



## Heuristic Evaluation



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Usability 385P

# Introduction

Indeed is an employment website with job listings which serves users all around the world, providing them access to thousands of open job roles. Because of the wide user base, this heuristic evaluation aims to **uncover usability issues in terms of established standards**, the **severity of the issues**, and present **recommendations** to help **improve** the design.

This evaluation was completed over a series of meetings amongst all the group members:



All members decide on the flows to be undertaken and draft an approximate timeline for the project.

Having done an initial pass individually, all members meet to vote on the heuristic as well as severity for each issue found.

Wrap up the discussion from previous meeting.

Finalize report layout and divide tasks equally.

Complete the report.

# Overview

To capture routine problems, we decided to perform our evaluation on the following **tasks**:

- *A user logs in/signs up to complete an application process for a job*
- *A user searches a company X*
- *A user decides to compare a company X with a company Y*

On Indeed, there are three ways a user can search for a company. Since *comparing two companies* is essentially a use-case of *searching for a company X*, we decided to combine the two flows into one: A user searches a company X and continues on to compare it with company Y. Hence, we navigate around two primary tasks: '**Apply for a Job**' and '**Search and Compare**'.

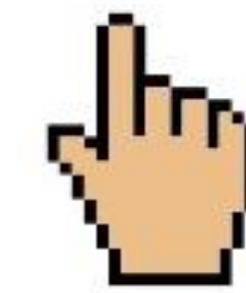
To further elaborate on the user flow for each of these tasks, we present flowcharts before pointing out all the issues and recommendations. At the end, we provide the executive findings to demonstrate our top positives and negatives.



# Usability Heuristics by Nielsen (1-5)

**H1**

Visibility of system status

**H2**

Match between system and the real world

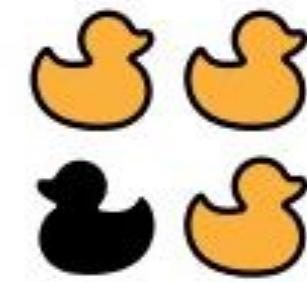
**H3**

User control and freedom

The design should always keep users informed about what is going on, through appropriate feedback within a reasonable amount of time.

The design should speak the users' language. Use words, phrases, and concepts familiar to the user, rather than internal jargon. Follow real-world conventions, making information appear in a natural and logical order.

Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process.

**H4**

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.

**H5**

Error prevention

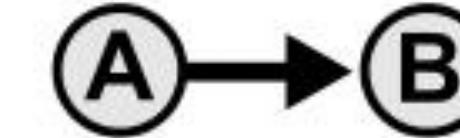
Good error messages are important, but the best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions, or check for them and present users with a confirmation option before they commit to the action.

# Usability Heuristics by Nielsen (6-10)



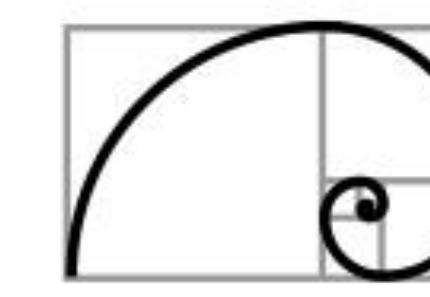
**H6**

Recognition  
rather than  
recall



**H7**

Flexibility and  
efficiency of use



**H8**

Aesthetic and  
minimalist  
design

Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed.

Shortcuts – hidden from novice users – may speed up the interaction for the expert user such that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Interfaces should not contain information which is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility.



**H9**

Help users  
recognize,  
diagnose, and  
recover from  
errors

Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.



**H10**

Help and  
documentation

It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.

# Severity Ratings



0

I don't agree that this is a usability problem at all

1

Cosmetic problem only: need not be fixed unless extra time is available on project

2

Minor usability problem: fixing this should be given low priority

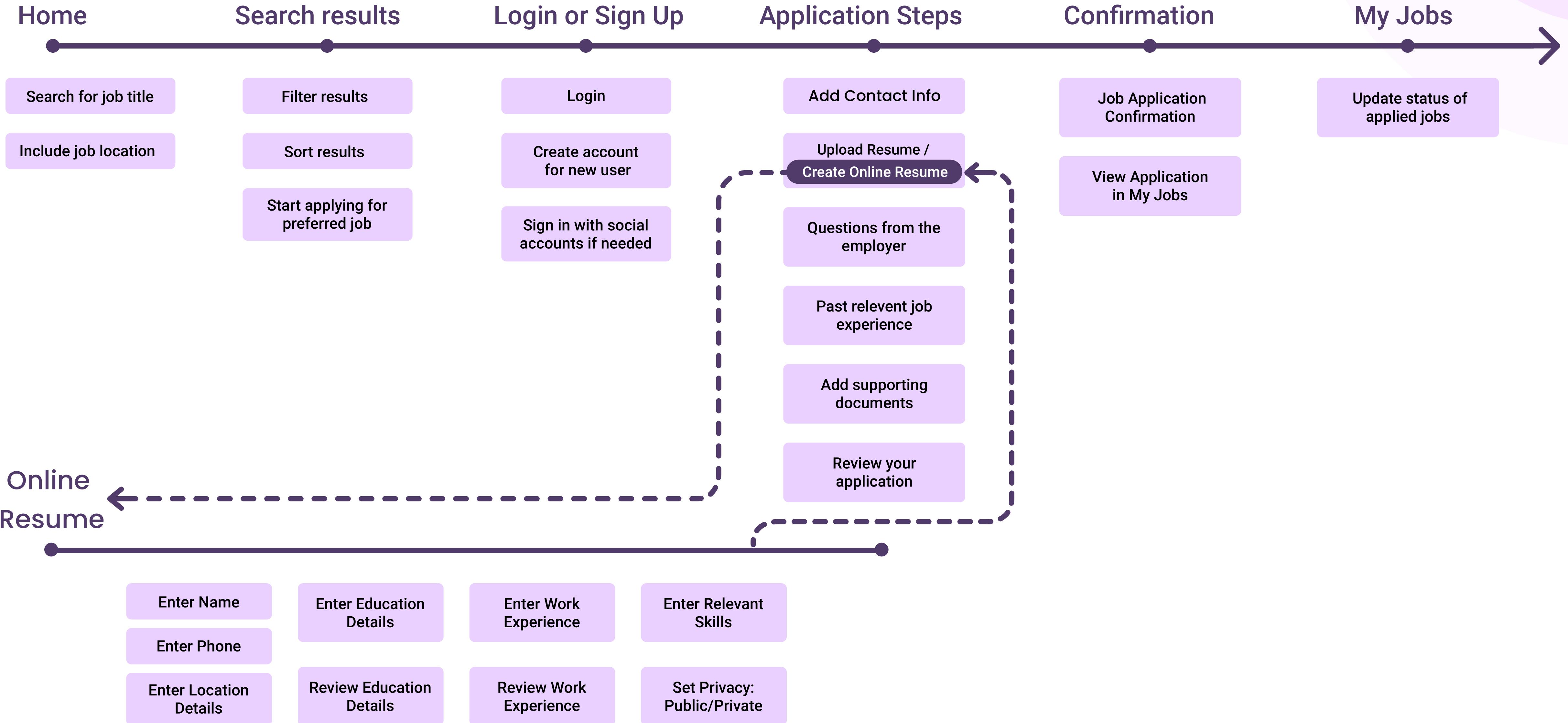
3

Major usability problem: important to fix, so should be given high priority

4

Usability catastrophe: imperative to fix this before product can be released

# Flow 1: Applying for a Job



# Indeed Job Seekers/ Applying for a Job/ Home

H8

Aesthetic and minimalist design

0

The screenshot shows the Indeed homepage. At the top, there is a navigation bar with links for "Find jobs", "Company reviews", and "Find salaries". On the right side of the header are links for "Upload your resume", "Sign in", and "Employers / Post Job". Below the header is a search form with fields for "What" (job title, keywords, or company) and "Where" (Austin, TX). A "Find jobs" button is located to the right of the search fields. Below the search form is a call-to-action button labeled "Post your resume - It only takes a few seconds". To the right of this button is the text "Employers: Post a job". In the center of the page is a section titled "Popular searches" featuring ten search terms: "Contact tracing", "Store associate", "Healthcare administration", "Clerical", "FedEx", "Immediately hiring", "Store shopper", "Remote", "Essential businesses", and "Amazon". At the bottom of the page, there is a footer with links for "Hiring Lab", "Career Advice", "Browse Jobs", "Browse Companies", "Salaries", "Find Certifications", "Indeed Events", "Work at Indeed", "Countries", "About", and "Help Center". Below the footer, there is a copyright notice: "© 2021 Indeed Do Not Sell My Personal Information Accessibility at Indeed Privacy Center Cookies Privacy Terms".

# Indeed Job Seekers/ Applying for a Job/ Home

H7

Flexibility and Efficiency of Use

O

The screenshot shows the Indeed search interface. At the top, there are links for 'Find jobs', 'Company reviews', and 'Find salaries'. On the right, there are buttons for 'Upload your resume', 'Sign in', and 'Employers / Post Job'. Below the header, a search bar has 'civil engineer' in the 'What' field and 'Austin, TX' in the 'Where' field. A purple arrow points from the 'Efficiency of Use' section above to the search suggestions dropdown. The dropdown lists various search terms starting with 'civil engineer', such as 'civil engineer', 'civil engineering', 'civil engineering internship', 'civil engineering technician', 'civil engineering intern', 'civil engineer entry level', 'civil engineer intern', 'civil engineer technician', 'civil engineer in training', and 'civil engineer eit'. To the right of the dropdown, there is a message about posting a job and a section for popular searches like 'Healthcare administration', 'Clerical', 'FedEx', 'Remote', 'Essential businesses', and 'Amazon'. At the bottom, there are links for 'Hiring Lab', 'Career Advice', 'Browse Jobs', 'Browse Companies', 'Salaries', 'Find Certifications', 'Indeed Events', 'Work at Indeed', 'Countries', 'About', and 'Help Center', along with copyright information and privacy terms.

## Evaluation:

The suggestions helps the user select the desired option quicker.

# Indeed Job Seekers/ Applying for a Job/ Search Results

H7

Flexibility and Efficiency of Use

O

The screenshot shows the Indeed search interface with the following details:

- Search Criteria:** What: civil engineer; Where: Austin, TX; Date: Last 14 days; Remote: Remote; Salary Estimate: Salary Estimate; Full-time: Full-time; Location: Austin, TX; Company: Company; Entry Level: Entry Level.
- Job Listings:**
  - Civil Engineer** at WSP USA (3.7★) in Austin, TX. Description: Easily apply. Duties: Perform design tasks under the direction of senior engineers, including geometric design, drainage, grading, and work zone traffic control.
  - Engineer I - Transportation** at Pape-Dawson Engineers, Inc. (4.7★) in Austin, TX 78759 (North Burnett area). Description: Bachelor of Science degree in civil engineering from an ABET.
- Job Details Panel (Right):** Shows the first job listing in more detail:
  - Civil Engineer** at WSP USA (4.5★) in Austin, TX. Full-time.
  - Apply Now** button.
  - Job Type:** Full-time.
  - Full Job Description:** Be involved in projects with our Transportation Team in Lincoln and be a part of a growing organization that meets our client's objectives and solves their challenges. At WSP, we are driven by inspiring the right people to be part of our future-focused business objectives. Our devotion to teamwork has allowed us to build communities and expand our skylines. Here at WSP, anything is within our reach and yours as a WSP employee. Come join us and help shape the future! WSP is currently initiating a search for a Full-Time Civil Engineer for our Austin, Texas office. Duties and Responsibilities:
    - Assist and support design teams in the execution of projects, including preliminary design.

## Evaluation:

The filters provide the users different ways of customizing their searches.

# Indeed Job Seekers/ Applying for a Job/ Search Results

H4

Consistency  
and standards

2

## Evaluation:

The left section of the webpage scrolls regardless of the mouse pointer position, whereas the right section only shows the scroll bar option if the user is inside the right section. This is confusing for the user as the user might not be aware of there being more information on the right section - this is also not a consistent design when compared to competitive websites (ex: LinkedIn).

## Recommendation:

Provide a guide/indication in the form of a visible icon for the users to help in navigation.

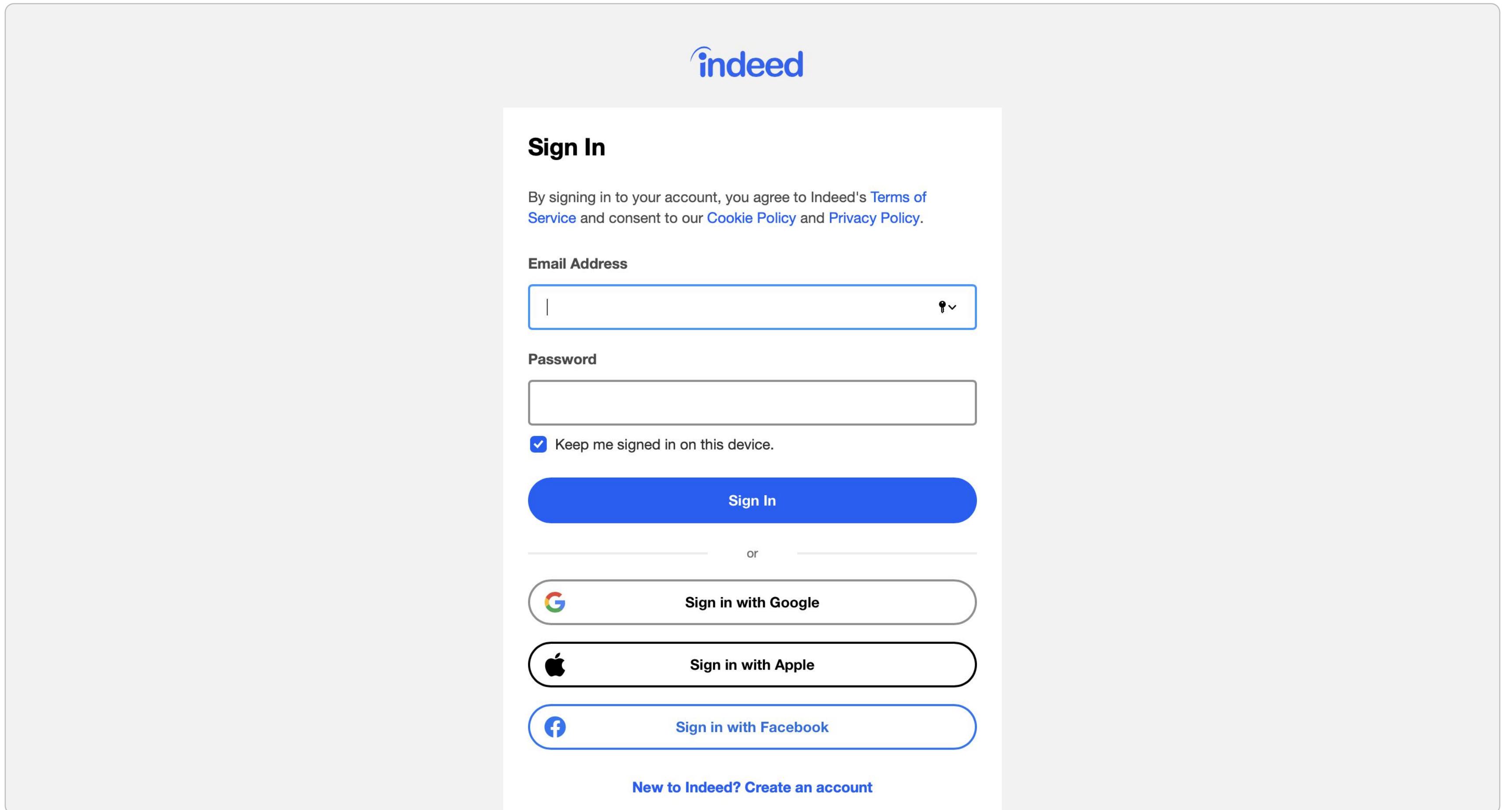
The screenshot displays the Indeed job search results for 'civil engineer' in 'Austin, TX'. The interface is divided into two main sections: a left sidebar and a right main content area. The left sidebar contains search filters like 'Last 14 days', 'Remote', 'Salary Estimate', 'Full-time', 'Austin, TX', 'Company', and 'Entry Level'. Below these filters is a 'Find jobs' button. The main content area lists several job postings. Each posting includes the job title, company name, rating, location, and a brief description. To the right of each posting, there is a 'Job details' section and a 'Full Job Description' section. A vertical scrollbar is present on the right side of the main content area, indicating that the 'Full Job Description' section is scrollable. A purple bracket on the right side of the image highlights this scrollbar, with the text 'Scrollbar Inconsistency' written next to it. A purple arrow points from the text 'Scrollbar Inconsistency' towards the scrollbar.

# Indeed Job Seekers/ Applying for a Job/ Login or Sign up

H8  
Aesthetic and  
Minimalist  
Design

O

**Evaluation:**  
The information shown here is  
perfectly relevant for the user,  
and represents no confusions.



The image shows the Indeed Sign In page. At the top right is the Indeed logo. Below it is a "Sign In" button. Underneath the button is a note about agreeing to terms and policies. There are two input fields: one for "Email Address" and one for "Password". Below the password field is a checked checkbox for "Keep me signed in on this device." A large blue "Sign In" button is centered below the fields. Below the main form are three social media sign-in options: "Sign in with Google" (with a G logo), "Sign in with Apple" (with an Apple logo), and "Sign in with Facebook" (with a Facebook logo). At the bottom of the page is a link for new users to "Create an account".

# Indeed Job Seekers/ Applying for a Job/ Login or Sign up

**H2**

Match between system and the real world

**2**

**H4**

Consistency and standards

**3**

## Evaluation:

The 'Forgot your password' option is not visible immediately under the 'Sign in' button. The user might not know the existence of the option unless they scroll down.

## Recommendation:

Place the option under 'Sign in' to meet with the users' expectations.

The screenshot shows the Indeed sign-in page. At the top, the 'indeed' logo is displayed above the 'Sign In' heading. Below the heading, a note states: 'By signing in to your account, you agree to Indeed's [Terms of Service](#) and consent to our [Cookie Policy](#) and [Privacy Policy](#)'. The 'Email Address' field contains the value 'ultrainstinct359@gmail.com'. The 'Password' field is empty and highlighted with a red border, with the error message 'Incorrect password or email address' displayed below it. A checked checkbox labeled 'Keep me signed in on this device.' is present. A large blue 'Sign In' button is centered below the fields. Below the button, a horizontal line with the word 'or' separates it from three social login options: 'Sign in with Google' (with a G icon), 'Sign in with Apple' (with an Apple icon), and 'Sign in with Facebook' (with a Facebook icon). At the bottom of the page, there is a link 'New to Indeed? Create an account' and a 'Forgot Your Password?' link at the very bottom.

# Indeed Job Seekers/ Applying for a Job/ Application Steps

**H2**

Match between system and the real world

**3**

**H7**

Flexibility and Efficiency of Use

**3**

## Evaluation:

The website requires the user to enter their personal information for every application, despite the user having registered on Indeed.

## Recommendation:

The system should automatically fill in the details for the user.

indeed Find jobs Company reviews Find salaries

Application step 1 of 6

Add your contact information

First name  
John

Last name  
Doe

Phone number (optional)  
US ▾

Email  
ultrainstinct359@gmail.com

City, State (optional)

Not in United States? [Change country](#)

[Return to job search](#) [Continue](#)

Email Address  
ultrainstinct359@gmail.com

Password  
.....

Your role \*

Let us know how you'll be using our products

Employer

Job seeker

Keep me signed in on this device.

I am human   
hCaptcha  
Privacy - Terms

[Create Account](#)

Have an account? [Sign in](#)

[Forgot Your Password?](#)

[Help Center](#)

# Indeed Job Seekers/ Applying for a Job/ Application Steps

H1

Visibility of system status

O

H7

Flexibility and Efficiency of Use

O

## Evaluation:

The website allows the user to create an online resume incase the user doesn't have one, or upload their own.  
It also shows the progress bar.

The screenshot shows the Indeed job application interface. At the top, the Indeed logo is visible along with links for 'Find jobs', 'Company reviews', and 'Find salaries'. On the right side, there are icons for messaging, notifications, and user profile, followed by 'Employers / Post Job'. The main content area displays a progress bar indicating 'Application step 2 of 6'. Below the progress bar, the heading 'Add a resume for the employer' is centered. There are two options for uploading a resume: 'Upload resume' (using PDF, docx, doc, rtf, and txt files) and 'Create online resume' (recommended, guided through the process). At the bottom of the form, there are 'Exit' and 'Continue' buttons. A note at the bottom left says 'Having an issue with this application? [Tell us more](#)'. At the very bottom, a copyright notice reads '© 2021 Indeed - [Do not sell my personal information](#)'. To the right of the main form, a job listing for 'Construction Project Engineer - Located in Cameron, TX' is shown, listing 'EBCO General Contractor, LTD. - Austin, TX'. Below the job listing, a descriptive paragraph about the responsibilities of a Project Engineer (PE) is provided, followed by a bulleted list of responsibilities and a 'See less' link.

Construction Project Engineer - Located in Cameron, TX  
EBCO General Contractor, LTD. - Austin, TX

At EBCO General Contractor, LTD. our Project Engineers (PE) are responsible for assisting the Project Manager so that our projects from start to finish in a safe, timely and high quality manner, while increasing our profit margins and keeping our clients happy.

As the PE, you would have the following project responsibilities:

- CONTRACT: Assisting with buying out the project, then ensuring that all subcontracts are drafted and executed in a timely fashion; pricing and negotiating all change orders and extra work.
- SCHEDULE: Working with the Project Manager to develop, maintain and update the project schedule with the Superintendent, and implementing a recovery plan if needed.
- BUDGET: Developing an understanding of all financial aspects of the project including profit margins

[See less ^](#)

# Indeed Job Seekers/ Applying for a Job/ Application Steps

H1

Visibility of system status

3

H7

Flexibility and Efficiency of Use

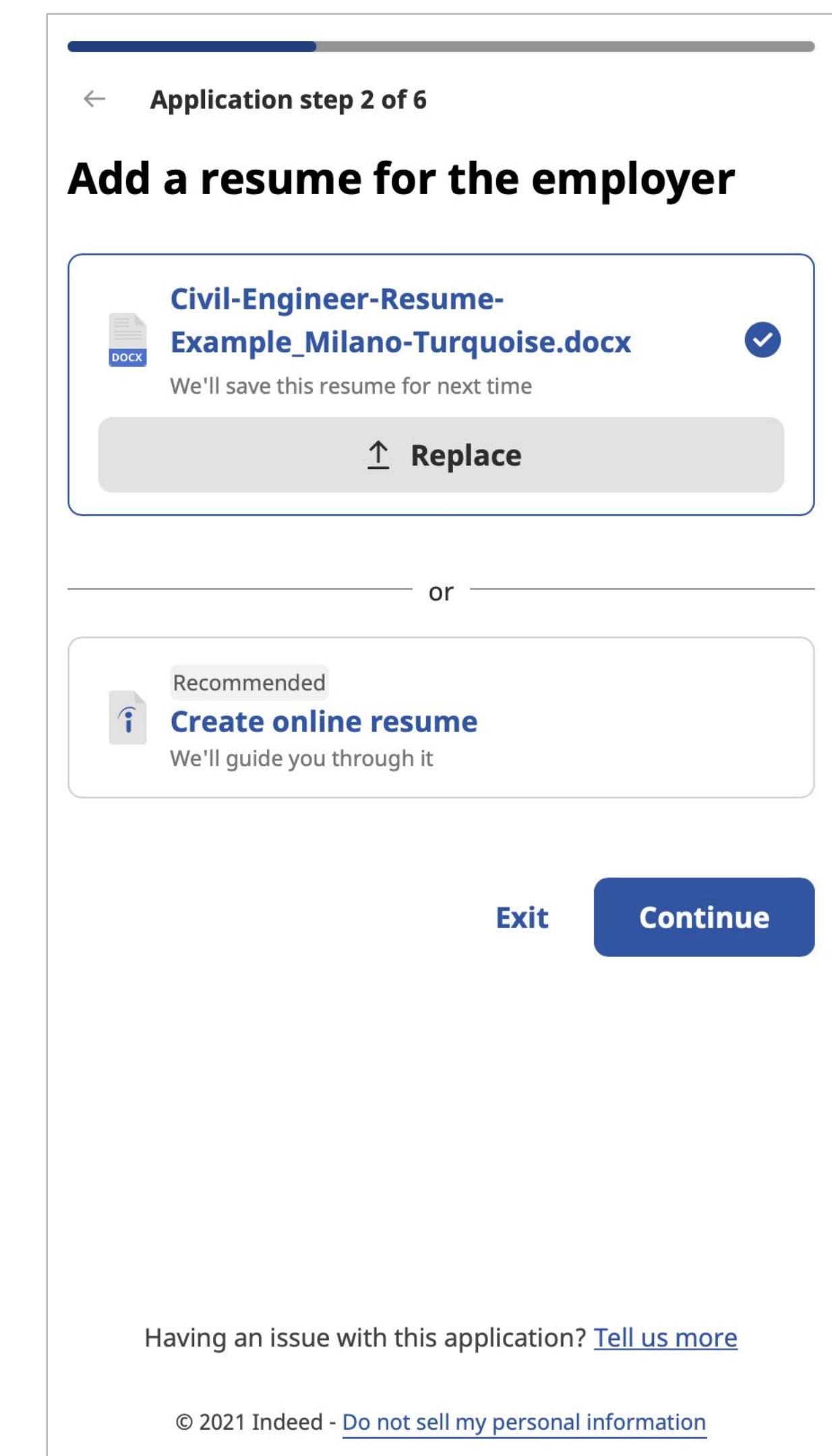
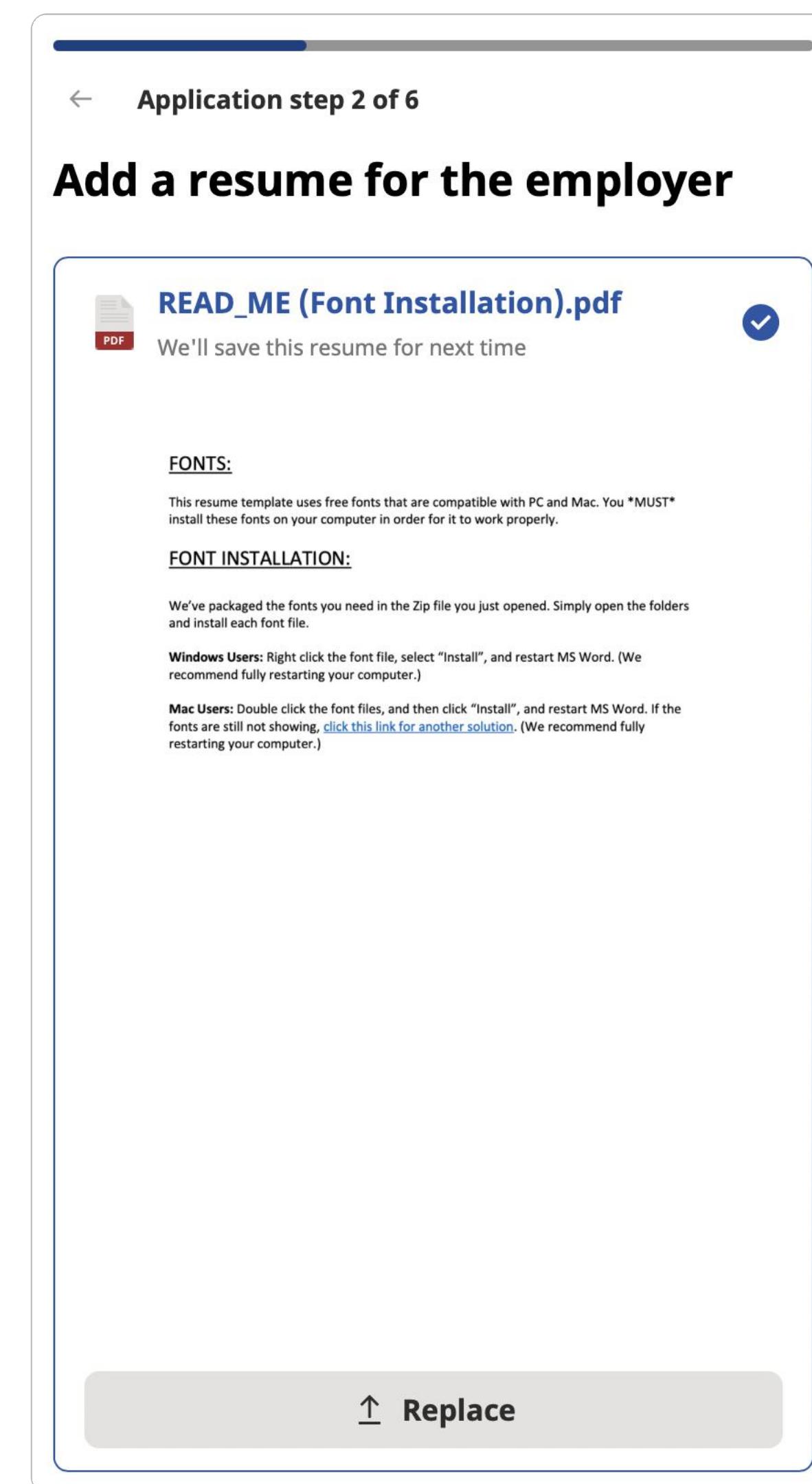
4

## Evaluation:

The website does not provide a preview for a .docx file in contrast to a .pdf file.

## Recommendation:

The website should allow preview for both types of documents to cater multiple types of users.



Having an issue with this application? [Tell us more](#)

© 2021 Indeed - [Do not sell my personal information](#)

# Indeed Job Seekers/ Applying for a Job/ Application Steps

H3

User control and freedom

0

## Evaluation:

The website allows the user to replace their resume, which fits in well with a scenario wherein the user might have uploaded the wrong one.

The screenshot shows the Indeed job application interface. At the top, there's a purple header bar with the text "H3 User control and freedom" and a green bar with the number "0". Below this, the Indeed logo is at the top left, followed by links for "Find jobs", "Company reviews", and "Find salaries". On the right side of the header, there are icons for messaging, notifications, and user profile, along with a link "Employers / Post Job".

The main content area shows "Application step 2 of 6" and the title "Add a resume for the employer". It displays a resume file named "Civil-Engineer-Resume-Example\_Milano-Turquoise.docx" (DOCX format). A message says "We'll save this resume for next time" with a checked checkbox. Below it is a "Replace" button with an upward arrow icon. There's also a "Create online resume" option with an "i" icon and a message "Recommended" and "We'll guide you through it".

At the bottom of the main content, there are "Exit" and "Continue" buttons. Below the main content, a footer message says "Having an issue with this application? [Tell us more](#)". At the very bottom, a copyright notice reads "© 2021 Indeed - [Do not sell my personal information](#)".

To the right of the main content, there's a sidebar for a job listing: "Construction Project Engineer - Located in Cameron, TX" at "EBCO General Contractor, LTD. - Austin, TX". Below this, there's descriptive text about the role and a bulleted list of responsibilities, with a "See less" link at the bottom.

# Indeed Job Seekers/ Applying for a Job/ Online Resume

H1

Visibility of system status

2

## Evaluation:

After choosing the option to 'Create an online resume', the user is shown a pop-up warning to go to a different page. It redirects to the Online Resume Form (never leaving indeed.com).

## Recommendation:

Show a constructive feedback message which ensures the user that they would be staying on the same domain without losing any information.

The screenshot shows two pages of the Indeed Online Resume application process. The top page is titled 'Add a resume for the employer' and includes a file upload section for 'Civil-Engineer-Resume-Example\_Milano\_Turquoise.docx' and a 'Create online resume' button. A red box highlights a 'Leave Page' button in a pop-up dialog titled 'From "m5.apply.indeed.com": Are you sure you want to leave this page?'. A purple arrow labeled 'Redirecting' points from this dialog to the bottom page. The bottom page is a 'What is your name?' form with fields for 'First name \*' containing 'JOHN' and 'Last name \*' containing 'DOE'. A blue 'Save and next' button is at the bottom.

From "m5.apply.indeed.com":  
Are you sure you want to leave  
this page?  
Stay on Page Leave Page

Civil-Engineer-Resume-Example\_Milano\_Turquoise.docx  
Last used today

or

Recommended  
Create online resume  
We'll guide you through it

Exit Continue

Save and exit

What is your name?

First name \*

JOHN

Last name \*

DOE

Save and next

Redirecting

\*If the applicant doesn't have a resume to upload, they can opt for the online resume option, during the application steps

H7

Flexibility and  
Efficiency of Use

3

## Evaluation:

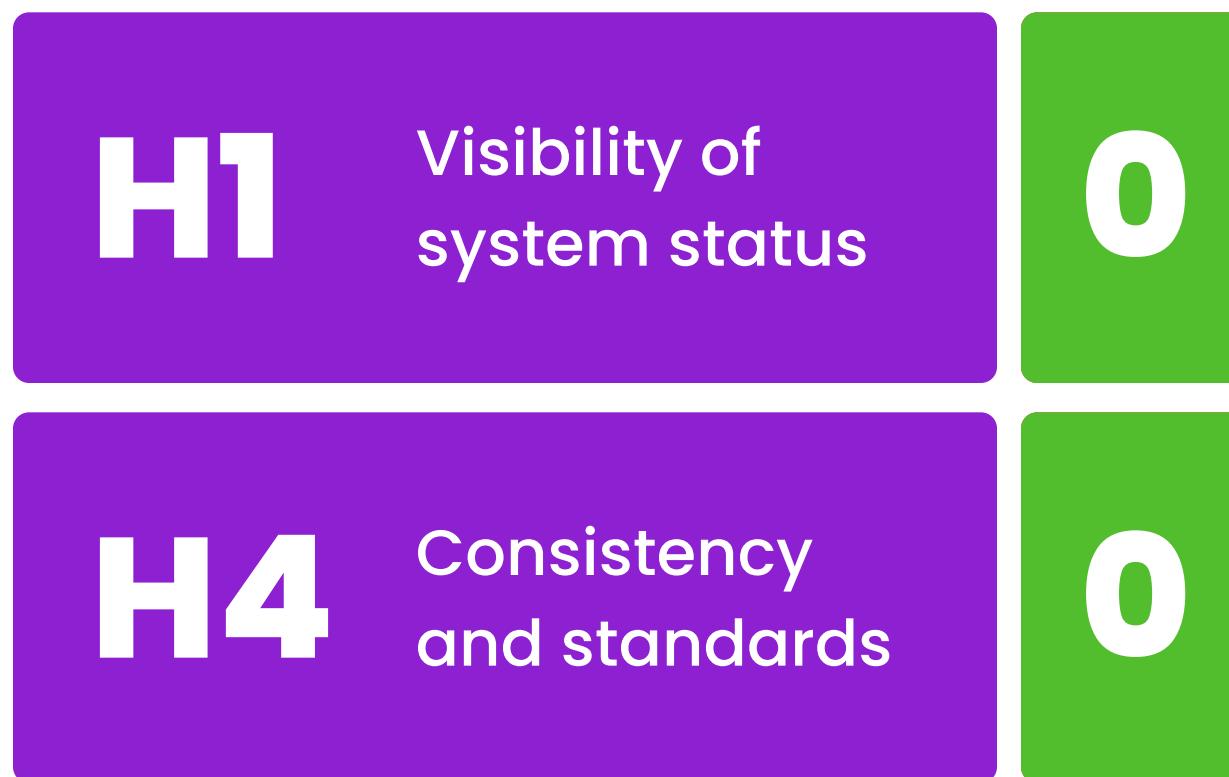
The website asks the user to enter the phone number everytime the user chooses the option to 'create an online resume'.

## Recommendation:

The website can have the users' phone number verified during the sign up process so as to avoid unnecessary repetition during the application process.

The screenshot shows a step in the Indeed 'Create an Online Resume' process. At the top, the Indeed logo is visible along with navigation links for 'Find jobs', 'Company reviews', and 'Find salaries'. On the right, there are icons for messaging, notifications, and user profile, followed by 'Employers / Post Job'. Below this, a blue header bar has a back arrow on the left and a 'Save and exit' button on the right. The main content area starts with the question 'Would you like to add a phone number to your resume?'. A 'Phone number' input field is present with the placeholder 'Only provided to employers you apply or respond to'. Below it is a checkbox labeled 'Call and send me text messages at this phone number'. A note explains: 'By submitting the form with this box checked, I consent to receive calls (including live, automated, and recorded calls), texts, and WhatsApp messages from Indeed and employers who use Indeed. This consent includes if this number is a wireless cellular phone number.' At the bottom of the form is a blue 'Save and next' button. At the very bottom of the page, a small copyright notice reads '©2021 Indeed - [Do not sell my personal information](#)'.

# Indeed Job Seekers/ Applying for a Job/ Online Resume



## Evaluation:

The website follows the conventional pattern of filling in education details into an application. It also gives the user a chance to review their application.

The screenshot shows a form titled "Add education". At the top right are "Save and exit" and a back arrow. The form fields include:

- Level of education \***: A dropdown menu showing "Graduate".
- Field of study**: An empty input field.
- School name**: An empty input field.
- Country**: A dropdown menu showing "United States" with a "Change" link next to it.
- City, State**: An empty input field.
- Time Period**: A section with a checkbox labeled "Currently enrolled" and a "From" input field.

The screenshot shows a form titled "Review education". It displays a single education entry:

- Graduate** (with edit and delete icons)
- Add field of study**, **Add school**, **Add location** buttons
- Add dates** button
- + Add another** link

A large blue "Save and next" button is at the bottom.

# Indeed Job Seekers/ Applying for a Job/ Online Resume

H1

Visibility of system status

0

H4

Consistency and standards

0

## Evaluation:

The website follows the conventional pattern of filling in job details into an application. It also gives the user a chance to review their application.

The screenshot shows a mobile-style form for adding work experience. At the top right is a 'Save and exit' button. Below it is a section titled 'Add work experience'. The first field is 'Job title \*' with the value 'Civil Engineer'. The next field is 'Company' with the value 'XYZ Company'. Under 'Country', it says 'United States' with a 'Change' link to its right. The 'City, State' field is empty. In the 'Time Period' section, there's a checkbox labeled 'I currently work here' which is unchecked. Below this are dropdown menus for 'From' (Month and Year) and 'To'. The entire form has rounded corners and a light gray background.

The screenshot shows a summary of the entered work experience. It displays the 'Civil Engineer' job title, 'XYZ Company' employer, and three buttons: 'Add location', 'Add dates', and 'Add description'. Below this is a '+ Add another' button and a large blue 'Save and next' button at the bottom. The overall design is clean with white space and rounded corners.

# Indeed Job Seekers/ Applying for a Job/ Online Resume

H8

Visibility of System Status

0

The screenshot shows the Indeed website interface. At the top, there is a purple header bar with the text "Indeed Job Seekers/ Applying for a Job/ Online Resume". Below this, the main Indeed page has a navigation bar with links for "Find jobs", "Company reviews", and "Find salaries". On the right side of the header, there are icons for messaging, notifications, and user profile, followed by the text "Employers / Post job". The main content area displays a section titled "Make your resume public so employers can find you". It contains two options: "Public" (selected, indicated by a blue radio button) and "Private" (indicated by an empty radio button). A descriptive text for "Public" states: "Your resume and profile information can be found through Indeed by employers looking for candidates, according to our terms." A link "More about resume privacy" is provided below the options. At the bottom of the page, there is a blue button labeled "Save and return to application". The footer of the page includes the text "©2021 Indeed - [Do not sell my personal information](#)".

## Evaluation:

The website does a good job in guiding the user to choose an appropriate privacy option during a critical decision for their application prospects. The page also does not include any extra information.

# Indeed Job Seekers/ Applying for a Job/ Online Resume

H5

Error prevention

4

H9

Help users recognize, diagnose, and recover from errors

4

## Evaluation:

After completing the resume, the user is directed to the first step of the application process. Following which, the website throws an error indicating a 'short resume'.

The reason behind the error comes out to be the missed optional fields during the resume setup.

## Recommendations:

- The error shown to the user should explain the reason behind the error.
- Mark the 'required' fields.
- Throw errors during the resume setup for important fields.

Application step 1 of 6

Add your contact information

First name  
JOHN

Last name  
DOE

Email  
ultrainstinct359@gmail.com

City, State (optional)  
Harrisburg, PA

Not in United States? [Change country](#)

Phone number (optional)  
 ▾

Your online resume will also be updated with this contact information.

[Return to job search](#) [Continue](#)

Application step 2 of 6

Add a resume for the employer

Recommended  
 **Online resume**  
Created today

**JOHN DOE**  
ultrainstinct359@gmail.com  
Harrisburg, PA 17101  
Civil Engineer, XYZ Company

[Edit Resume](#)

Your resume is too short. Please edit it or apply with a different resume to continue.

or

**Civil-Engineer-Resume-Example\_Milano-Turquoise.docx**  
Last used today

[Exit](#) [Continue](#)

← [Save and exit](#)

Add work experience

Job title \*  
Civil Engineer

Company  
XYZ Company

City, State

Time Period

I currently work here

From

Month  Year

To

# Indeed Job Seekers/ Applying for a Job/ Online Resume

**H5**

Error prevention

**4**

**H9**

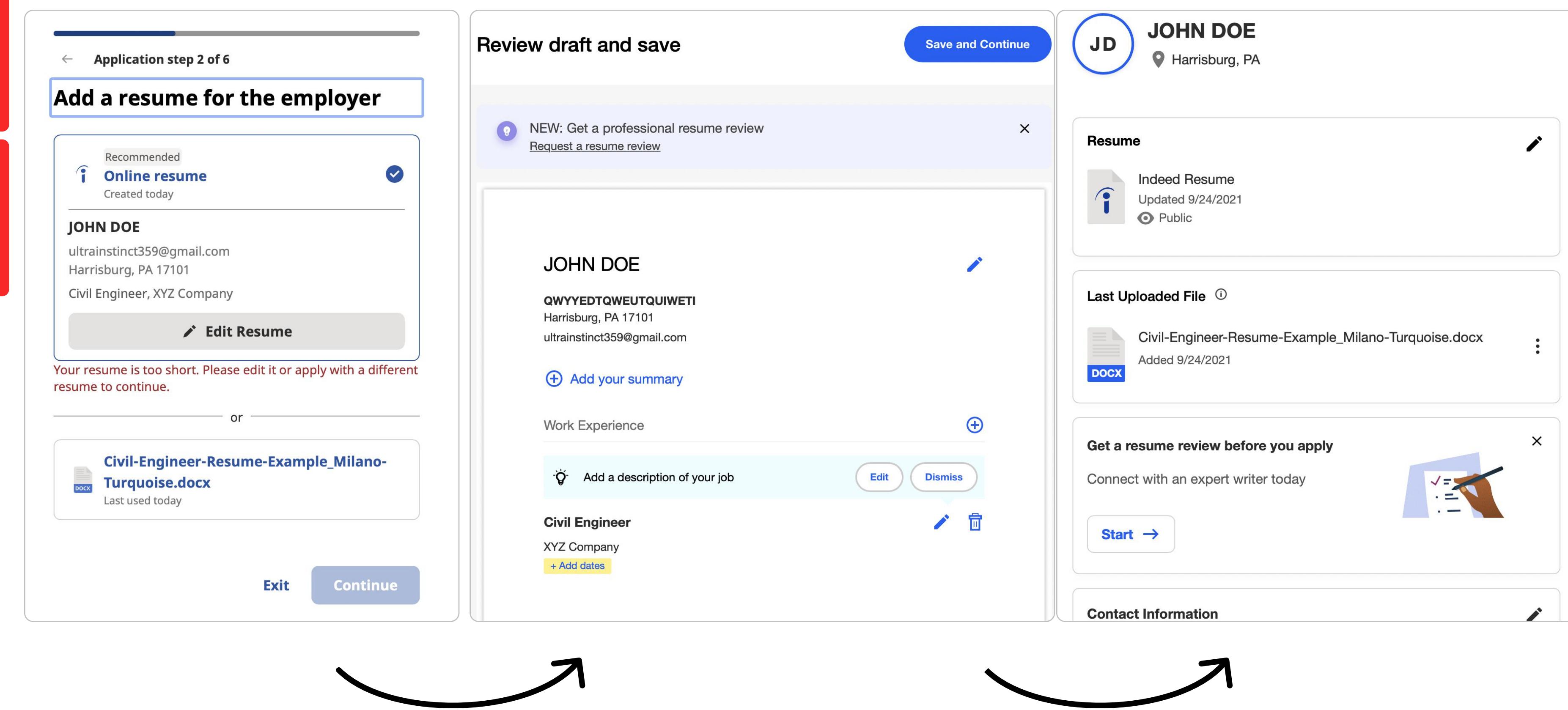
Help users recognize, diagnose, and recover from errors

**4**

## Evaluation:

After clicking the 'Edit Resume' button, the user is taken to the 'Review draft and save' page. Following this, after entering the details, upon pressing 'Save and continue', the user is taken to their profile page instead of leading back to the application process page.

At this point, the user does not know if they were able to solve the error and throws off the user by taking them to their profile page. This also causes unnecessary re-work.



## Recommendation:

- Building on the previous recommendation, the user should not be shown any error messages at this page.
- Redirect the user to 'Step 3' of the application process after pressing the 'save and continue' button.
- Allow the user to review the resume during 'review application' step of the application process.

# Indeed Job Seekers/ Applying for a Job/ Application Steps

H7

Flexibility and Efficiency of Use

1

The screenshot shows the third step of a six-step job application process on the Indeed website. The header includes the Indeed logo and links for 'Find jobs', 'Company reviews', and 'Find salaries'. A progress bar indicates 'Application step 3 of 6'. The main content area is titled 'Questions from the employer'.

**How many years of Construction experience do you have?** (An input field with a small upward and downward arrow icon.)

**What is the highest level of education you have completed?** (A list of radio button options: None, High school or equivalent, Associate, Bachelor's, Master's, Doctorate.)

**Are you authorized to work in the following country: United States?** (A radio button option: Yes)

**How many years of water resources eng./planning, H&H modeling or permitting experience do you have?** (An input field containing the number '3', with a small upward and downward arrow icon.)

## Evaluation:

The input field might get confused with a drop-down.

## Recommendation:

Have a drop-down or an indication of use for the input field.

This stepper might get confused with dropdown sometimes

# Indeed Job Seekers/ Applying for a Job/ Application Steps

H5 Error prevention

0

The screenshot shows the Indeed job application interface. At the top, there's a purple header bar with the text "H5 Error prevention" and a green bar with the number "0". Below this, the Indeed logo is at the top left, followed by links for "Find jobs", "Company reviews", and "Find salaries". On the right side, there are icons for messaging, notifications, and user profile, along with the text "Employers / Post Job".

The main content area shows "Application step 5 of 6". A blue box highlights the question "Want to include any supporting documents?". Below it, there are two options: "Cover letter (optional)" with a "Apply without cover letter" button (which is checked) and a "Write cover letter" button. Further down, there's an "Additional documents (optional)" section with an "Upload file" button and a note about accepted file types: "Accepted file types are pdf, docx, doc, jpg, png, [see all](#)".

A purple arrow points from the "See less" link in the job listing on the right towards the "Review your application" button at the bottom of the application form.

**Construction Project Engineer - Located in Cameron, TX**  
EBCO General Contractor, LTD. - Austin, TX

**At EBCO General Contractor, LTD. our Project Engineers (PE)** are responsible for assisting the Project Manager so that our projects from start to finish in a safe, timely and high quality manner, while increasing our profit margins and keeping our clients happy.

As the PE, you would have the following project responsibilities:

- CONTRACT: Assisting with buying out the project, then ensuring that all subcontracts are drafted and executed in a timely fashion; pricing and negotiating all change orders and extra work.
- SCHEDULE: Working with the Project Manager to develop, maintain and update the project schedule with the Superintendent, and implementing a recovery plan if needed.
- BUDGET: Developing an understanding of all financial aspects of the project including profit

**See less ^**

# Indeed Job Seekers/ Applying for a Job/ Application Steps

H1

Visibility of system status

0

H2

Match between system and the real world

0

H8

Aesthetic and minimalist design

0

## Evaluation:

The website allows the user to review their application, giving the user the opportunity to verify the submitted information. The webpage shows the job and application, perfectly relevant information. The page design also follows conventions of how submissions are viewed.

Job details

Construction Project Engineer - Located in Cameron, TX  
EBCO General Contractor, LTD. - Austin, TX

Application step 6 of 6

Please review your application

Contact information

Full Name  
**John Doe**

Email Address  
**ultrainstinct359@gmail.com**

To mitigate fraud, Indeed *may* mask your email address. If masked, the employer will see an address like **ultrainstinct359345\_o55@indeedemail.com**. Some employers, however, *may* still be able to unmask and see your actual email address.

Resume

Civil-Engineer-Resume-Example\_Milano-Turquoise.docx

Resume

**Civil-Engineer-Resume-Example\_Milano-Turquoise.docx**

Employer questions

How many years of Construction experience do you have?  
**2**

What is the highest level of education you have completed?  
**Bachelor's**

Are you authorized to work in the following country: United States?  
**Yes**

Are you willing to undergo a background check, in accordance with local law/regulations?  
**Yes**

Relevant experience

**Civil Engineer**  
XYZ Company

If you notice an error in your application, please [contact Indeed](#)

Notify me by email when similar jobs are available

Relevant experience

**Civil Engineer**  
XYZ Company

If you notice an error in your application, please [contact Indeed](#)

Notify me by email when similar jobs are available

By creating a job alert, you agree to our [Terms](#). You can change your consent settings at any time by unsubscribing or as detailed in our terms.

By pressing submit, you agree: 1) to Indeed's [Terms of Service & Cookie & Privacy Policies](#); 2) we may transmit your application to the Employer (Indeed does not guarantee receipt); 3) to all communications through Indeed being processed and analyzed in accordance with our and the Employer's terms and privacy policies; 4) that applying to jobs outside your country may involve you sending your personal data to countries with lower levels of data protection; & 5) your resume will be saved to your Indeed profile and set to public. You can change your resume privacy setting after applying.

Having an issue with this application? [Tell us more](#)

© 2021 Indeed - [Do not sell my personal information](#)

Exit **Submit your application**

# Indeed Job Seekers/ Applying for a Job/ Confirmation

H1

Visibility of  
System Status

O

indeed Find jobs Company reviews Find salaries

Employers / Post job



**Your application has been submitted!**

- ✓ You will get an email confirmation at [ultraintinct359@gmail.com](mailto:ultraintinct359@gmail.com)
- ✓ EBCO General Contractor, LTD. typically responds to applications within 5 days
- ✓ Your resume is saved in your profile and set to public. [Change to private](#)

**Keep track of your applications**

You will receive a status update in an email from Indeed within a few weeks of submitting your application. In the meantime, you can view and track all your applications in the Indeed My jobs section at any time.

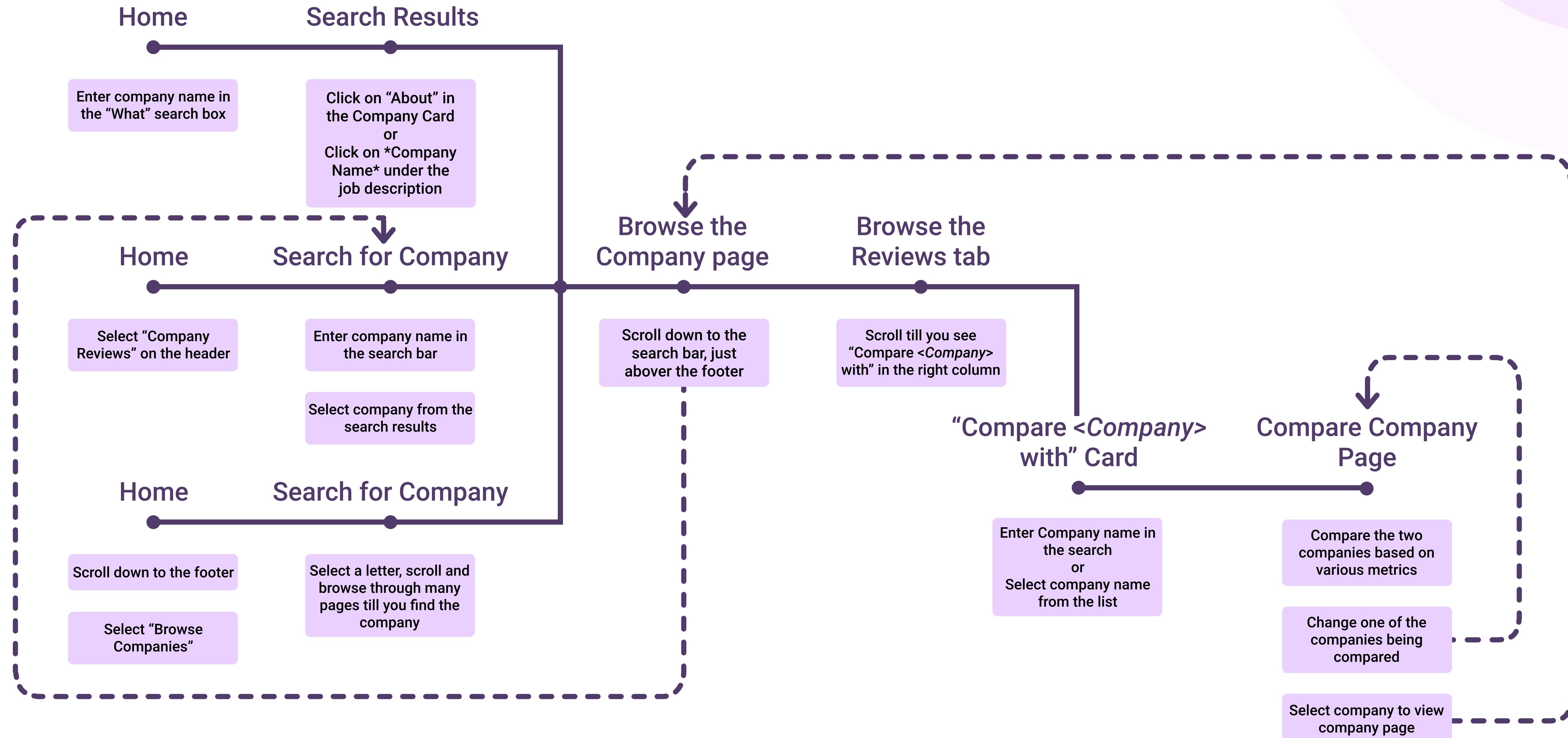
[View your applications on My jobs](#)

[Return to job search](#)

## Evaluation:

The website provides an acknowledgement of the receiving of their application.

# Flow 2: Search for a Company and Compare







H4

Consistency  
and Standards

3

The screenshot shows the Indeed homepage. At the top, there is a navigation bar with the Indeed logo, followed by three tabs: "Find jobs", "Company reviews", and "Find salaries". Below the navigation bar is a search bar with fields for "What" (job title, keywords, or company) and "Where" (Austin, TX), along with a "Find jobs" button. A purple arrow points from the "Find jobs" tab on the left to the "Company reviews" tab on the right, highlighting the inconsistency in highlighting.

## Evaluation:

On some screens, messages are present at the bottom as highlighted, while on some they aren't.

Also, there is no identification for 'Company reviews' tab, like the 'Find Jobs' tab.

## Recommendation:

To ensure consistency, Indeed must decide on the existence of a 'messages' feature and implement it throughout.

The tab should be highlighted the same way as 'find jobs'.

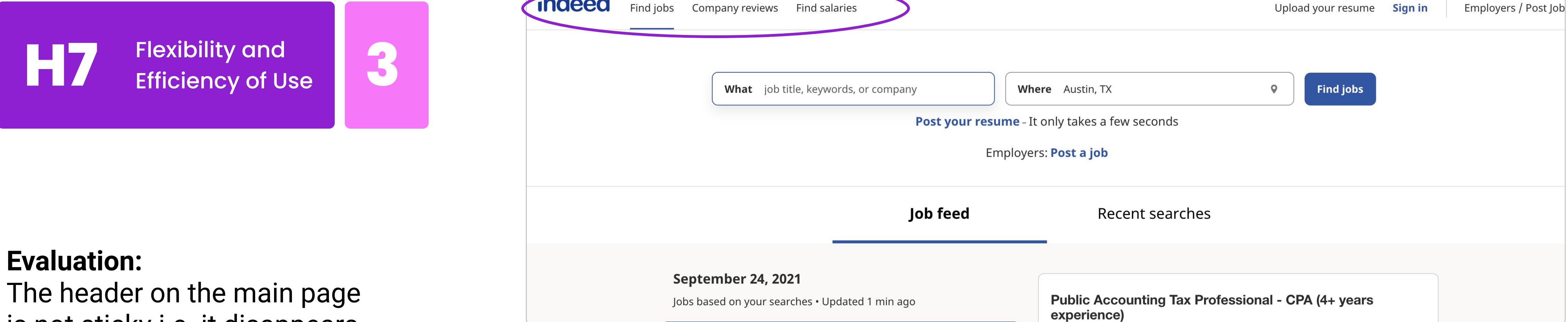
This screenshot shows the Indeed homepage with the "Company reviews" tab highlighted by a purple oval. To the right, there is a sidebar with job search results for "engineer" in "Austin, TX", and a "Messages" button is circled with a purple oval.

This screenshot shows the "Search for a Company and Compare" page. It displays three company profiles: UPS, Sears, and Bank of America. Each profile includes a logo, company name, star rating, review count, and links to "Salaries", "Q&A", and "Open jobs". A large purple oval highlights the entire row for Bank of America.

H7

Flexibility and Efficiency of Use

3

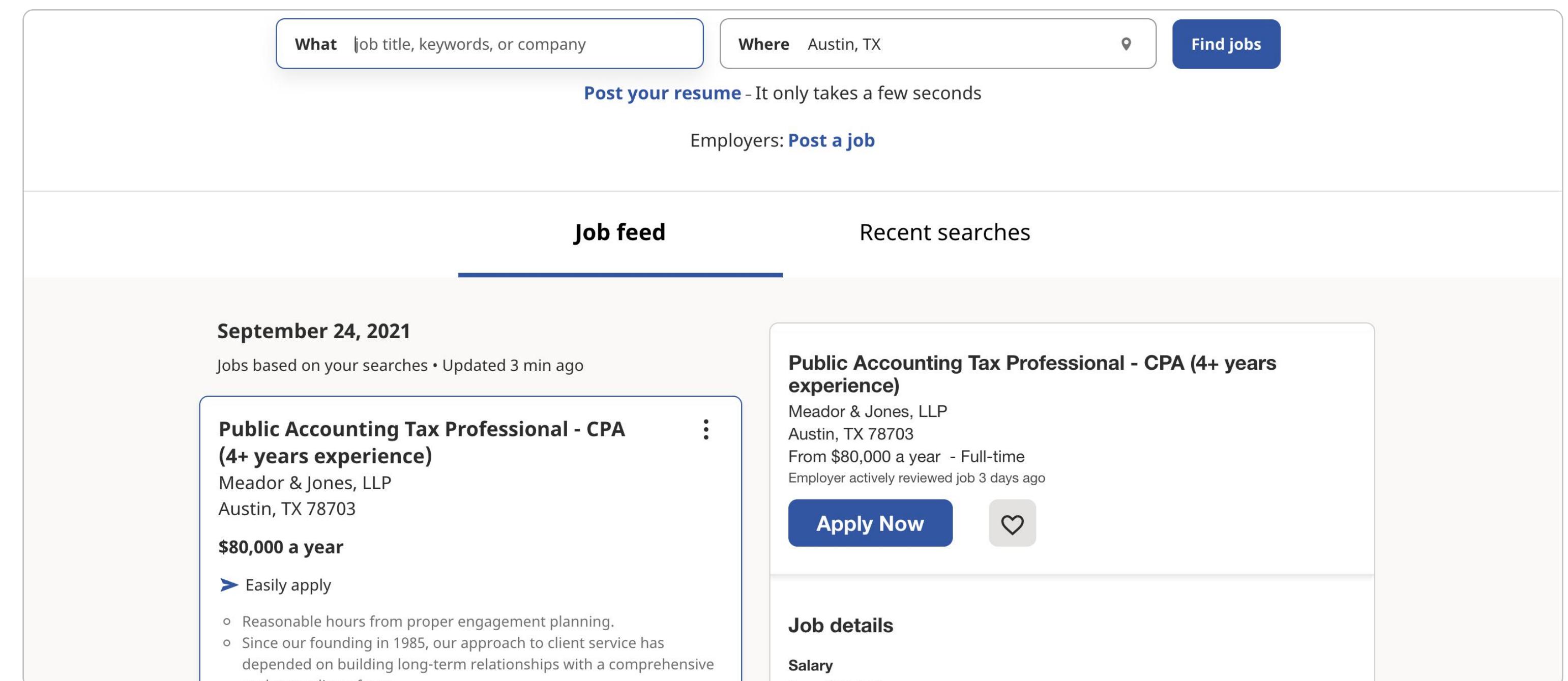


## Evaluation:

The header on the main page is not sticky i.e. it disappears as we scroll down.

## Recommendation:

Integrate sticky header



H4

Consistency  
and Standards

O

The screenshot shows the Indeed job search homepage. At the top, there is a navigation bar with links for 'Find jobs', 'Company reviews', and 'Find salaries'. On the right side of the header, there are icons for messaging, notifications, and user profile, with a link to 'Employers / Post job'.

Below the header, there are two search input fields: 'What' (job title, keywords, or company) and 'Where' (City, state, zip code, or "remote"). A purple arrow points from the 'What' field to the search icon. To the right of these fields is a blue 'Find jobs' button. Another purple arrow points from the 'Where' field to the location icon.

Below the search fields, there is a message: 'Post your resume - It only takes a few seconds' and a link 'Employers: Post a job'.

The main content area is titled 'Job feed' and shows a list of recent job results. The first result is for a 'Product Designer (Remote)' position at Caerus, posted 1 day ago. The listing includes the job title, company name, rating, location, and a note about being an early applicant. A purple arrow points from the 'Be an early applicant' section to the three-dot menu icon next to the job listing.

To the right of the job listing, there is a 'Product Designer (Remote)' card with details: Caerus, 5 reviews, San Francisco, CA, Remote, Part-time. It features a blue 'Apply On Company Site' button and a heart icon. Below this is a 'Job details' section showing 'Job Type: Part-time'.

At the bottom right of the page, there is a black bar with a 'Messages' icon.

## Evaluation:

Good usage of familiar icons.  
It is easy to understand what  
each one means.

# Indeed Job Seekers/ Search for a Company and Compare / Search for Company

H7

Flexibility and efficiency of use

1

## Evaluation:

User will ideally want to click anywhere in the box to be redirected to the Amazon company page. But, can't click on the name - no hyperlink present. Only the company logo is clickable.

## Recommendation:

Make name clickable.

The screenshot shows the Indeed search interface. The search bar at the top has 'What' set to 'amazon' and 'Where' set to 'Austin, TX'. Below the search bar are various filters: Date Posted, Remote, within 25 miles, Salary Estimate, Job Type, Shifts & Schedules (which is selected), Location, and Company. The main search results area displays a job listing for 'Package Sorter - Immediate Hire' at 'Amazon Workforce Staffing' in Kyle, TX. The job summary includes a salary range of 'Up to \$19 an hour' and a note about Covid-19 vaccination bonuses. To the right of the job listing is a promotional banner for Amazon with the text 'Come build the future with us' and an 'Apply On Company Site' button. A purple arrow points from the text above to the 'Amazon.com' logo in the search results.

# Indeed Job Seekers/ Search for a Company and Compare / Search for Company

H1

Visibility of the system status

2

indeed Find jobs Company reviews Find salaries Upload your resume Sign in Employers / Post Job

What amazon Where Austin, TX Find jobs Advanced Job Search

Date Posted Remote within 25 miles Salary Estimate Job Type Shifts & Schedules Location Company Experience Level

Evaluation:  
Feedback message from the system is not clear.

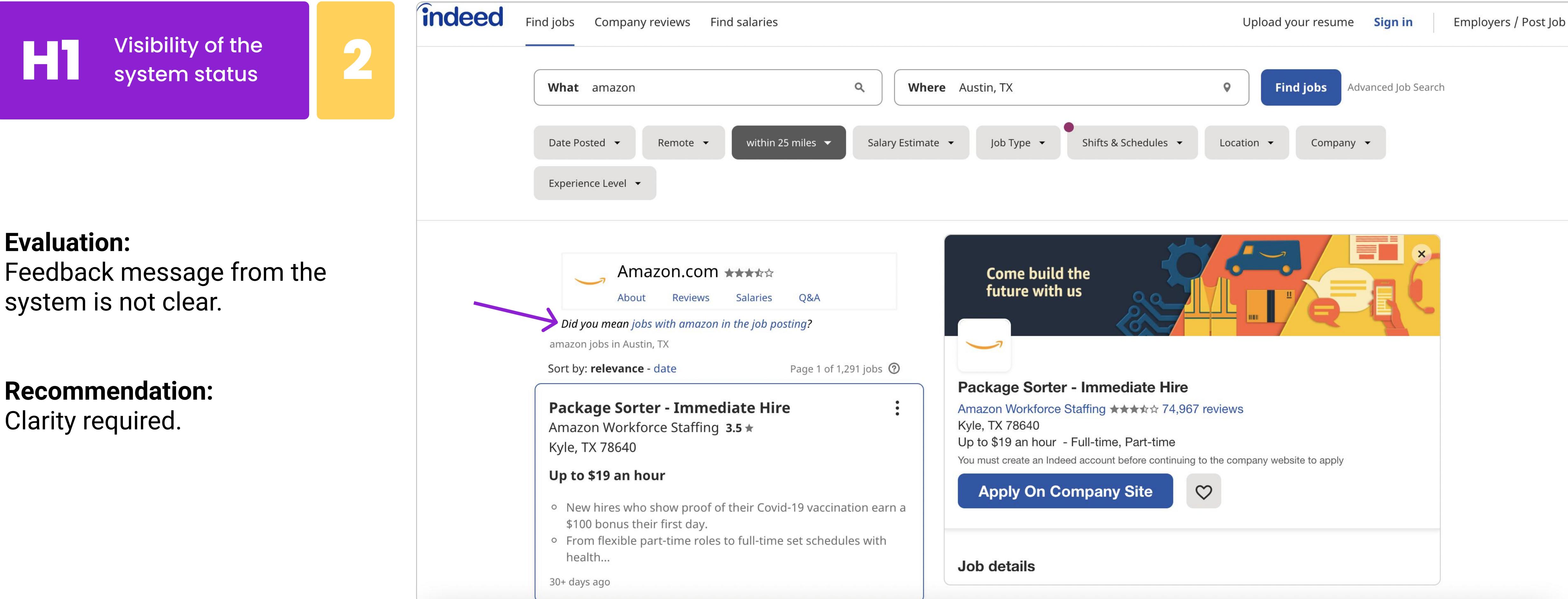
Recommendation:  
Clarity required.

Amazon.com ★★★★☆  
About Reviews Salaries Q&A  
Did you mean jobs with amazon in the job posting?  
amazon jobs in Austin, TX  
Sort by: relevance - date Page 1 of 1,291 jobs ②

Package Sorter - Immediate Hire  
Amazon Workforce Staffing 3.5★  
Kyle, TX 78640  
Up to \$19 an hour  
New hires who show proof of their Covid-19 vaccination earn a \$100 bonus their first day.  
From flexible part-time roles to full-time set schedules with health...  
30+ days ago

Come build the future with us  
Amazon Package Sorter - Immediate Hire  
Amazon Workforce Staffing 4.5★ 74,967 reviews  
Kyle, TX 78640  
Up to \$19 an hour - Full-time, Part-time  
You must create an Indeed account before continuing to the company website to apply  
Apply On Company Site

Job details



# Indeed Job Seekers/ Search for a Company and Compare / Search for Company

H2

Match between system and the real world

2

## Evaluation:

Searching for Facebook should not result in Starbucks and BOFA. Irrelevant companies turning up in the search result.

## Recommendation:

Introduce new categories for different types of companies

Change the search result phrase.

Clarify metric used behind these suggestions

indeed Find jobs Company reviews Find salaries

Upload your resume Sign in Employers / Post Job

Company name or job title City, state, or zip (optional)

Facebook X

Find Companies

Popular companies for Facebook  
Based on reviews and recent job openings on Indeed

 **Facebook**  
4.1 ★

Founded in 2004, Facebook's mission is to give people the power to build community and bring the world closer together.

[Reviews](#) [Salaries](#) [Jobs](#)

 **BCForward/ FACEBOOK**  
3.7 ★

[Reviews](#) [Salaries](#) [Jobs](#)

 **Bank of America**  
3.8 ★

Headquartered in Charlotte, North Carolina, Bank of America is the second largest banking corporation in the United States.

[Reviews](#) [Salaries](#) [Jobs](#)

 **Robert Half**  
3.9 ★

Robert Half is the world's first and largest specialized talent solutions firm that connects opportunities at great companies with highly skilled job seekers.

[Reviews](#) [Salaries](#) [Jobs](#)

 **Northrop Grumman**  
4.0 ★

Northrop Grumman solves the toughest problems in space, aeronautics, defense and cyberspace. Our careers give you opportunities to push the boundary of possible in science, technology and engineering.

[Reviews](#) [Salaries](#) [Jobs](#)

 **Starbucks**  
4.0 ★

By bringing people together over coffee, Starbucks has become one of the world's best-known and best-loved companies. When you work here, you're not an "employee" – we call

[Reviews](#) [Salaries](#) [Jobs](#)



# Indeed Job Seekers/ Search for a Company and Compare / Search for Company

H4

Consistency  
and standards

1

**Evaluation:**  
Inconsistency in the  
companies categorized as  
'popular' after clicking on 'find  
companies' without specific  
inputs.

**Recommendation:**  
Have consistent company  
listings marked as 'popular'.

Company name or job title  City, state, or zip (optional)  Find Companies

[Do you want to search for salaries?](#)

## Popular companies



U.S. Army

★★★★★ 77,689 reviews

[Salaries](#) [Q&A](#) [Open jobs](#)



Verizon

★★★★★ 29,121 reviews

[Salaries](#) [Q&A](#) [Open jobs](#)



Burlington Stores

★★★★★ 10,648 reviews

[Salaries](#) [Q&A](#) [Open jobs](#)



U.S. Air Force

★★★★★ 28,382 reviews

[Salaries](#) [Q&A](#) [Open jobs](#)



Macy's

★★★★★ 35,475 reviews

[Salaries](#) [Q&A](#) [Open jobs](#)



Chase

★★★★★ 8,628 reviews

[Salaries](#) [Q&A](#) [Open jobs](#)

Company name or job title

City, state, or zip (optional)

Find Companies

## Popular companies

Based on reviews and recent job openings on Indeed



Dollar General

3.1 ★

As a 20+ billion dollar Fortune 119 company, with 140,000+ employees and counting, we're growing fast and so can you!

[Reviews](#)

[Salaries](#)

[Jobs](#)



Amazon.com

3.5 ★

Our mission is to be Earth's most customer-centric company.

[Reviews](#)

[Salaries](#)

[Jobs](#)



Taco Bell

3.5 ★

Taco Bell Corp., a subsidiary of Yum! Brands, Inc., (NYSE: YUM), is the nation's leading Mexican-inspired quick service restaurant.

[Reviews](#)

[Salaries](#)

[Jobs](#)



Family Dollar

3.2 ★

We are all about the Everyday Low Prices at Family Dollar. Dollar Tree, Inc. is headquartered in Chesapeake, VA and operates 15,000+ Family Dollar and Dollar Tree stores.

[Reviews](#)

[Salaries](#)

[Jobs](#)



Starbucks

4.0 ★

By bringing people together over coffee, Starbucks has become one of the world's best-known and best-loved companies. When you work here, you're not an "employee" – we call ourselves "partners".

[Reviews](#)

[Salaries](#)

[Jobs](#)



Allied Universal

Since 1957, we have been keeping people safe, protecting our

[Reviews](#)

[Salaries](#)

[Jobs](#)

# Indeed Job Seekers/ Search for a Company and Compare / Browse Company Page

H4

Consistency  
and Standards

2

## Evaluation:

Searching for jobs in a certain location, getting redirected to current location.

## Recommendation:

Stick to the location preference entered by the user.

The screenshot shows the Indeed company page for Microsoft. At the top, there is a search bar with 'microsoft' in the 'Company name or job title' field and 'Seattle, WA' in the 'City, state, or zip (optional)' field. Below the search bar, there is a section titled 'Popular companies for microsoft in Seattle, WA' with three listed: Microsoft (4.2 stars), CBRE/Microsoft (3.8 stars), and ZT COMPANY AT MICROSOFT IN MWH (5.0 stars). The Microsoft entry has a detailed view below it, showing its logo, a 4.2 star rating from 81 reviews, and sections for Snapshot, Why Join Us, Reviews, Salaries, Benefits, Photos, Q&A, and Interviews. A purple arrow points to the 'Jobs' tab under the Microsoft entry. At the bottom, there is a search bar for 'what' (job title, keywords) and 'where' (city, state, or zip), with 'Austin, TX' entered. A purple oval highlights the 'where' input field. Below the search bar, it says '36 jobs near Austin, TX' and shows a job listing for 'Software Engineer' at 'Microsoft - Austin, TX' with an 'Apply On Company Site' button. A purple arrow also points to the 'Find Jobs' button.

H2

Match between system and the real world

1

Apple

76 ☀️ 4.2 ★★★★☆

Follow

Get weekly updates, new jobs, and reviews

Snapshot Why Join Us 10.4K Reviews 45.2K Salaries Benefits 49 Photos 5.5K Jobs 283 Q&A Interviews

Apple Careers and Employment

## Work happiness

Scores based on about 2,565 responses to Indeed's survey on work happiness

**Work Happiness Score**  
76 ☀️ Above average  
Do people feel happy at work most of the time?

**Learning**  
83 High  
Do people feel they often learn something at work?

**Inclusion**  
82 High  
Do people feel their work environment is inclusive and respectful of everyone?

See full report

### Evaluation:

A 'snapshot' typically refers to something quickly done and so is associated with speed. However, these pages are too long and not representative of what the word suggests.

### Recommendation:

Decrease the amount of information shown - just enough to give an idea of what to expect from the company but give the user the liberty to explore other pages.

# Indeed Job Seekers/ Search for a Company and Compare / Browse Company Page

H3

User Control  
and Freedom

1

**Evaluation:**  
Back tracking is not possible  
unless someone scrolls all the  
way down

**Recommendation:**  
Put a search bar in the header

The screenshot shows a company profile page for Google on Facebook. At the top, there's a navigation bar with links like 'FB Snapshot', 'Why Join Us', '631 Reviews', '32.6K Salaries', 'Benefits', '20 Photos', '6.4K Jobs', '83 Q&A', and 'Interviews'. A 'Follow' button is also present. Below this, a section titled 'People also viewed' lists four companies: Google, Twitter, LinkedIn, and Airbnb, each with their respective logos, industry, ratings, review counts, job counts, and 'View company' buttons. At the bottom of the page, there's a breadcrumb trail 'Companies > Facebook' and a search bar with the placeholder 'Find another company' and a 'Search' button.

# Indeed Job Seekers/ Search for a Company and Compare / Browse Company Page

H4

Consistency  
and standards

2

**Evaluation:**  
Inconsistency in design  
(Search bar)

**Recommendation:**  
Follow consistent design

This screenshot shows the Indeed job search interface. At the top, there is a navigation bar with links for Snapshot, Why Join Us, 75K Reviews, 5.3M Salaries, Benefits, 149 Photos, 86K Jobs (circled in purple), 9.4K Q&A, and Interviews. Below the navigation is a search bar with fields for 'what' (job title, keywords) and 'where' (Austin, TX), along with a 'Find Jobs' button. A purple arrow points from the 'Find another company' search bar at the bottom of the page to the 'what' field of the main search bar.

This screenshot shows the Indeed company comparison interface. At the top, there is a navigation bar with links for Snapshot (circled in purple), Why Join Us, 75K Reviews, 5.3M Salaries, Benefits, 149 Photos, 86K Jobs, 9.4K Q&A, Interviews, and a 'Follow' button. Below the navigation is a grid of company profiles for FedEx Ground, FedEx, Walmart, and UPS. At the bottom of the page, there is a 'Companies > Amazon.com' breadcrumb, a 'Find another company' search bar with a 'Company name' input field and a 'Search' button, and a footer with standard Indeed links like Lab, Career Advice, Browse Jobs, etc.

# Indeed Job Seekers/ Search for a Company and Compare / Browse Company Page

H7

Flexibility and Efficiency of Use

0

H3

User control and freedom

0

## Evaluation:

The filters allow a lot of user control over viewing the reviews. It is also easy to understand and entails efficiency

The screenshot shows the Indeed company page for Apple. At the top, there's a navigation bar with links for Snapshot, Why Join Us, 10.4K Reviews (which is the active tab), 45.2K Salaries, Benefits, 49 Photos, 5.5K Jobs, 283 Q&A, and Interviews, along with a Follow button.

Below the navigation is a search interface with fields for Job Title (set to All) and Location (set to United States, 8,390 reviews). There are also filters for Ratings by category: Work-Life Balance (3.8★), Pay & Benefits (4.1★), Job Security & Advancement (3.7★), Management (3.7★), and Culture (4.1★).

Further down, there are sections for Search reviews, Sort by (Helpfulness, Rating, Date), and Language (Any). A note indicates 8,390 reviews matching the search, with a link to See all 10,431 reviews.

A central box contains "Apple insights" based on 2,565 survey responses. It lists "What people like" with items like Feeling of personal appreciation, Inclusive work environment, and Ability to learn new things. Below this is a question "Is this information useful?" with Yes and No buttons. To the right, there's a "Claimed Profile" indicator with a green checkmark, and another section asking "Want to know more about working here?" with a "Ask a Question" button.

At the bottom, a review summary for a "Part time Specialist (Former Employee)" from Towson, MD, dated January 22, 2019, is shown. The review has a 5.0 rating and the title "The Best Job Ever".

# Indeed Job Seekers/ Search for a Company and Compare / Browse the Reviews Tab

H3

User control and freedom

2

## Evaluation:

Across different companies, there is a discrepancy in the appearance of the 'compare' option, the diversity scores, and other rating information.

## Recommendation:

Relocate the option to a prominent place, and give the user the freedom to compare any two companies.

are

'

are

Diversity score

 73 out of 100

Comparably Diversity Score

▲ Top 20%  
In the Top 20% of similar size companies

The [Comparably](#) Diversity Score tracks how positively diverse employees rate their experience at Apple.

Powered by  COMPARABLY

Compare Apple with

search a company 

 Google 4.3 ★ 

 Facebook 

134 Salaries 26 Jobs 6 Q&A Interviews

type 14 days this year.

 Report  Share

**AA Asphaltic will get you a long**

021

r nearly 20 years at sea as a

an learn as much as you want as

or so I fealt a little out of my element

nue to stay employed with the

em.

0 days. Honestly its not a bad gig.

**Questions about AA Asphaltic**

How are the working hours at AA Asphaltic?  
One person answered

How did you get your first interview at AA Asphaltic?  
One person answered

What is the work environment and culture like at AA Asphaltic?  
One person answered

Show more

## Indeed Job Seekers/ Search for a Company and Compare / "Compare <Company> with" Card

H3

Flexibility and efficiency of use

O

### Evaluation:

The “change” feature on the “Compare Companies” page allows users to pick a company from the drop down, that leads them to the compare page directly. No intermediary page that shows search results for the company and then takes you to the compare page

Compare working at **Facebook vs Google**

Compare company reviews, salaries and ratings to find out if Facebook or Google is right for you. Facebook is most highly rated for Culture and Google is most highly rated for Culture.

Learn more, read reviews and see open jobs.

Facebook  
4.1 ★★★★★  
460 reviews

change

Google  
4.3 ★★★★★  
2,488 reviews

change

Choose a company

Facebook

Google

Amazon.com  
3.5 ★★★★★  
58,884 reviews

change

Google  
4.3 ★★★★★  
2,488 reviews

change

H1

Visibility of system status

2

## Evaluation:

The purpose of the highlighted sections is unclear, which might confuse some users as to what information is being presented.

## Recommendation:

Provide a help or description element to clarify the meaning behind the highlighted numbers.

Cupertino, California, United States

Mountain View, California, United States

## Compare company ratings

Compare management, culture and compensation ratings for Apple and Google.

4.2 ★ Overall Rating

3.8 ★ Work/life balance

4.1 ★ Compensation and benefits

3.7 ★ Job security and advancement

3.7 ★ Management

4.1 ★ Culture

4.3 ★ Overall Rating

4.2 ★ Work/life balance

4.1 ★ Compensation and benefits

3.7 ★ Job security and advancement

3.9 ★ Management

4.2 ★ Culture

## CEO approval



88%

approve of Tim Cook's performance



87%

approve of Sundar Pichai's performance

# Indeed Job Seekers/ Switch Language

H4

CONSISTENCY  
AND STANDARDS

2

## Evaluation:

When users switch language to Spanish, they should be able to see everything in Spanish.

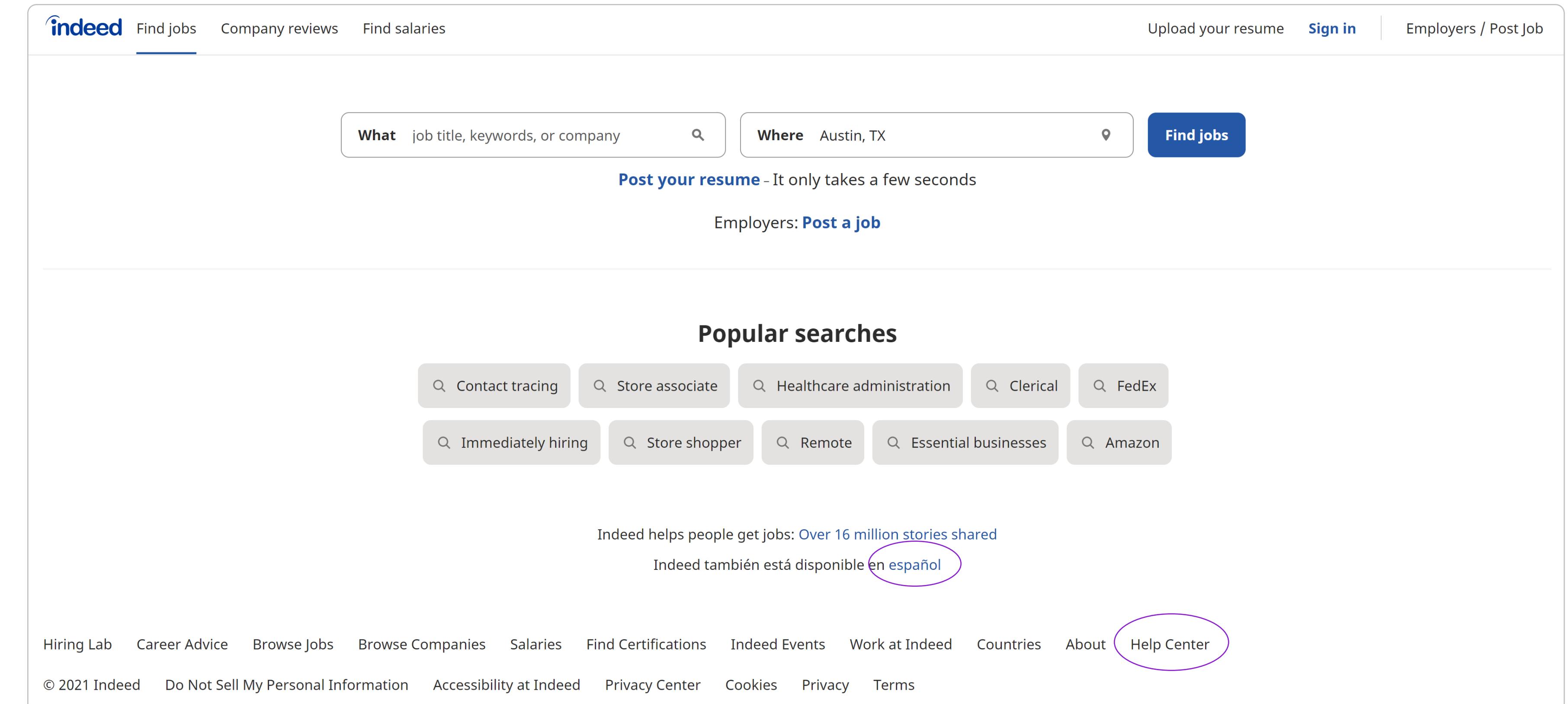
Current website shows part information in English and part in Spanish.

## Recommendation:

Translate everything on the page to Spanish.

Spanish

The screenshot shows the Indeed job search homepage. At the top, there are search fields for 'Qué' (What) and 'Dónde' (Where), both set to 'Austin, TX'. A blue button 'Buscar empleos' (Search jobs) is on the right. Below the search bar, there are two calls to action: 'Publica tu CV - Solo toma unos segundos' (Post your CV - It only takes seconds) and 'Empresa: Publique un empleo - Su próximo empleado está aquí' (Company: Post a job - Your next employee is here). The main area is divided into 'Feed de empleo' (Job feed) and 'Búsquedas recientes' (Recent searches). The 'Feed de empleo' section shows a job listing for an 'eCommerce Backend / Javascript Software Developer' at 'Spindle 360' in Georgetown, TX, with a salary of '\$130,000 al año'. The listing is in Spanish. To the right of the listing is a summary in English: 'Greetings! Looking for a small team with a startup culture where you're more than a cog in the corporate wheel? You've found us! Learn more about our unique innovation engine at spindle360.com. Spindle 360 is accelerating the growth of transformative technologies. We specialize in turning high potential ideas into products and helping them take flight.' Below this summary is another block of English text: 'We have an exciting direct hire eCommerce Back End Developer (PHP, Vanilla Javascript, Full Stack except CSS/Design) opportunity located in Georgetown, Texas. You won't miss the large city traffic or the bureaucracy found in large companies, yet we are just 14 miles from Austin. We offer a small team atmosphere that is like no other.' Purple arrows point from the word 'Spanish' to the job listing and from the word 'English' to the summaries and descriptions on the right.



The screenshot shows the Indeed job search homepage. At the top, there's a navigation bar with links for 'Find jobs', 'Company reviews', and 'Find salaries'. On the right side of the header are links for 'Upload your resume', 'Sign in', and 'Employers / Post Job'. Below the header is a search bar with 'What' (job title, keywords, or company) and 'Where' (Austin, TX) fields, along with a 'Find jobs' button. To the right of the search bar is a link to 'Post your resume' with the note 'It only takes a few seconds'. Below the search bar is a section for employers with a link to 'Post a job'. A 'Popular searches' section follows, featuring links for various job types and industries. At the bottom of the page is a footer with links for 'Hiring Lab', 'Career Advice', 'Browse Jobs', 'Browse Companies', 'Salaries', 'Find Certifications', 'Indeed Events', 'Work at Indeed', 'Countries', 'About', and 'Help Center'. The 'Help Center' link is circled in purple. The footer also includes copyright information for 2021 and links for 'Do Not Sell My Personal Information', 'Accessibility at Indeed', 'Privacy Center', 'Cookies', 'Privacy', and 'Terms'. There are also links for 'Indeed helps people get jobs: Over 16 million stories shared' and 'Indeed también está disponible en español'.

## Evaluation:

The website allows the user to change the language of the website, allowing a specific target population to personalize the website.

The website also provides a link to the 'Help Center', allowing for multiple kinds of diagnostics.

# Executive Summary

## Top Negatives

**H7** Flexibility and Efficiency of Use

**4**

### Negative

Searching for a company name by selecting a letter and scrolling is too cumbersome.

Duplication of company name and all the text under it is leading to the same company page.

**H8** Aesthetic and minimalist design

**4**

**H1**

Visibility of system status

**3**

### Negative

The website does not provide a preview for a .docx file in contrast to a .pdf file.

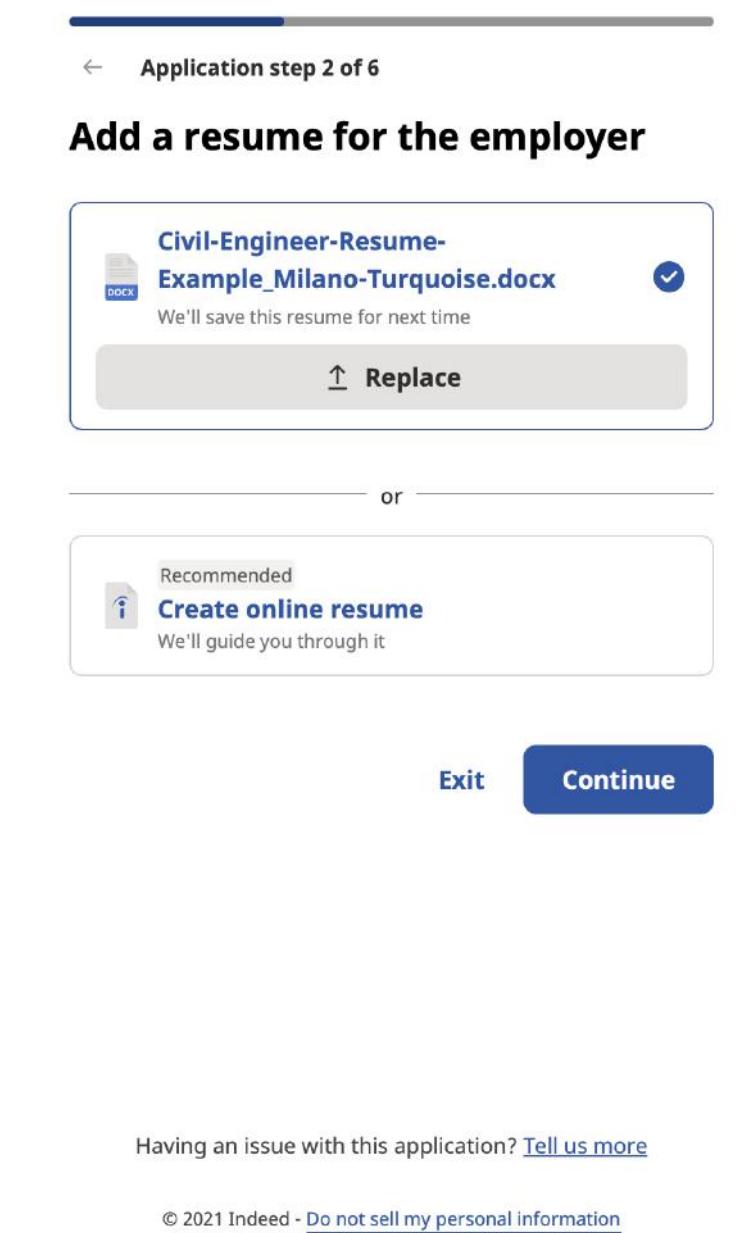
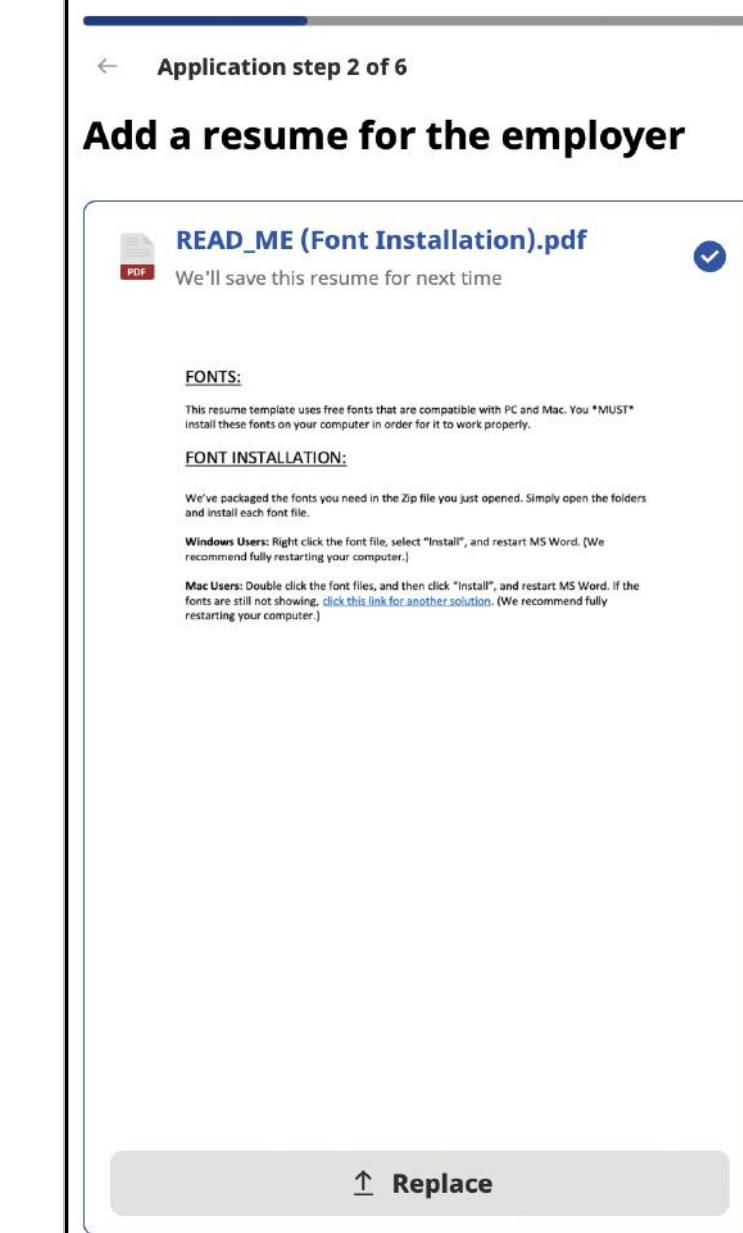
### Browse companies by name

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | #

#### Companies starting with A

A	A "Beary" Nice Smile Dental	A & 13 Enterprises LLC
A careers	A "Beary" Nice Smile Dental careers	A & 13 Enterprises LLC careers
A reviews	A "Beary" Nice Smile Dental reviews	A & 13 Enterprises LLC reviews
A salaries	A "Beary" Nice Smile Dental salaries	A & 13 Enterprises LLC salaries
A Q&A	A "Beary" Nice Smile Dental Q&A	A & 13 Enterprises LLC Q&A
A interviews	A "Beary" Nice Smile Dental interviews	A & 13 Enterprises LLC interviews
A & A	A & A Appliance	A & A Associates
A & A careers	A & A Appliance careers	A & A Associates careers
A & A reviews	A & A Appliance reviews	A & A Associates reviews
A & A salaries	A & A Appliance salaries	A & A Associates salaries

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29  
30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56  
57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83  
84 85 86 87 88 89 90 91 92 93 94 95



Having an issue with this application? [Tell us more](#)

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# Executive Summary

## Top Negatives

**H5** Error prevention

**4**

**H9** Help users recognize, diagnose, and recover from errors

**4**

### Negative

After completing the online resume, the user is redirected to step 1 and then gets an error of 'resume too short'. The reason behind the error comes out to be the missed optional fields during the resume setup.

**H1**

Visibility of system status

**3**

**H7**

Flexibility and Efficiency of Use

**4**

### Negative

After clicking the 'edit resume' button, the user is taken to the 'review draft and save' page. Then on clicking 'save and continue', the user is taken to their profile page instead of leading back to the application process page. Very confusing.

The image displays a sequence of user interface screens from a resume application. It starts with 'Application step 1 of 6: Add your contact information', followed by 'Application step 2 of 6: Add a resume for the employer', and continues through several more steps. A red arrow at the bottom points from the final 'Review draft and save' screen to a detailed profile view of 'JOHN DOE' in Harrisburg, PA, which includes sections for 'Resume', 'Last Uploaded File', 'Get a resume review before you apply', and 'Contact Information'.

**Application step 1 of 6**  
Add your contact information

First name: JOHN  
Last name: DOE  
Email: ultrainstinct359@gmail.com  
City, State (optional): Harrisburg, PA  
Phone number (optional):

Your online resume will also be updated with this contact information.

Return to job search Continue

**Application step 2 of 6**  
Add a resume for the employer

Recommended Online resume Created today  
JOHN DOE  
ultrainstinct359@gmail.com Harrisburg, PA 17101 Civil Engineer, XYZ Company  
Edit Resume

Your resume is too short. Please edit it or apply with a different resume to continue.

Civil-Engineer-Resume-Example\_Milano-Turquoise.docx Last used today

Exit Continue

**Application step 2 of 6**  
Add a resume for the employer

Recommended Online resume Created today  
JOHN DOE  
ultrainstinct359@gmail.com Harrisburg, PA 17101 Civil Engineer, XYZ Company  
Edit Resume

Your resume is too short. Please edit it or apply with a different resume to continue.

Civil-Engineer-Resume-Example\_Milano-Turquoise.docx Last used today

Exit Continue

**Review draft and save**

Save and Continue

NEW: Get a professional resume review Request a resume review

JOHN DOE  
QWYYEDTQWEUTQUIWETI Harrisburg, PA 17101 ultrainstinct359@gmail.com

+ Add your summary

Work Experience

Add a description of your job Edit Dismiss

Civil Engineer XYZ Company + Add dates

**JOHN DOE**  
Harrisburg, PA

Indeed Resume Updated 9/24/2021 Public

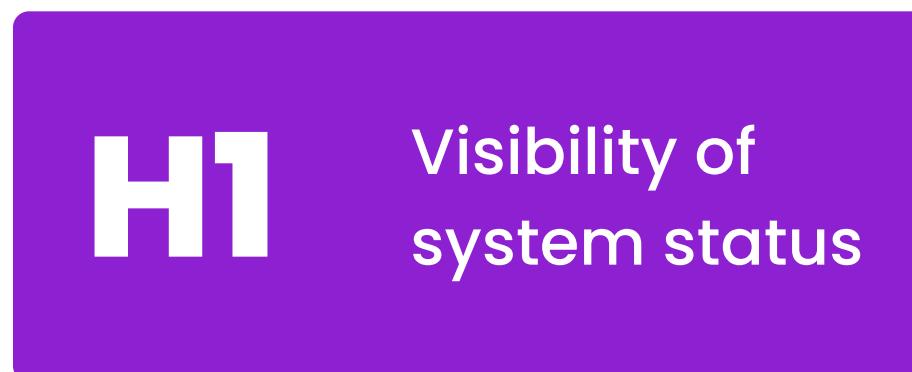
Last Uploaded File Civil-Engineer-Resume-Example\_Milano-Turquoise.docx Added 9/24/2021

Get a resume review before you apply Connect with an expert writer today Start →

Contact Information

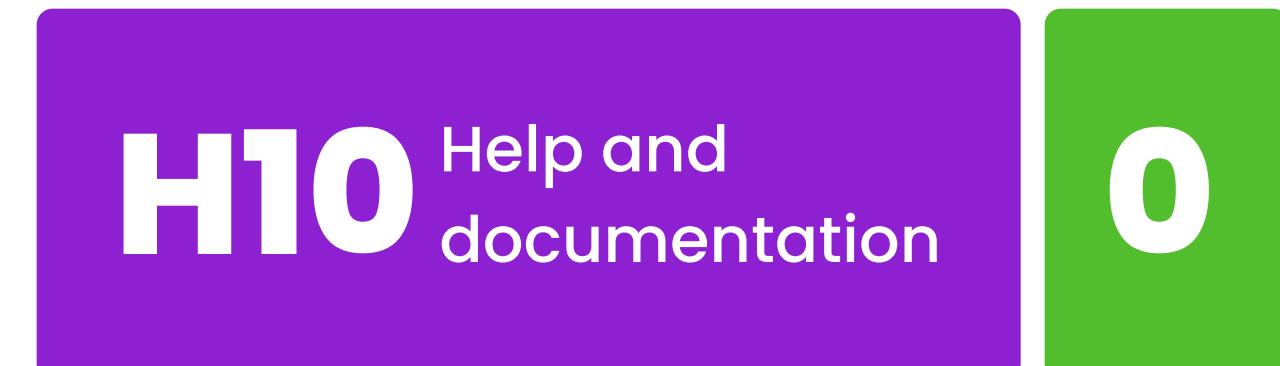
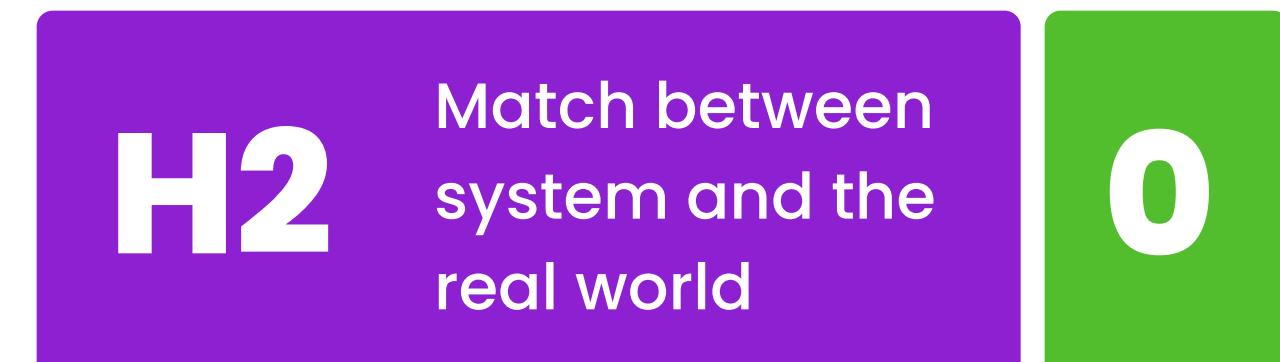
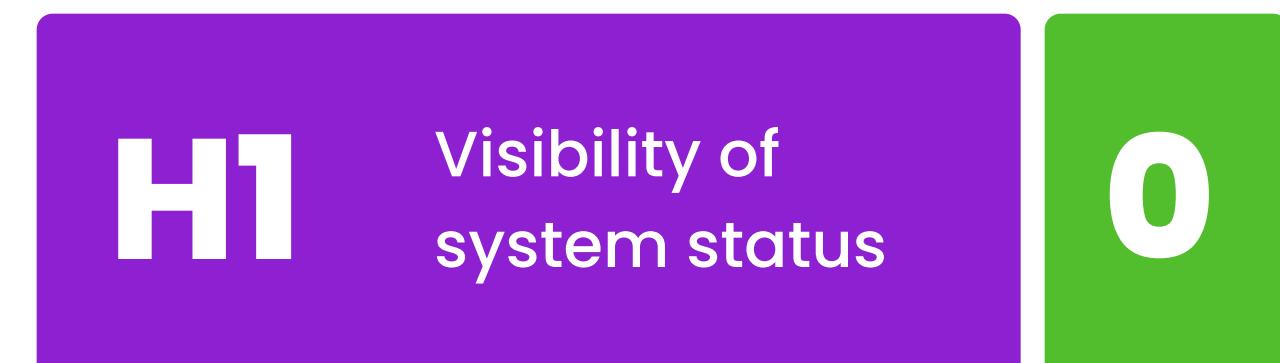
# Executive Summary

## Top Positives



### Positive

The website very clearly tells the user what needs to be done and provides ways of doing so.



### Positive

The website allows the user to review their application, giving the user the opportunity to verify the submitted information. It also shows perfectly relevant information. Follows conventions of how submissions are viewed.

This screenshot shows the verification step of an application process. At the top, there's a header with the Indeed logo and links for 'Find jobs', 'Company reviews', and 'Find salaries'. Below that is a navigation bar with icons for messaging, notifications, and user profile, followed by 'Employers / Post Job'. The main content area has a heading 'Construction Project Engineer - Located in Cameron, TX' with a small thumbnail image. A large button with a circular arrow icon and the text 'Verify your email to continue' is centered. Below it, a message says 'We sent a confirmation email to ultrainstinct359@gmail.com'. There's also a link to change the email address or re-send the confirmation. At the bottom are two buttons: 'Go to your inbox' and 'Continue'.

This screenshot shows the review and submission steps of an application. At the top, there's a header with the Indeed logo and links for 'Find jobs', 'Company reviews', and 'Find salaries'. Below that is a navigation bar with icons for messaging, notifications, and user profile, followed by 'Employers / Post Job'. The main content area has a heading 'Construction Project Engineer - Located in Cameron, TX' with a small thumbnail image. A progress bar indicates 'Application step 6 of 6'. A large button with a circular arrow icon and the text 'Please review your application' is centered. Below it, there are sections for 'Contact information' (Full Name: John Doe, Email Address: ultrainstinct359@gmail.com), 'Employer questions' (How many years of Construction experience do you have? 2), 'Relevant experience' (Civil Engineer at XYZ Company), and 'Relevant experience' (Civil Engineer at XYZ Company). At the bottom are two buttons: 'Exit' and 'Submit your application'.



That's all folks!