**Usability Evaluation Checklist**

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| --- | --- | --- | --- | --- | --- | --- |
| **Feedback / Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| It is always clear what is happening on the site? | **✓** |  | |  |  | Content labelled correctly to avoid confusion. |
| Users are made aware if the system is awaiting user input? |  | **✓** | |  |  | Content that requires input is listed as a form with formats. |
| Progress indicators are present (where applicable)? |  |  | |  | **✓** | N/A |
| Users can contact the company via email or web forms? | **✓** |  | |  |  | Users can purchase products, and their details go to the database. |
| Online help is available (where applicable)? | ✓ |  | |  |  | Users can receive help if they require it. |
| **Consistency**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Only one word or term is used to describe any link? |  | **✓** | |  |  | Terms for links are use friendly and understandable. |
| Links match titles of the pages or external sites to which they refer? | **✓** |  | |  |  | All Links are labelled correctly. |
| Custom colours are used for links and visited links? | ✓ |  | |  |  | Links are underlined when hovered over. |
| Application is consistent with general web usage? | **✓** |  | |  |  | Website uses one major color scheme throughout. |
| **Error prevention and correction**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| Errors do not occur unnecessarily? | **✓** |  | |  |  | Systems created correctly to keep errors minimal. |
| Error messages - if generated - are in plain language? | **✓** |  | |  |  | Errors are worded in a way end users can understand. |
| Error messages describe what action is necessary to recover? | **✓** |  | |  |  | Errors are worded in a way end users can understand. |
| Error messages provide a clear exit point from the application? | **✓** |  | |  |  | Errors are listed and can move on from them. |
| Error messages provide contact details for assistance? |  |  | |  | **✓** | N/A |
| **Visual Clarity**  **Compliance** | | | | | | |
|  | Always | Sometimes | | Never | N/A | Notes |
| The layout is clear and understandable? | **✓** |  | |  |  | Design is clear and easy to use. |
| There is sufficient ‘white space’? | **✓** |  | |  |  | Content is spread evenly with enough space between. |
| Unnecessary animation is avoided? | **✓** |  | |  |  | N/A |
| **Navigation**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| There is a clear indication of the current location within the site? | **✓** | |  |  |  | Subpages are labelled correctly. |
| There is a clearly identified link to the Home page? | **✓** | |  |  |  | Page Navigation is always shown. |
| All major parts of the site can be accessed from the Home page? | **✓** | |  |  |  | All Pages can be accessed via the Navigation. |
| A site map is available? |  | |  |  | **✓** | Webpage is designed to be easy to navigate. |
| Site structure is simple with no complex navigation required? | **✓** | |  |  |  | N/A |
| A Search function is available (where applicable)? |  | |  |  | **✓** | N/A |
| **Functionality**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| All functionality is clearly labelled? | **✓** | |  |  |  | All Content is listed properly. |
| All necessary functionality is available without leaving the site? | **✓** | |  |  |  | Everything is done within the website including payment systems. |
| **User Control / Language**  **Compliance** | | | | | | |
|  | Always | | Sometimes | Never | N/A | Notes |
| The user can cancel or reset any or all operations (web form)? | **✓** | |  |  |  | Forms have a clear input button. |
| There is a clear exit point on every page? | **✓** | |  |  |  | Each page has a way out via Navigation bar. |
| All graphic links are also available as text links? | **✓** | |  |  |  | If images were to not load, all imagery have alts. |
| The site supports the user’s workflow? | **✓** | |  |  |  | Easy and efficient to navigate and use. |
| All content is appropriate? | **✓** | |  |  |  | All content is appropriate for all ages. |
| Language - appropriate for the user - is employed? | **✓** | |  |  |  | All content is appropriate for all ages. |
| No unnecessary technical jargon is used? | **✓** | |  |  |  | Wording is easy to understand by all ages or technical background. |