remove the text highlights.	Publications	

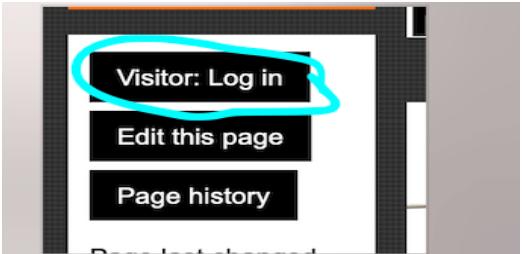
Trying to fit all the information in one page.	H7	<p>The page should be flexible and efficient to use. We can have link for all the information which not relevant and navigate the user to other details page.</p> <p>Have only relevant information on the page.</p>	Publications	
Trying to fit all the information in one page.	H7	<p>The page should be flexible and efficient to use. We can have links for all the information which not relevant and navigate the user to other details page.</p> <p>Have only relevant information on the home page.</p>	Publications	
The background image is very repeating and is distracting.	H4	<p>Having a relevant and a single image as a background,</p>	News	

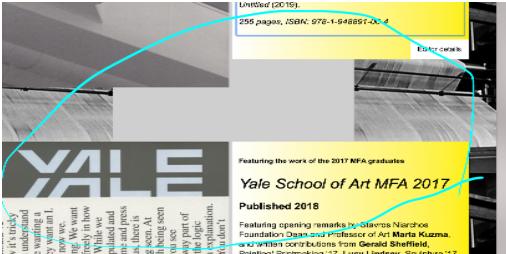
Mis managed space and allocation of important links and information.	H7	Alignment of the data with correct information.	News	
The inform is not organized.	H8	We can have a new page for these details and have these on the bottom of the page in correct format	News	

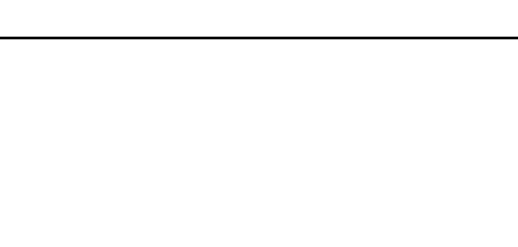
- Heuristics by Kelvin Ongaga

Problem	Violates	FIX	Page Location	Screenshot
The page does not have an image of a school	H2	Have a relevant image, such as an image of the school	About the school	
The page is not minimalistic. Too much unnecessary information	H8	Remove unnecessary information. Unnecessary information should be put in the “others” classification	About the School	
The page does not have a help section	H10	Have a search option so that users can navigate through different sections easily	About the School	

The home page contains a lot of unnecessary information that makes it cluttered	H8	Collect all the unnecessary information in one category called “More” so that a user can access them if interested. This will declutter the home page	Home	
Lack of consistency. When you click on page history on the home page you expect to be taken on the page containing the history. Instead, you are prompted to enter log in details. This is against the norm	H4	User should be prompted with a “Log in to view history message”	Home	
Lack of search button on the home page	H10	A user should have the option of searching the relevant information they want instead of being left to hover around	Home	

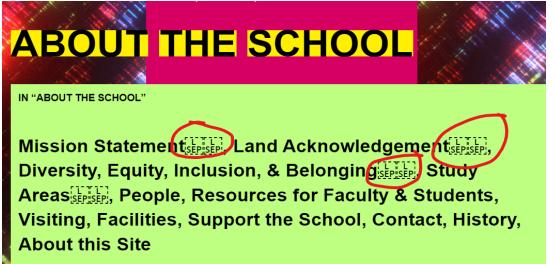
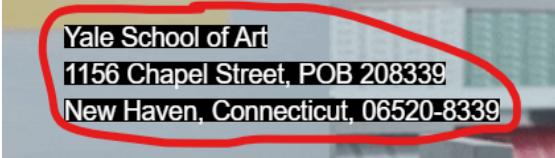
Login page is almost at the bottom left of the page. It's hard for a new user to see it	H7	The login button should be placed on the top right	Home	
Too much information cluttered on the page	H8	Group relevant information together so that a user can navigate easily. Relevant information should be categorized together	News Page	
A user does not have the option to go back to the previous page. Instead, they must use another tab	H3	There should be an option of clicking back to exit quickly as per a user's wish	News Page	
The background images and writings create confusion	H4	Background color should be uniform and not too colorful	News Page	

The page has a lot of information cluttered all over	H8	Relevant information should be grouped together to make navigation easy	Publication Page	
The page does not have a search button to enable a user search for their publication of choice	H10	Have a search button to enable users easily look for their relevant content	Publication Page	
On the subscribe here page under publication page, there is no option for academic title	H6	The page subscription should have options of the academic title for a user to select	Publication Page	
Information is littered all over the page	H8	Group relevant information together	Apply to the school	

Application link is not at the top of the page. It's near the bottom	H7	Put the application link near the top of the page at the right-hand side	Apply to the school	 <p>The screenshot shows a grey footer area with the text "Yale School of Art", "1156 Chapel Street, POB 208339", and "New Haven, Connecticut, 06520-8339". A red box highlights the entire address block.</p>
The address of the school should not be at the top of the page	H4	Move the address of the page to the bottom page	Apply to the School	 <p>The screenshot shows a grey footer area with the text "Yale School of Art", "1156 Chapel Street, POB 208339", and "New Haven, Connecticut, 06520-8339". A red box highlights the entire address block.</p>

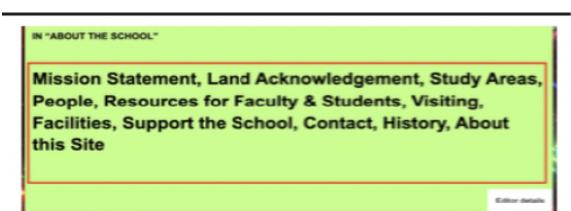
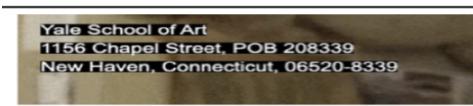
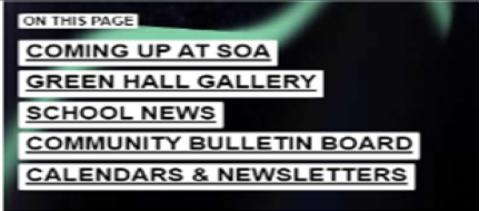
- Heuristics by Jahnavi Chintalacheruvu

Problem	Violates	Fix	Page Location	Screenshot
The Visitor: Log in is placed at the left side of the page	H4	Place the login button on top right side of the page	Apply to the School	
The Play/Pause button is useless on the homepage	H5	I would completely eliminate the Play/Pause in the homepage	Home	
The page is inconsistent with its aesthetic and design with each information having different background color. (This also applies to all the pages)	H8	By using a minimalist design and a modern design to the website by using consistent colors aligning the information boxes together	Apply	
This part of the apply page, the style and font is completely different to the rest of the page	H8	Change this part to match the style to the rest of the page or change the entire page matching to this part because this look to have better design and style than rest of the page	Apply	

There are some bugs/ glitches in the text in the about school page	H5	Correct the text and avoid future text errors	About	
The address of the page is usually at the bottom of the page	H4	Change the address to the bottom of the page	Apply	
The information the right side is horizontal which is hard to read	H4	Place the information in a vertical position so it can be easy to read.		

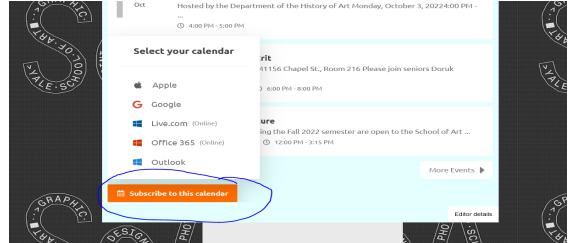
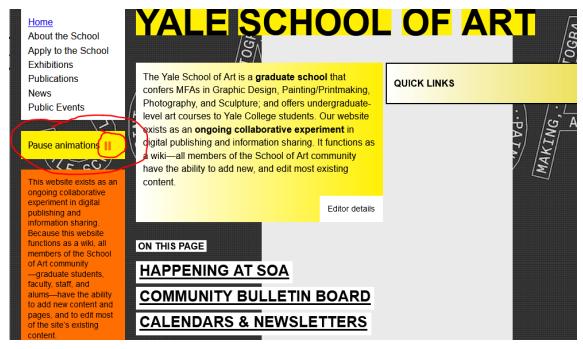
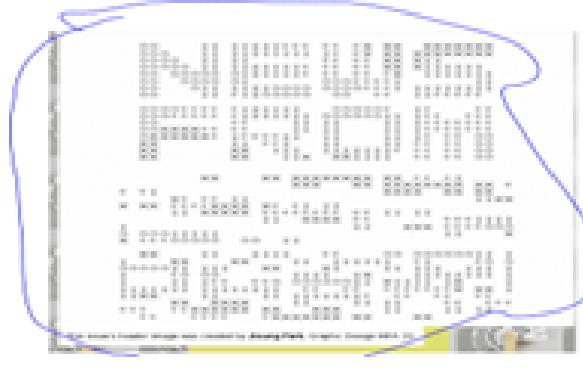
- Heuristics by Aishwarya Kasthala

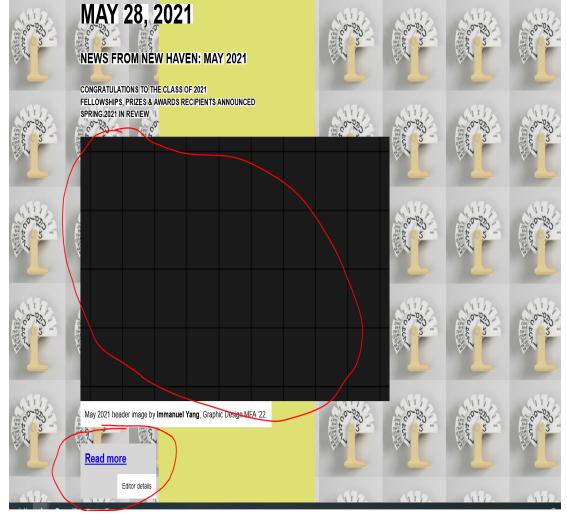
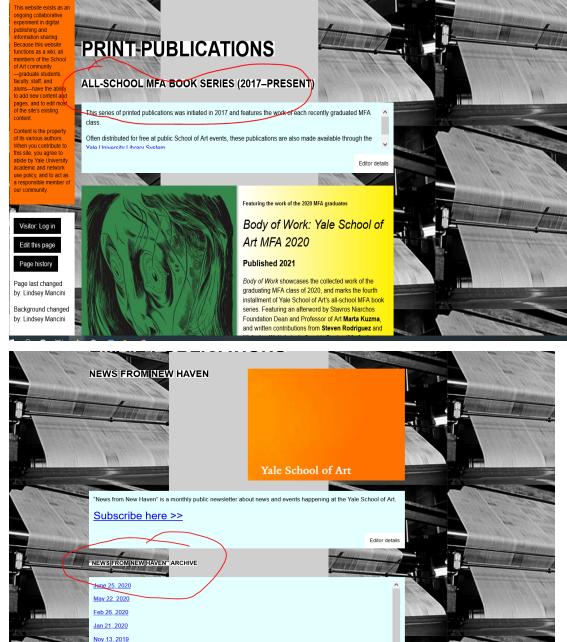
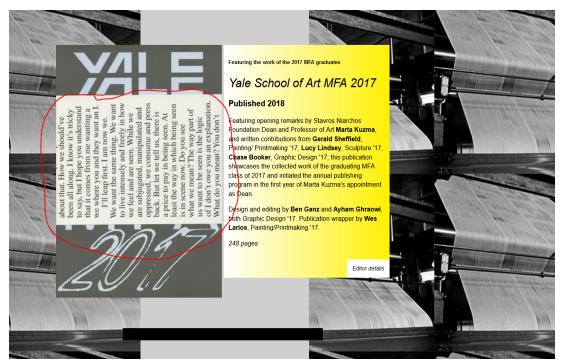
Heuristic Evaluation Results				
Issue Description	Heuristic Violation	Impact	Page URL	Screenshot
There are a few text labels instead of icons for social links.	H2	Icons are much more visible and would be easier for the users to recognize.	All pages	
Search option is missing. Also, there is inconsistency in the alignment.	H4, H7	There should be a search field and the quick links should be placed on top.	Homepage	
The background image is distracting.	H8	There should be a simple and basic background.	About the school page	
There is a vertical scroll which is harder to use.	H4, H6	The scroll should be placed on the top with a horizontal scroll.	Apply to school page	
Login information is on the left, which users usually miss out.	H4	Login should be placed on the top right corner.	All pages	
White spaces and breaks in between the title.	H4	There should not be any breaks in the title.	Home page	

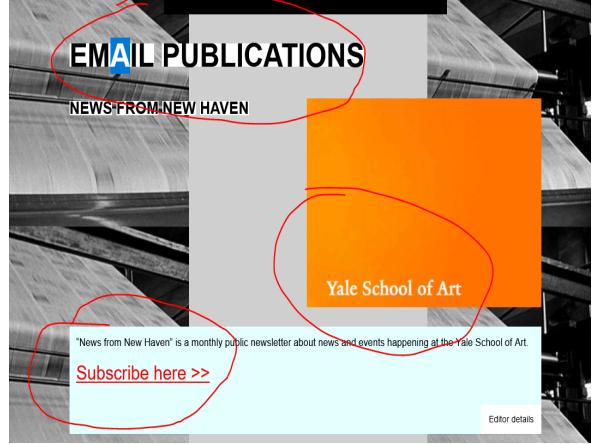
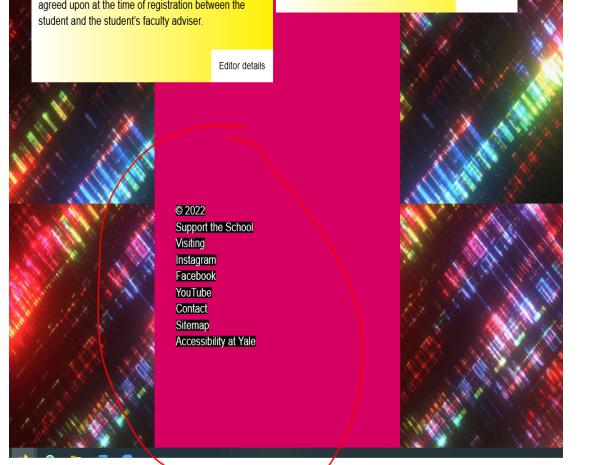
There are no hyperlinks.	H2	There must be hyperlinks for each heading indicating the users that they can redirect to a page.	About the school page	
Address is placed on top.	H4	Address is usually placed at the bottom of the page.	All pages	
Headings are of small font size.	H1	Headings need to be bigger, so that users can understand the significance of it.	Homepage	

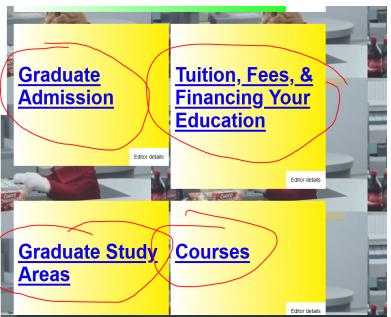
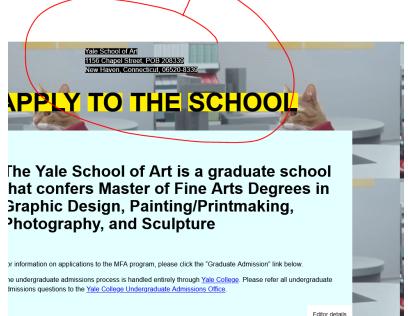
- Heuristics by Eric Agyemang

Inconsistency of header position with webpage links. Header size too small and separated from webpage links leading to users not knowing if webpage links are under the header “ON THIS PAGE”	H4	Have one tab bearing the header name “ON THIS PAGE” and put the webpage links under the header.	Home	
Irrelevant information provided. Tab headers appear to be clickable webpage links but are not.	H8	Remove “MFA Crits” and “Open to SoA Community” tab and redesign “Photography” to appear not clickable.	Home	
Header appears to be a separate item from its content. Inconsistency of header position with the position of information provided under header.	H4	Remove the space between “HAPPENING AT SOA” and “Fall 2022 Visiting....” to avoid confusion that it is a separate item.	Home	

“Subscribe” used does not match with the real world.	H2	Remove unnecessary descriptions to avoid confusion. Add to calendar will be best here	Home	
There is no feedback when Play/Pause animations are clicked. The system does not keep users informed about what is going on.	H1	Remove unnecessary modification or modify the click to make it provide the system status to users.	Home	
No instruction /direction given for users to know that this image bears a webpage link that leads to “News from New Haven”. It appears as just an image.	H6	Instructions for use of the image should be visible or easily retrievable.	News	
Inconsistency of header position with the position of webpage links provided under header. Headers appear to be a separate item from the webpage links leading to users not knowing if webpage links are under the header.	H4	Have one tab bearing the date and header and put the webpage links under headers. Don’t separate these items to course confusion	News	

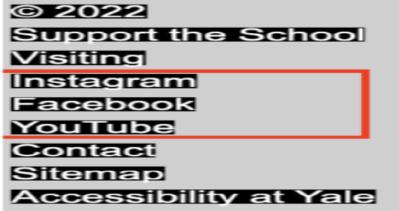
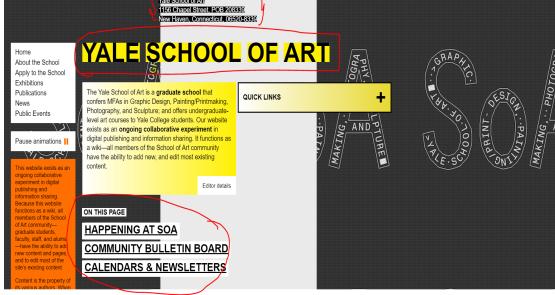
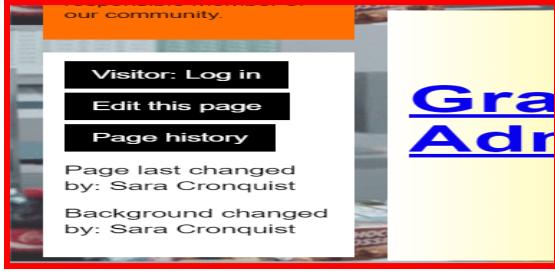
<p>Image appears empty. Users may have to click on the image to know its content.</p> <p>Webpage link separated from image which appears to be a separated item. This causes confusion as users may wonder if “Read more” is really for the image.</p>	H4	Either remove the header image or make content visible to users. Combine the image and the webpage link for clarity.	News	
Headers appear to be separate item from its content leading to users not knowing header of the tab provided below it	H4	Combine the header and its content in one tab to avoid confusion	Publications	
Inconsistent orientation for the design. Unnecessary landscape orientation with small text size makes it difficult for users to read.	H8	Change the orientation to portrait and increase text size to make it easier to read.	Publications	

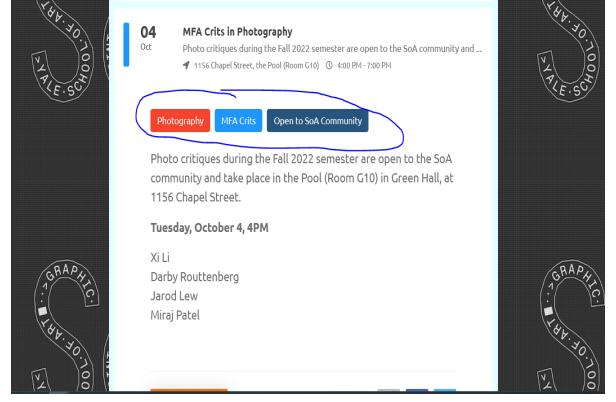
<p>Irrelevant information provided. Header appears to be providing webpage links on “Email publications” for users to navigate, but no webpage links are provided on the “Email Publications”.</p>	<p>H8</p>	<p>Remove information that are irrelevant or change header to “Email Newsletter Sign Up” to much with “Subscribe”</p>	<p>Publications</p>	
<p>Little information provided on such a big pink design.</p>	<p>H2</p>	<p>Have a small pink design for the information circled and increase the font size.</p>	<p>About</p>	
<p>Has so much irrelevant information with smaller text size which makes users find it difficult to read</p>	<p>H8</p>	<p>Highlight important information, take any irrelevant information off and increase the font size.</p>	<p>About</p>	

The about page has no logo or image of a school. Even when a user navigate to the links	H2	There should be a relevant logo of the school at the top left corner or in the background	About	
Little information is provided. A user has to click on the link before knowing the content of the page.	H2	Provide list of content of this links for users instead of having them click on it to look for more information	Apply	
The address of the school should not be at the top of the page. The text size is small	H2	Have the address of the school moved to the bottom of the page and increase the text size to be more visible	Apply	

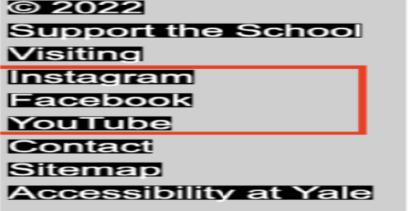
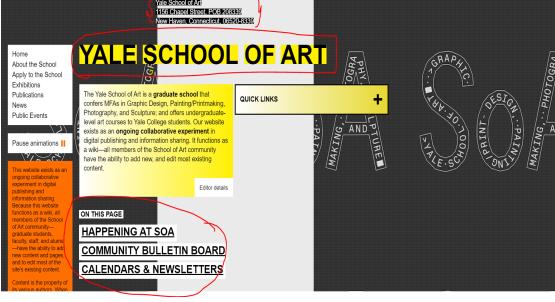
Below is the Aggregated Heuristics evaluation of all team members that drives the discussion of the summary results.

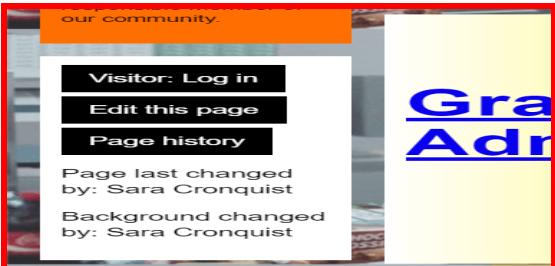
- Aggregated Heuristics That the team Came Up with After Discussion

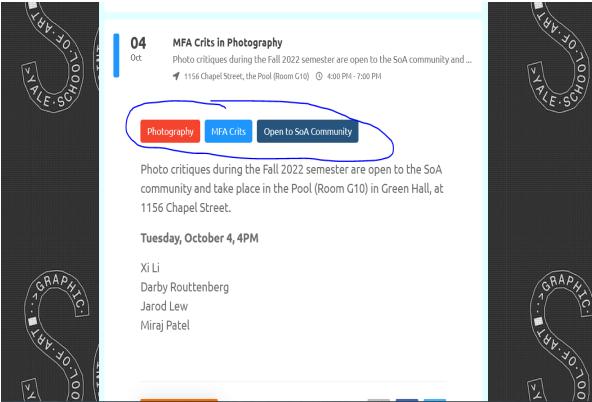
Problem	Violates	Fix	Location	Screen Shot
There is no icon usage across the website	H2	We can use icons or button to make it more visible	Home, About, Apply, Exhibitions, Publications	
The background image is repetitive, too sharp, and disturbing	H4	Use one single image instead of having too many animations	Home, About, Apply, Exhibitions, Publications	
The information on the website is not properly formatted and aligned	H4	Use a uniform format across all the pages and center align the presented information	Home, About, Apply to school, News, Publications	
The log in/sign up button is not aligned properly on the web page. They are also located near bottom of the pages	H7	Move the log in/sign up buttons top the top right corner of the website	Home, About, Apply to school, News, Publications	

<p>Important links such as graduate courses and admission details are located near bottom of the page making it hard for a new user to find them</p>	H7	<p>Have a tab for the important links on the top of the website</p>	<p>Home, About, Apply to school, News, Publications</p>	
<p>The theme of the website is not cohesive. All the subpages look different in terms of navigation, appearance, content, background</p>	H4	<p>Keep the styling consistent among all pages</p>	<p>Home, About, Apply, Exhibitions, Publications</p>	
<p>The layout of the website is vertical on the desktop version</p>	H6	<p>We can fix the site by changing the layout to horizontal</p>	<p>Home, About, Apply, Exhibitions, Publications</p>	
<p>There is too much irrelevant information, and the styling overall is chaotic</p>	H8	<p>We can reduce the content on pages and make changes to UI according to the current website standards</p>	<p>Home, About, Apply, Exhibitions, Publications</p>	

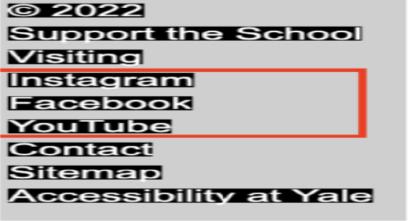
- Severity Rating by Kelvin

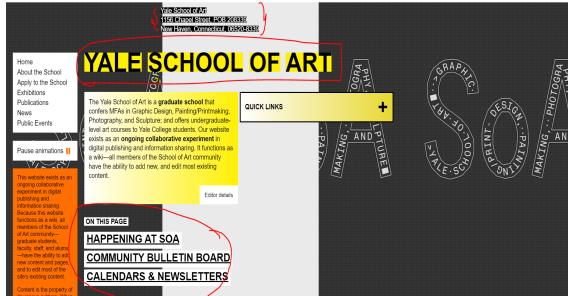
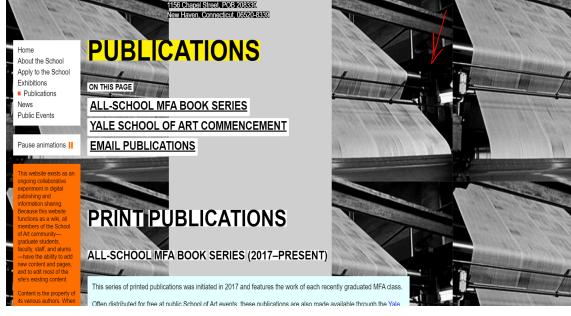
Problem	Violates	Fix	Location	ScreenShot	Rating
There is no icon usage across the website	H2	We can use icons or button to make it more visible	Home, About, Apply, Exhibitions, Publications		3
The background image is repetitive, too sharp, and disturbing	H4	Use one single image instead of having too many animations	Home, About, Apply, Exhibitions, Publications		4
The information on the website is not properly formatted and aligned	H4	Use a uniform format across all the pages and center align the presented information	Home, About, Apply to school, News, Publications		3

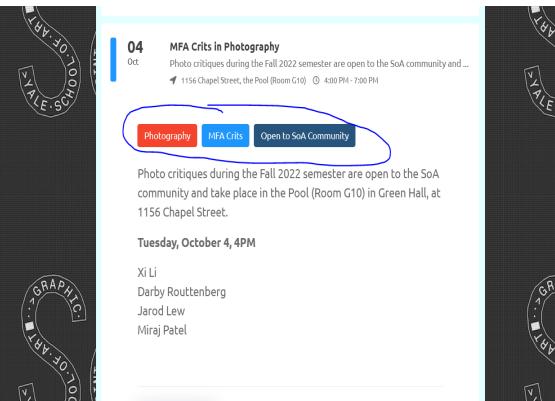
The log in/sign up button not aligned properly on the web page. They are also located near bottom of the pages	H7	Move the log in/sign up buttons top the top right corner of the website	Home, About, Apply to school, News, Publications		4
Important links such as graduate courses and admission details are located near bottom of the page making it hard for a new user to find them	H7	Have a tab for the important links on the top of the website	Home, About, Apply to school, News, Publications		4
The theme of the website is not cohesive. All the subpages look different in terms of navigation, appearance, content, background	H4	Keep the styling consistent among all pages	Home, About, Apply, Exhibitions, Publications		3
The layout of the website is vertical on the desktop version	H6	We can fix the site by changing the layout to horizontal	Home, About, Apply, Exhibitions, Publications		4

There is too much irrelevant information, and the styling overall is chaotic	H8	We can reduce the content on pages and make changes to UI according to the current website standards	Home, About, Apply, Exhibitions, Publications		3
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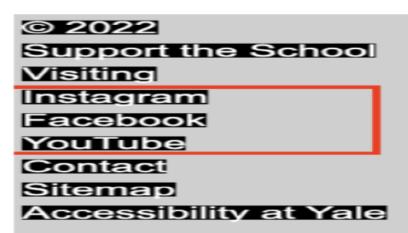
- Severity Rating by Shivani Dhar

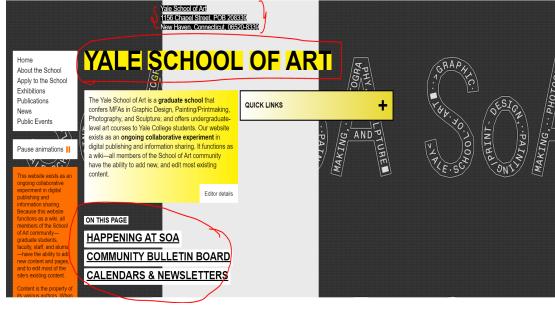
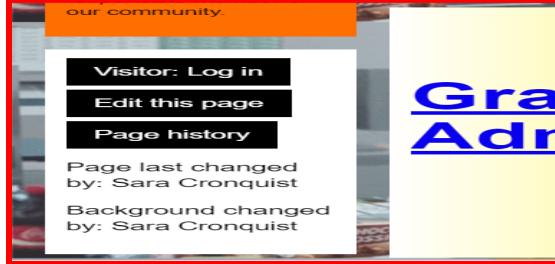
Problem	Violates	Fix	Location	Screenshot	Rating
There is no icon usage across the website	H2	We can use icons or button to make it more visible	Home, About, Apply, Exhibitions, Publications		2
The background image is repetitive, too sharp, and disturbing	H4	Use one single image instead of having too many animations	Home, About, Apply, Exhibitions, Publications		3

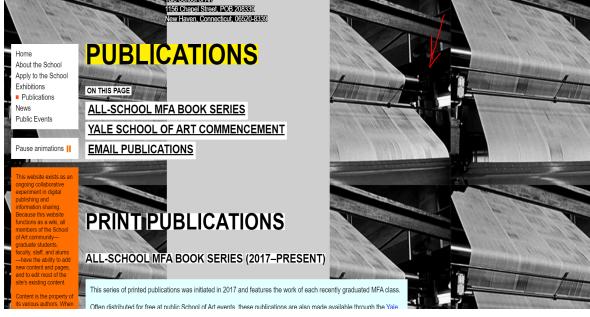
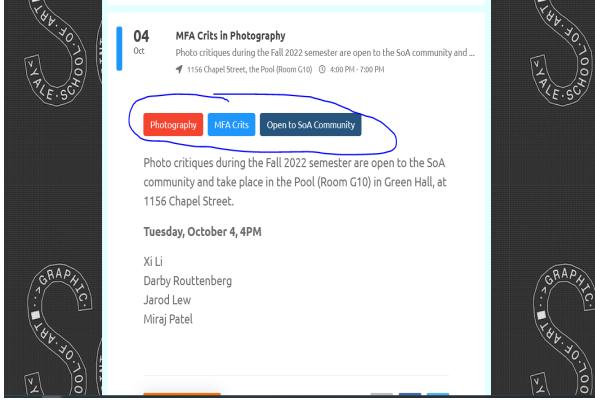
The information on the website is not properly formatted and aligned	H4	Use a uniform format across all the pages and center align the presented information	Home, About, Apply to school, News, Publications		3
The log in/sign up button not aligned properly on the web page. They are also located near bottom of the pages	H7	Move the log in/sign up buttons top the top right corner of the website	Home, About, Apply to school, News, Publications		4
Important links such as graduate courses and admission details are located near bottom of the page making it hard for a new user to find them	H7	Have a tab for the important links on the top of the website	Home, About, Apply to school, News, Publications		3
The theme of the website is not cohesive. All the subpages look different in terms of navigation, appearance, content, background	H4	Keep the styling consistent among all pages	Home, About, Apply, Exhibitions, Publications		3

The layout of the website is vertical on the desktop version	H6	We can fix the site by changing the layout to horizontal	Home, About, Apply, Exhibitions, Publications		4
There is too much irrelevant information, and the styling overall is chaotic	H8	We can reduce the content on pages and make changes to UI according to the current website standards	Home, About, Apply, Exhibitions, Publications		2

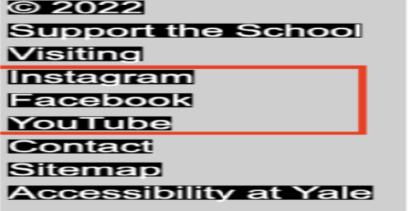
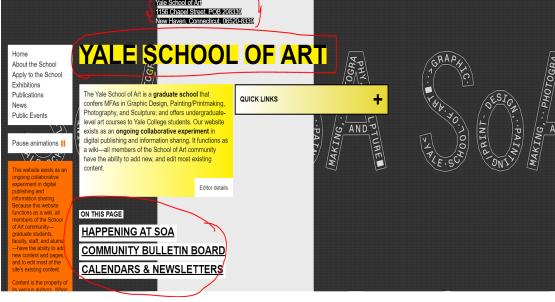
- Severity Rating by Jhanvi

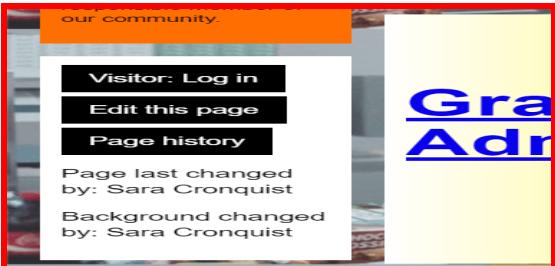
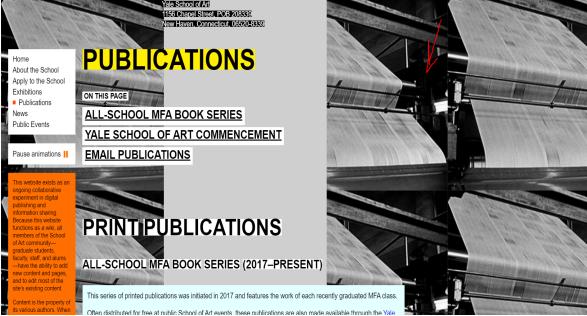
Problem	Violates	Fix	Location	Screenshot	Rating
There is no icon usage across the website	H2	We can use icons or button to make it more visible	Home, About, Apply, Exhibitions, Publications		2

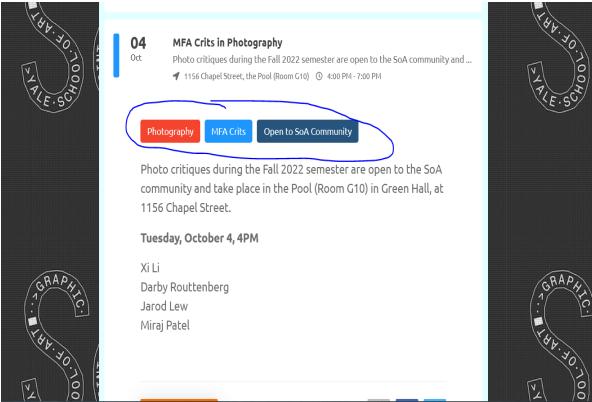
The background image is repetitive, too sharp, and disturbing	H4	Use one single image instead of having too many animations	Home, About, Apply, Exhibitions, Publications		3
The information on the website is not properly formatted and aligned	H4	Use a uniform format across all the pages and center align the presented information	Home, About, Apply to school, News, Publications		3
The log in/sign up button not aligned properly on the web page. They are also located near bottom of the pages	H7	Move the log in/sign up buttons top the top right corner of the website	Home, About, Apply to school, News, Publications		4
Important links such as graduate courses and admission details are located near bottom of the page making it hard for a new user to find them	H7	Have a tab for the important links on the top of the website	Home, About, Apply to school, News, Publications		3

<p>The theme of the website is not cohesive. All the subpages look different in terms of navigation, appearance, content, background</p>	H4	<p>Keep the styling consistent among all pages</p>	<p>Home, About, Apply, Exhibitions, Publications</p>		2
<p>The layout of the website is vertical on the desktop version</p>	H6	<p>We can fix the site by changing the layout to horizontal</p>	<p>Home, About, Apply, Exhibitions, Publications</p>		3
<p>There is too much irrelevant information, and the styling overall is chaotic</p>	H8	<p>We can reduce the content on pages and make changes to UI according to the current website standards</p>	<p>Home, About, Apply, Exhibitions, Publications</p>		4

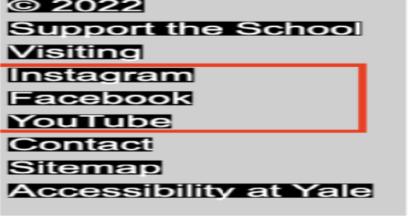
- Severity Rating by Aishwarya Kasthala

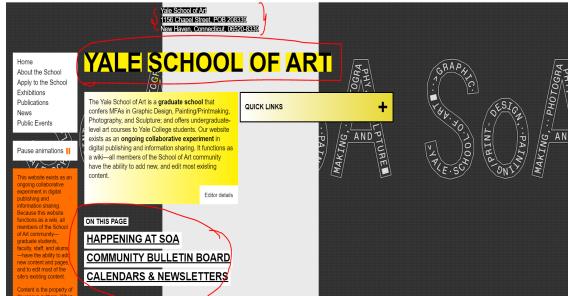
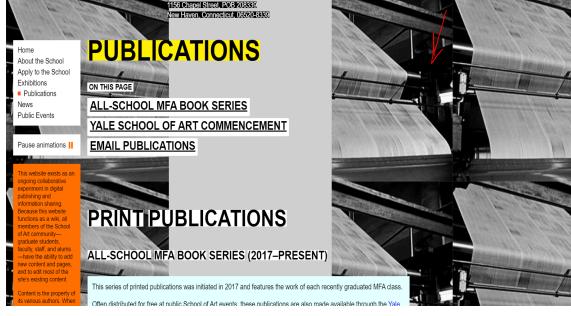
Problem	Violates	Fix	Location	ScreenShot	Rating
There is no icon usage across the website	H2	We can use icons or button to make it more visible	Home, About, Apply, Exhibitions, Publications		1
The background image is repetitive, too sharp, and disturbing	H4	Use one single image instead of having too many animations	Home, About, Apply, Exhibitions, Publications		4
The information on the website is not properly formatted and aligned	H4	Use a uniform format across all the pages and center align the presented information	Home, About, Apply to school, News, Publications		2

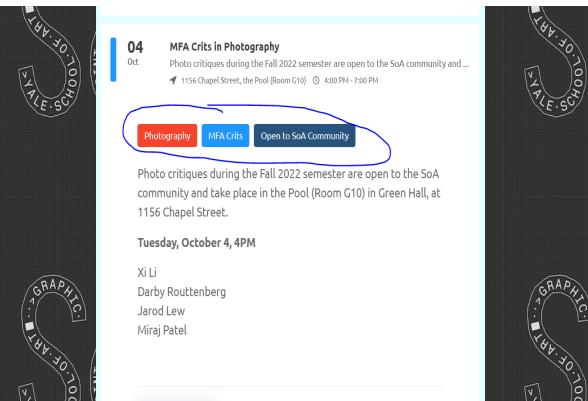
The log in/sign up button not aligned properly on the web page. They are also located near bottom of the pages	H7	Move the log in/sign up buttons top the top right corner of the website	Home, About, Apply to school, News, Publications		2
Important links such as graduate courses and admission details are located near bottom of the page making it hard for a new user to find them	H7	Have a tab for the important links on the top of the website	Home, About, Apply to school, News, Publications		2
The theme of the website is not cohesive. All the subpages look different in terms of navigation, appearance, content, background	H4	Keep the styling consistent among all pages	Home, About, Apply, Exhibitions, Publications		1
The layout of the website is vertical on the desktop version	H6	We can fix the site by changing the layout to horizontal	Home, About, Apply, Exhibitions, Publications		4

There is too much irrelevant information, and the styling overall is chaotic	H8	We can reduce the content on pages and make changes to UI according to the current website standards	Home, About, Apply, Exhibitions, Publications		1
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- Severity Rating by Eric Agyemang

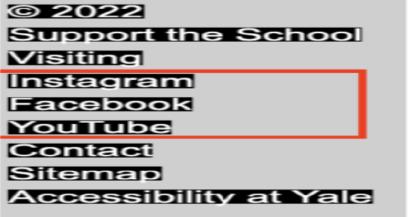
Problem	Violates	Fix	Location	Screenshot	Rating
There is no icon usage across the website	H2	We can use icons or button to make it more visible	Home, About, Apply, Exhibitions, Publications		2
The background image is repetitive, too sharp, and disturbing	H4	Use one single image instead of having too many animations	Home, About, Apply, Exhibitions, Publications		1

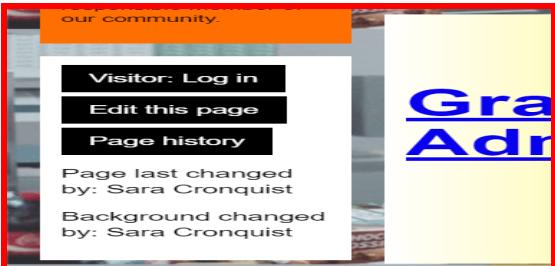
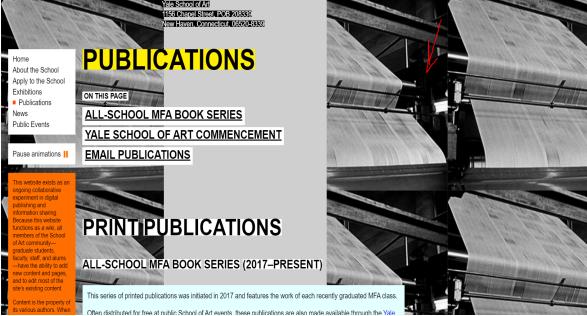
The information on the website is not properly formatted and aligned	H4	Use a uniform format across all the pages and center align the presented information	Home, About, Apply to school, News, Publications		3
The log in/sign up button not aligned properly on the web page. They are also located near bottom of the pages	H7	Move the log in/sign up buttons top the top right corner of the website	Home, About, Apply to school, News, Publications		1
Important links such as graduate courses and admission details are located near bottom of the page making it hard for a new user to find them	H7	Have a tab for the important links on the top of the website	Home, About, Apply to school, News, Publications		3
The theme of the website is not cohesive. All the subpages look different in terms of navigation, appearance, content, background	H4	Keep the styling consistent among all pages	Home, About, Apply, Exhibitions, Publications		4

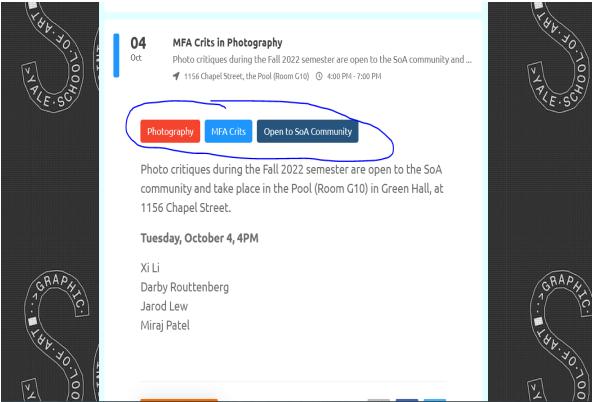
The layout of the website is vertical on the desktop version	H6	We can fix the site by changing the layout to horizontal	Home, About, Apply, Exhibitions, Publications		2
There is too much irrelevant information, and the styling overall is chaotic	H8	We can reduce the content on pages and make changes to UI according to the current website standards	Home, About, Apply, Exhibitions, Publications		4

Below is the aggregate rating for all evaluators. Ratings are from 0 to 4 where a rating of 0 implies don't agree that this is a usability problem; 1 implies cosmetic problem; 2 implies minor usability problem; 3 implies major usability problem, important to fix, and 4 implies usability catastrophe, imperative to fix.

- Aggregated ratings from all evaluators

Problem	Violates	Fix	Location	Screenshot	Rating
There is no icon usage across the website	H2	We can use icons or button to make it more visible	Home, About, Apply, Exhibitions, Publications		2
The background image is repetitive, too sharp, and disturbing	H4	Use one single image instead of having too many animations	Home, About, Apply, Exhibitions, Publications		3
The information on the website is not properly formatted and aligned	H4	Use a uniform format across all the pages and center align the presented information	Home, About, Apply to school, News, Publications		3

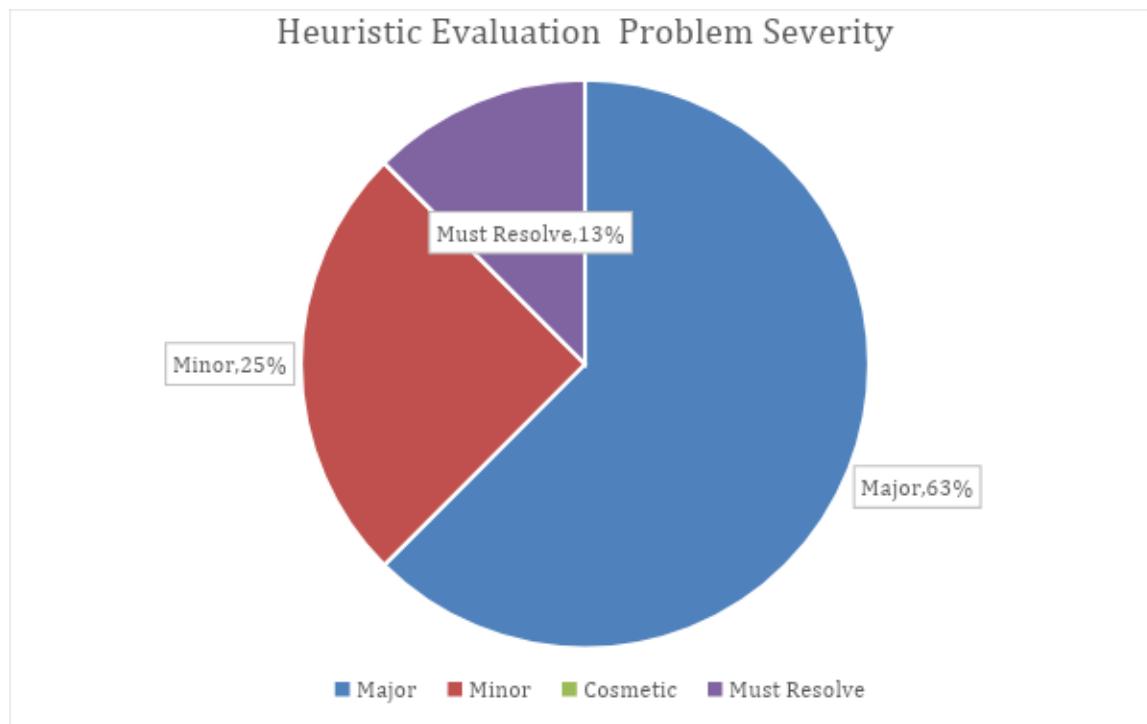
The log in/sign up button is not aligned properly on the web page. They are also located near bottom of the pages	H7	Move the log in/sign up buttons top the top right corner of the website	Home, About, Apply to school, News, Publications		3
Important links such as graduate courses and admission details are located near bottom of the page making it hard for a new user to find them	H7	Have a tab for the important links on the top of the website	Home, About, Apply to school, News, Publications		3
The theme of the website is not cohesive. All the subpages look different in terms of navigation, appearance, content, background	H4	Keep the styling consistent among all pages	Home, About, Apply, Exhibitions, Publications		4
The layout of the website is vertical on the desktop version	H6	We can fix the site by changing the layout to horizontal	Home, About, Apply, Exhibitions, Publications		2

There is too much irrelevant information, and the styling overall is chaotic	H8	We can reduce the content on pages and make changes to UI according to the current website standards	Home, About, Apply, Exhibitions, Publications		3
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- **Overall Heuristic Evaluation Statistics**

Below is a pie chart that describes the overall heuristic evaluation of team members

Figure 1: Overall Heuristic Evaluation Pie Chart



- **Summary:**

The results of the evaluation shows that the theme used in the Home, About, Apply, Exhibitions, and Publication is not cohesive. All the sub-pages look different in terms of navigation, appearance, content, and background. It is clear that the H4 principle is violated, with an aggregated severity rating of 4. As such, the theme should be made uniform among all pages to ensure consistency and cohesiveness.

Also, improper formatting and alignment, and repetitive background image were recorded with H4 violation, each having an aggregated severity rating of 3. To fix this, use a uniform format across all pages and center align the presented information. Also, use one single image instead of having too many animations to ensure consistency and standards. Improper alignment of the log in/sign up button on the web page and important links located near bottom of the page were recorded with H7 violation, with each having an aggregated severity rating of 3. To fix this, the sign up/sign in button should be moved to the top right corner of the website to improve flexibility and efficiency of use. All important web page links should have a tab on the top of the website.

Further, there is too much irrelevant information and the overall styling is chaotic. This was recorded with H8 violation, having a severity rating of 3. Remove irrelevant information and choose appropriate styling for the text to ensure the aesthetic and minimalist design principle is adhered to. The lack of icon usage across the website and the layout of the website being vertical on a desktop version were recorded with H2 and H6 violation respectively, each having an aggregated severity rating of 2. Use an icon to make the button more visible and change the layout to horizontal to ensure a match between the system and real world.

Figure 1 shows the overall heuristic evaluation statistics detailing minor, major, cosmetic, and must resolve categories of problems with the website. From the pie chart, 63% of the issues identified were categorized as major, 25% as minor, and 13% as must resolve. The cosmetic category had 0% aggregated evaluation. Based on these results, the team recommends that changes be made to the areas of concern -major and must resolve- category of problems identified to ensure a user-friendly website.