

X Evaluation Report Template

1. Project Overview

- **Website Name:** ParaBank
 - **URL:** <https://parabank.parasoft.com/parabank/index.htm>
 - **Evaluation Date:** 13/8/2025
 - **Evaluators:** Aya mostafa kamel
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2. Purpose of the Evaluation

The purpose of this evaluation is to assess the current user experience (UX) and user interface (UI) of the ParaBank website to identify usability, accessibility, navigation, and aesthetic issues that may hinder user engagement and task completion.

This analysis focuses on:

- **Usability** (ease of use, clarity, and efficiency)
 - **Accessibility** (readability, contrast, and compliance with standards)
 - **Navigation** (logical structure and discoverability of features)
 - **Aesthetics** (visual appeal and consistency)
 - **Performance** (page loading speed and responsiveness)
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3. UX Heuristic Analysis

(Based on Jakob Nielsen's 10 Usability Heuristics)

Heuristic	Observation	Severity	Recommendation
Visibility of system status	No loading indicators for page transitions; users may	High	Add loading spinners or progress indicators for transactions and navigation.

be unsure if an action is processing.

Match between system and real world

Banking terms like “Open New Account” are clear, but some links use technical terms (“Activity Period”) that may confuse non-technical users.

Medium

Use plain language that matches user expectations (e.g., “Recent Transactions” instead of “Activity Period”).

User control and freedom

No “Cancel” or “Back” buttons in some forms; users must use browser back button.

Medium

Add clear “Cancel” and “Back” options in all forms and processes.

Consistency and standards

Inconsistent button styles and link colors; some buttons are plain text links.

Medium

Standardize button colors, shapes, and states across the site.

Error prevention

No real-time field validation in forms; errors appear only after submission.

High

Add inline validation (e.g., “Invalid email format”) before submission.

Recognition rather than recall

Navigation menu is text-heavy with no icons; users must remember the meaning of each link.

Low

Add icons or visual cues to help users quickly identify features.

Flexibility and efficiency of use

No shortcuts or personalization options for frequent users.

Medium

Allow users to save favorite actions or customize dashboard.

Aesthetic and minimalist design	Cluttered sidebars and homepage; low visual hierarchy makes it hard to focus on key actions.	High	Simplify layout, increase whitespace, and highlight primary actions.
Help users recognize, diagnose, and recover from errors	Error messages are vague (“Error occurred”) without guidance.	High	Provide clear, specific error messages with suggestions for fixing the issue.
Help and documentation	No help section or FAQ accessible from homepage.	Low	Add a “Help” link in the navigation menu with FAQs and tutorials.

4. User Testing & Feedback Summary

- **Test Methodology:** Usability testing and heuristic evaluation
- **Number of Users Tested:** 3
- **Demographics:** Ages 20–25, intermediate computer users, no prior ParaBank experience
- **Tasks Assigned:**
 - Sign up for a new account
 - Log in to account
 - Transfer funds between accounts
 - Pay a bill
- **Key Observations:**
 - Users took longer to find some features due to text-heavy menus.

- Signup form felt long and required unnecessary details.
 - Navigation between tasks required multiple clicks and page reloads.
 - **Common Feedback:**
 - “It feels outdated.”
 - “I had to think about where to click.”
 - “Too much text, not enough visuals.”
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5- UI/UX Issues Identified

Category	Issue Description	Impact	Suggested Solution
Navigation	Menu has too many similar-looking links; no visual grouping.	High	Group related features under dropdowns or categories.
Readability	Text contrast is low in some areas; small font sizes.	Medium	Increase font size and contrast to meet WCAG standards.
Responsiveness	Layout is not optimized for mobile devices.	High	Implement responsive design with flexible grid.
Performance	Pages reload completely for each action; no smooth transitions.	Medium	Use AJAX or partial reloads for better performance.
Forms	No inline validation; long signup form discourages completion.	High	Shorten forms and add real-time validation.

6. Competitive Analysis (Optional)

Competitors: Revolut, Monzo, Ally Bank

- Strengths of competitors: modern, clean interfaces with clear icons, mobile optimization, faster navigation.
- Weakness of ParaBank compared to competitors: outdated look, lack of responsiveness, minimal personalization.

7. Recommendations & Action Plan

Quick Wins (Immediate Fixes):

- Increase button contrast and font sizes.
- Add icons to navigation.
- Improve error messages.

Medium-Term Improvements:

- Implement responsive design for mobile users.
- Add inline form validation.
- Group menu items logically.

Long-Term Redesign Goals:

- Complete visual overhaul for modern look.
- Implement dashboard customization.
- Add micro-interactions and smooth transitions.

8. Conclusion

- The ParaBank website offers core banking functionality but suffers from outdated design, poor visual hierarchy, and lack of mobile responsiveness. Improving navigation, form usability, and overall aesthetics will significantly enhance the user experience and reduce friction in key tasks.
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