

# USABILITY HEURISTICS

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IMMERSION 3.5

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## WEBSITE: EXPERTS EXCHANGE

USABILITY HEURISTIC	EXAMPLE OF VIOLATIONS
VISIBILITY OF SYSTEMS	When you are viewing a course video, there is no indication of how far it has loaded before you start the video, so you can start playing it before the picture has loaded, leaving you missing the beginning of the video.
MATCH BETWEEN SYSTEM & REAL WORLD	The account options are Individual, SMB, and Enterprise. I don't know what SMB and Enterprise are but once I clicked on them and read the descriptions, I found out that they are different business account options. I automatically skimmed right over them because I didn't comprehend what they were.
USER CONTROL & FREEDOM	When you click on "Ask a Question" and fill out the question, it only provides the option to preview your question or to submit. There is no cancel option, leaving you the only option of navigating somewhere else on the site to cancel it.
CONSISTENCY & STANDARDS	For the most part, there was consistency throughout the site. However, I noticed that when I would hover over icons, only some of them would tell me what they were before I clicked on them.
RECOGNITION RATHER THAN RECALL	While I was scrolling through asked questions, there were experts on the right that were recommended to me. Next to each expert name there was a plug icon. This plug icon signified the option to connect with the expert, but I would not have ever guessed that the icon meant that. It just didn't make sense to me.
FLEXIBILITY & EFFICIENCY OF USE	When you scroll to the bottom dash and click on one of the services, it takes you to a page that no longer has the main dashboard up top that all of the rest of the pages have. The user can only click "back" on their browser to get to another page. This made it harder to use because you feel stuck once you get to that page.
AESTHETIC & MINIMALIST DESIGN	The design was fairly simple throughout the site but one of the pages titled "Research" has a lot of information and no hierarchy of what to look at first. There are a lot of articles, courses, and videos to click on but nothing sectioning them out into groups.
HELP USERS RECOGNIZE, DIAGNOSE & RECOVER FROM ERRORS	I actually couldn't find an example of this. There wasn't really anything I could click on to provoke an error message
HELP & DOCUMENTATION	First off, there is no help section that I can find on the site. Or at least not one that is very easily found. Also, when I joined there was no onboarding, it kind of left me having to figure out on my own how to navigate everything.