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1. VISIBILITY OF SYSTEM STATUS

Is this rule being applied? How so?

- All important information about the site is presented clearly in the main body text and provides visual images to the user that only appear on the home page so the user is able to know where they are. Also, any lingering questions that the user might have that are not already answered in the body can be written into the search box. This is clearly indicated to the user using a label and different colours.

Is this rule violated? How so?

- The user is not able to clearly identify what section of the page they are in with respect to the main menu due to the lack of a dynamic navigation bar that would highlight what page they are currently on. Instead of this, they have a sidebar on the right side that indicates where they are however the heading "MAIN MENU" is misleading since it looks like it is the main menu for the options below it that appear like sub-headings.

How can this rule further improve usability, utility and desirability?

- This rule if applied correctly would allow the user to not get confused as to where they are on the site and when navigating to other sections like "Students", know their way back to the main menu. Along with this, it would encourage users to return to the site more frequently since it would require less headroom to do so.

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2. MATCH BETWEEN SYSTEM AND THE REAL WORLD

Is this rule being applied? How so?

This rule is applied as most text throughout the website is somewhat easy to read and makes use of common words and phrases that the user can quickly spot.

Is this rule violated? How so?

This rule is, however, violated by the way the information is organized. The information is organized in such a unnatural manner that it tends to confuse many users that visit this website. The oddly placed navbar at the top right of the cite and the navbar at the middle right may cause confusion as to the importance and difference between them.

How can this rule further improve usability, utility and desirability?

This rule can greatly improve usability as it avoids the user from having to go through any sort of learning curve when faced with navigating a website. A website that makes use of common phrases and real-world conventions makes it easier and more desirable as it creates an overall smoother and simpler experience for users

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3. USER CONTROL AND FREEDOM

Is this rule being applied? How so?

- It is being applied by having interactive buttons that lead the user forward and backwards which dynamically changes based on where the user is on the site. For example, if the user clicks on "Students", they are brought to this page but if it was not intentional, the navigation bar has "Main Menu" in order to go back. If this was not clear enough, the user is also able to click on the header text. Since the page does not open links in new tabs, a user is able to use the browsers back buttons to go back and forth which is also a plus

Is this rule violated? How so?

- The violation of this also has to do with these button elements because even though they exist on the site, they are not clear to a first time visitor on the site, especially if they do not play around on the site for extended periods of time. For a new user, they would not notice that the right sidebar tells you what page you are on and would also get confused about how clicking on an option makes the menu of where they are currently, appear in the navigation bar which is very redundant. Would also like to see breadcrumbs on the page so the user does not have to rely on the browsers back buttons solely

How can this rule further improve usability, utility and desirability?

- It can further improve navigation on the site by not being confusing to the user and will allow the user to not rely on the browser's back and forward buttons if they were to go somewhere unintentionally on the page. Along with this, the user would be able to pinpoint exactly what they want to achieve on the site and could do this in an efficient manner.

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4. CONSISTENCY AND STANDARDS

Is this rule being applied? How so?

Common types of websites have often come with standard features, this rule is applied because the web advisor page considers the standards that come with websites that contain large amounts of sections and subsections by including a reliable search option for quick and easy access and a clickable logo for returning to the home page at any point.

Is this rule violated? How so?

- the website's design isn't too consistent and doesn't really maintain a specific theme. The website is poorly designed and doesn't stay consistent with how it displays the positioning of specific functionality such as the navbar.

How can this rule further improve usability, utility and desirability?

- if this rule were to be applied correctly the website's UI would be much more uniformed and consistent, taking advantage of consistent color palettes and common navbar designs in order to make the user experience as self-explanatory as possible, making it less about the user trying to understand how the website functions and more on completing the tasks they desire to finish.

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5. ERROR PREVENTION

Is this rule being applied? How so?

- It Is being applied by having the user not be able to access parts of the site without being logged in. This makes sure the range of actions that the user can take are limited but are not too limited as to abstract away from what the user wants. Also, a clear boxed message at the start of the text field indicates when the site would be going down for maintenance which would allow the user to know this for the future and not get confused when the site is offline during those times.

Is this rule violated? How so?

- It is being violated in terms of being idle after logging onto the site. Nowhere does it inform you that after a while of inactivity, you will get logged out and will need to log in again. This would be detrimental to a student trying to register for a course but did not know that they would get timed out after being inactive. A simple message somewhere on the site saying that after X amount of minutes, you will be logged out or even a warning before it does, would greatly disregard this problem.

How can this rule further improve usability, utility and desirability?

- This rule would allow the user to not come across errors in the first place and would alleviate frustration that the user might have due to the website's errors. Also, it would promote for the user to be more cautious with their actions on the page as to have confirmation messages, supporting undo, etc.

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6. RECOGNITION RATHER THAN RECALL

Is this rule being applied? How so?

This rule is being applied although the right sidebar is unconventional the main menu buttons are always in the same spot, so as the user visits the website over time recognition is developed for the user and the positioning of the buttons become close to second nature and easily recognizable.

Is this rule violated? How so?

- This rule is violated in the manner they organize the sections and subsections of the web advisor site. The organization choice leaves much to desire and isn't that user friendly.

How can this rule further improve usability, utility and desirability?

- If this rule were to be used properly it would greatly improve the usability of the website, minimizing the user's memory load by making elements and organization style easily recognizable. Having a very common organization style also leaves the user the desire to continue navigating the website due the ease of use.

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7. FLEXIBILITY AND EFFICIENCY OF USE

Is this rule being applied? How so?

 - The site provides a few simple shortcuts to the user like going to the university's main page, navigating to the Guelph-Humber site, and 5 links that the user can choose from if they need more help within WebAdvisor. If it weren't for these links, the user would have to manually search on the internet, common help tools for uoguelph

Is this rule violated? How so?

- It is being violated because there are no clear ways for the user to speed up their workflow on the site. For example, once the user logs in, to view all of the actions the user can take, they must first go to the student's page, then look through a relatively large list on the right side bar which would slow down the user. A better approach would be allow the user to type in a search box similar to the question box, as to where they would like to go and with autocomplete. This way, if the user would like to go their grades, they can just type "g" and the user would be able to navigate there with a 1 click or using the enter key.

How can this rule further improve usability, utility and desirability?

- This rule would allow for an easier way for users who do not want to explore the site to access what they want quicker and more efficiently but also would allow inexperienced users to tailor the way they want the site to react so they can be more comfortable on it and would want to come back again

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8. AESTHETIC AND MINIMALIST DESIGN

Is this rule being applied? How so?

- The only part that this website applies aesthetic is int terms of their logo which is given a good size and is clearly displayed in the top right making it clear to the users the website branding.

Is this rule violated? How so?

- This rule is violated by web advisor's very clustered UI and far from minimalist design. All the UI elements seem to be randomly placed with no clear aesthetic.

How can this rule further improve usability, utility and desirability?

- A clean aesthetic and minimalist design would greatly improve the usability of a website making the website less of an eye sore to the user and allowing the website to give more focus on the important elements rather than hide them behind useless clutter. A minimalist design is desirable since it allows for better user navigation throughout the site.

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9. HELP USERS RECOGNIZE, DIAGNOSE AND RECOVER FROM ERRORS

Is this rule being applied? How so?

- The rule is being applied when an invalid search option is put into the question box. When this happens, a bolded title message appears saying "Gryph needs some help to answer your question" and also provides an example question for the user to indicate how it needs to be structured. No error codes or undefined behaviour is being put out and if none of the options are to be understood by the user, they are encouraged to email the office of registrarial services to get their question answered personally.

Is this rule violated? How so?

- In the "Search for Sections" panel, the user can select a term and a subject along with other options to search for course sections, however, if a selection is invalid, the site tells you all the possible errors that it could be instead one error that is the correct one. For example, simply searching for a section that does not exist during the time has the site tell you that no course section meeting your search criteria were found, either they are full or not offered or you used invalid search criteria. This does not tell the user the actual root of the issue

How can this rule further improve usability, utility and desirability?

- This rule would help a user to not make the same mistake again which at the same time would cause less frustration when searching for a section. Having one clear error message would also ensure that the user not make that same error again and in the long term, the user would have a clearer idea of what to do and not do when it comes to the search criteria.

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10. HELP AND DOCUMENTATION

Is this rule being applied? How so?

 - This is applied through web advisors home page which greets you with the current state of the website, announcements of daily reminders and important dates for students. The website also provides a multitude of options for getting your questions answered.

Is this rule violated? How so?

 - The help and documentation could be organized and presented in a neater fashion.

How can this rule further improve usability, utility and desirability?

- This rule improves usability by giving users several ways to resolve questions or issues they may be having in a quick and orderly manner. Without much documentation and help a user is left to figure things out themselves which only worsens the user experience.