**Yale School of Art**

[**https://www.art.yale.edu/**](https://www.art.yale.edu/)

**Heuristics Report by Group 3**

**IT 467- Human Factors In Information Systems**

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**Jahnavi Chintalacheruvu**

**Aishwarya Kasthala**

**Kelvin Ongaga**

**Eric Agyemang**

**Introduction:**

In this report we will work on the Yale School of Arts website and provide our feedback and Ideas on how to improve websites Visually appealing and functionally working. The website is not consistent with any of the Illinois State University’s websites. The project is an effort to build the website that is consistent and user friendly. In this milestone, Heuristics evaluation is conducted by the team members individually and as a team as well.

The team members evaluated the website individually, and then the individual evaluation results were discussed in a group meeting. The group aggregated the evaluation results. Then, each team member did the severity rating on the aggregated result separately. Finally, the group met to aggregate the ratings and to discuss the possible solutions.

**Pages to Review ( we all have to review all the pages ):**

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>

**Heuristics by Shivani Dhar**

**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** |  |
| **The Play/Pause animation o home page does not work** | **H5** | **I would completely eliminate the Play/Pause animation because it is very distracting** | **Home** |  |
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**Heuristics by Aishwarya Kasthala**

| **Problem** | **Violates** | **Fix** | **Page Location** | **Screenshot** |
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**Heuristics by Kelvin Ongaga**

| **Problem** | **Violates** | **Fix** | **Page Location** | **Screenshot** |
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**Heuristics by Eric Agyemang**

| **Problem** | **Violates** | **Fix** | **Page Location** | **Screenshot** |
| --- | --- | --- | --- | --- |
| **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** |  |
| **Image appears empty. Users may have to click on the image to know its content. 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.** | **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** |  |
| **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”.** | **H8** | **Remove information that are irrelevant or change header to “Email Newsletter Sign Up” to much with “Subscribe”** | **Publications** |  |

**Severity rating from individual evaluator 1 on aggregated evaluation**

| **Problem** | **Violates** | **Fix** | **Page Location** | **Screenshot** | **Severity** |
| --- | --- | --- | --- | --- | --- |
| **‘X’ on the submit button of submit your stories** | H2 | Appropriate button like ‘Go’ or ‘Submit’ | Home |  | 3 |
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•  **(Note: please add images with issues circled to accompany each problem with 3 or 4 severity)**

**Severity rating from individual evaluator 2 on aggregated evaluation**

**Severity rating from individual evaluator 3 on aggregated evaluation**

**Severity rating from individual evaluator 4 on aggregated evaluation**

**Severity rating from individual evaluator 5 on aggregated evaluation**

| **Problem** | **Violates** | **Fix** | **Page Location** | **Screenshot** | **Severity** |
| --- | --- | --- | --- | --- | --- |
| **‘X’ on the submit button of submit your stories** | H2 | Appropriate button like ‘Go’ or ‘Submit’ | Home |  | 3 |
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**Aggregated ratings from all evaluators**

**Overall Heuristic Evaluation Statistics**

**GRAPH HERE**

**Summary:**