Heuristic Evaluation Report

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For: Winton Ebanks

Overview:

Winton's website is looking to provide local/county news and provide features to debunk rumors and verify other news. The goal of the website is to target specific communities rather than trying to deal with global news. I will be conducting the evaluation based off each heuristic.

Visibility of System Status

I would label the home page or make it disctint from the viewing items page since both list claims. Maybe a title like "Explore Claims" on the listing items page would make clear the difference between the stages or moving the navigation to the front of the page to make it clearer. Besides that, viewing detailed items, creating an item, and signing in all clearly communicate to the user what is going on the page.

Match Between the System and the Real World

In all the pages, you use the word "claim" to describe the items. I believe this goes against the standards heuristic as typically information like this would be called a "post". I do like the title of the website called "Neighbor Claims" but maybe consider changing from claim to post to be consistent with how other websites call their news postings. Everything else on the pages looks consistent with the real world!

User Control and Freedom

The home page should have a sign out button listed on the top right to allow a user to log out of their account. The listing items page is good because there is no need for user control, besides the already provided navigation on the left. The viewing detailed item page also has a return button on the top, which meets this heuristic. The creating item page also has the return button, maybe look into providing a cancel button, however unsure on where that would take the user if they clicked it. A button on the sign-up page to go back to the home would increase user control.
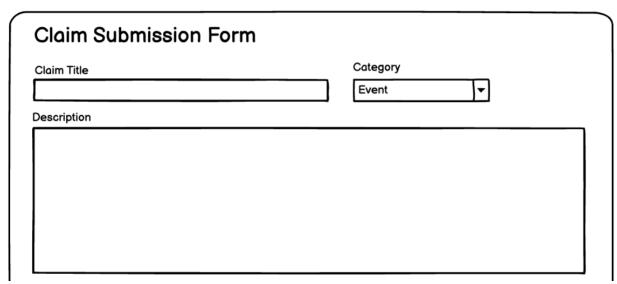
Add a sign out button next to the user profile icon

Consistency and Standards

All of the pages look consistent with industry standards. The adding item page is consistent with industry standards on the form, including having the attachment box having the dashes outer rectangle. Another good example is switching up how items are listed in the home page and the listing page, which is similar to how YouTube changes how videos are shown from the home page to searching. One suggestion I have is including a "Comments" box under the post so it's clear that's where they will be for an item.

Error Prevention

It's difficult to evaluate error prevention without having more information on user's interactions and how you plan on responding. However, your pages clearly show that there are options to redo as started before. I would suggest providing placeholder text for the adding item, so the user knows those boxes need information, and eventually providing validation errors if the user leaves those boxes empty and tries to submit. However, all the pages look good to me besides that.

Claim Submission Form

Claim Title

Category

Event ▾

Description

Add placeholder text to the Claim Title and Description boxes

Recognition Rather than Recall

Placeholder text is another good example that will help the user in context instead of having them memorize it, which you do nicely for the search bar in all of the pages. For the pages that include the items, providing text on what the buttons do, like Share and Flag, is another way to help the user remember what those buttons are used for. You do this in the adding an item page by uploading the attachment and submitting a claim, which is nicely done. The sign-up page also does a great job at giving the user all the right guidance to complete their actions.

💬 Comment   🚩 ↪

The comment button has a label, but not the flag and share

Flexibility and Efficiency of Use

The home page does a good job at providing the submit claim button, allowing for a user to quickly add a claim by just needing to enter the home page. A potential approvement is making the navigation customization to certain categories that user likes. The icons on all the posts let the user shortcut navigate to comments, sharing, or flagging, which is a good design aspect. The creating and item and sign in page don't conflict with this heuristic either.

Aesthetic and Minimalist Design

The home page has a nice minimalist design, capturing with white spaces with ads. For the list of items page, I would suggest trying to remove white space from the item's boxes. For the detailed item page, I would leave space under the image for alternative text and think about

how the box might look if the dimensions of the image are different. For creating an item page, the description box could have the toolbar at the top to change font sizes, add style, etc. The alternative sign in page has a good, simple design.

Help Users Recognize, Diagnose, and Recover from Errors

With all of these pages, there are no implications for errors. Therefore, we'd need a higher fidelity prototype to investigate what will happen with errors. Overall, there should be a place on the website to select what community you are viewing news from.

Help and Documentation

The home page could have a short description of what the website is about, like mentioning it's for local news and the community. In addition, somewhere on the website explaining what a notable user is, maybe a little help icon on the top right to quickly describe it. This goes for all the pages

Top Prioritized Issue:

1) Since the website is about local communities, have a place to select a community to make the site focused on that point
2) Add placeholder text where available to help the user understand what they need to do
3) Look into how the page changes as the content in items change, like content size and image size