APPENDIX 2					
Heuristic Evaluation Note Sheet					
Evaluator Name:	*Sahar Feyzallahzadeh*				
PART 1: Scenarios (10-20 mins)					
Task	**Problem(s)**	**Severity (0-4)**	**Navigation Issues**	**Information Clarity Issues**	**Other Notes**
Browse products and 'purchase' one print and one t-shirt.	There are some overlapping of the texts and prices, which creates visibility and aesthetic issues with the browsing system.	4	When the user clicks on the thumbnail of a print to see the closer look at it, it opens in a separate tab and when the user clicks on another print, it overrides the previous opened tab and opens the new print in the previous tab so the user cannot see and copmpare both of them at the same time.	The products should not override each other it blocks the visibility of the user especially for comparison purposes.	
	Accessibility issues to arts page and artwork as well as the cart	4	When the user wants to continue shopping from paypal page and choose from the art works a message shows that artworks are available on Instagram, in the same page the Instagram link is not available (this is what I thought at first but after a few times by chance I hovered over the sentence and saw that it is a link), and when the user wants to go back to the checkout / cart page the button is not available either so the user should navigate back to prints page and see the view cart button there.	the user gets confused of what they are supposed to do to go back to cart and proceed with the checkout	

Task	Problem(s)	Severity	Navigation Issues	Information Clarity Issues	Other Notes
Edit the cart (add, remove, change quantity) while shopping.	When the user adds a print to the cart it directs it to a page that has two options to checkout with paypal or checkout, but both buttons do the same job.	3	There is no add to cart option when shopping for an item it directly goes to a checkout page.	When the user reduces the quantity from 1 to 0 it remains In the cart with 0 amount which is useless and confusing, it should either remove it from cart when the quantity is 0 or not allow the quantity to be zero since the remove button is directly underneath the quantity.	
Explore the artist's body of work (all art, not just products).	Inconsistency, visibility and accessibility issues	3	There are no direct images of the artist's artwork in the arts page, the user is redirected to the artist's Instagram page.	There are information and visual clutters issues with this approach of directing the user to social media pages instead of having clear artworks in the website. This is a problem when the user opens the link in a desktop and browsing the artworks is interrupted with the login popup message of Instagram that creates frustration.	

PART 2: Self-Guided Exploration (5-10 mins)

Task	Problem(s)	Severity (0-4)	Navigation Issues	Information Clarity Issues	Other Notes
Freely explore the interface, paying particular attention to navigation and information clarity.	visibility of system status problems,when we click on BUY buttons in home page it is hard to see the changes in the buttons when they are clicked on.	3	The navigation bar is not as visible and the products page don't stand out as it is mixed with other links	The font sizes are too small at some points, andall the information are cramped together with variety of fonts in one group.	
	There are consistency and standard issues since there is no differentiations between the menu buttons for the products, contact information, and the name of the owner and website, they are all italicized and clustered together.	4	In the first glance the user thinks that the category of the products are too wide because of the way that nav bar has been designed but we realized they are not products and they are social media links.	There is inconsistency between the sizes of the typefaces in the home page and product page, especially in the nav bar.	

	Error messages has not been recognized in plain language, and doesn't clearly say why the error occurs	4	When you click on the home page logo while you are in the home page it shows a strange error that file has not been found	The home page button (logo which is not as obvious as a home page button) should navigate to home even if the user is on the landing page instead of showing an error	
	Error prevention issues	3	If the user navigates to a page there is not back button, so the going back to the previous page should be done through the browser back button.	The page should have more clear buttons for error making situations	