

Findings and Recommendations:

Our two teams of evaluators provided us with two valuably different sets of viewpoints. The first team consists of [REDACTED]. For ease of address, they will be referred to as Team 1. The second team consists of [REDACTED] and will be referred to as Team 2. Team 1's members were actually very knowledgeable on the subject of NOTAMs due to [REDACTED]'s experience working with them over his internship. In contrast the second team represented more of a layman's understanding of NOTAMs and the broader purpose of our website. These two teams offered us invaluable insight and allowed us to see the successes and failings of our website.

The Successes

1. Both teams showed high appreciation for including a map.
2. There were no problems raised with NOTAM details page, and both teams felt it adequately served its purpose.
3. Both teams felt as though the language used across the website was suitable for our expected users.
4. Team 1 showed approval of both the watchlist and the automatically applied search preference tool.

Serious Problems

1. Immediately upon exploring our application Team 1 raised many concerns regarding our search tool. They noted our search tool's inability to search by date, search across a range of time, and search by both inclusion and exclusion for every option. Upon completion of our second user activity, they expressed a desire to apply more than one search at a time, explaining that it would have made the task much simpler and faster to accomplish. The lack of those search option violated the flexibility and efficiency of use heuristic as the search tool limited the user's ability to search using the stated categories and allowing only one search at a time. **Recommendation:** A complete overhaul of the search tool is required. We need to allow searching by ranges for fields that allow it. We also need to expand our search options to allow the user to include or exclude any search parameters. Finally the search tool needs to allow multiple searches to be overlaid, rather than just a one at a time, such as being able to show the results of NOTAMs from several different regions simultaneously.
2. Both Team 1 and Team 2 expressed dismay and annoyance over having to travel to a separate screen to add or remove a particular NOTAM from the watchlist. This violated the flexibility and efficiency of use heuristic as the site forces the user to move to a different screen to complete a task. **Recommendation:** This is fairly easy to fix problem,

we can simply add a new column to the table that has a checkbox allowing users to quickly add and remove items from the watchlist without having to travel to the NOTAM details page.

3. Team 2 felt that they were not provided clear way to return back to the home screen after completing user task 3 and 4. They also expressed dislike for not being able to see an immediate reaction on the map and table when they were changing their account's automatic search preference during the 4th user task. The inability to return violated the user control and freedom heuristic, and the lack of an immediate response violated the visibility of system status heuristic. **Recommendation:** We should convert all individually separate screens, such as the automatic search preference screen, into an overlay that rest on top of the main screen. This one solution provides us with three benefits. First, this would prevent any user from being lost as it simply converts our sitemap into one screen. Second, it answers team 2's problem of a lack of feedback during the automatic search preference screen. And Third, this change would prevent the map from having to be reloaded every time the user changes screens and returns, saving us on time.

Minor Problems

1. During the first user task Team 2 voiced their desire to see the use of icons in the banner and noted that they think it would make the site look better. This error slightly violated the flexibility and efficiency of use heuristic as a better way to communicate items on a banner exists. **Recommendation:** This is a purely cosmetic problem that can be quickly addressed by simply pairing our banners buttons with the appropriate symbol to improve the interface appearance.
2. During the exploratory portion of the heuristic evaluation, Team 1 expressed a desire for there to exist a clear print button to allow users to print off the values inside the table. The lack of this function violated the flexibility and efficiency of use heuristic. **Recommendation:** We can solve this problem by implementing a clear search button into the home page, which would allow the user to print off the currently shown NOTAMs in the table. This increases the usability and interactivity of the application because the users can print NOTAMs directly instead of relying on default browser printing option.
3. During the discussion period after completing the third user activity, Team 1 expressed a desire to use the watchlist feature without signing in. We challenged them on this point asking how would a users watchlist to be saved across multiple sessions if they weren't logged in. They argued that losing that data was acceptable if it allowed unsigned users to keep track of NOTAMs during long stretches of using our website. The requirement of the user account violated the flexibility and efficiency of use heuristic. **Recommendation:** To maximizes the flexibility and interactivity of the watch list

feature, we can create a system to that allows users to access the watchlist without being signed in, but if the user were to leave the site for any reason all that information would be lost upon their return.

4. Throughout the both team's evaluation neither team showed great interests in the search history tool. When directly asked about it Team 1 commentated that they didn't think users would find much purpose from its addition in the website. This extraneous feature violated the aesthetic and minimalist design heuristic because the addition of of unnecessary function only clutters and distract the user from the site's main function.

Recommendation: We should remove the search history tab from site. The removal of this feature would also open up more resources to focus towards perfecting the remaining features of our project.