**Heuristics Evaluation Questions**

***1. Visibility of system status***

* Did you receive enough feedback of the system’s status?

***2. Match between system and real world***

* Is the terminology used familiar to you?
* Does the interface present information in a simple, natural and logical order?
* Can you easily understand the use of metaphors?

***3. User control and freedom***

* Do you feel in control with the system?
* Is there anything that you think restricted you to complete a task?Do you think that the facilities provided to return to the top level at any stage are appropriate?
* Do you think that the facilities provided to recover from an error were appropriate?

***4. Consistency and standards***

* Do you think that the terminology and the controls are consistent throughout the system?
* Is the look and feel of the system consistent?

***5. Error prevention***

* Are the input options chosen suitably to prevent errors?
* Recognition rather than recall
* *Were you able to access help and instructions easily when needed?*
* *Did you* find the relationship between controls and their actions obvious?

***6. Flexibility and efficiency of use***

* Does the website provide any shortcuts for improving interactions?
* Does the website interface guide you how to use it sufficiently?
* Did you feel some of the registrations were unnecessary?

***7. Aesthetic and minimalist design***

* Did you find the design simple, easy to learn and intuitive?
* Do the interfaces have any information which you found irrelevant and distracting?
* Are the different controls of the system clearly labelled and obvious?

***8. Help users recover from errors***

* Did you find any error messages useful to help you recover from the error?
* Was it clear by the error messages what you have done wrong?

***9. Help and documentation***

* Is sufficient help provided?
* Are the help messages clear enough for you to understand them?

***10. Navigation***

* Did you feel at any point that navigation in the website was inappropriate or unnecessary?
* Was it clear to you what page you are on and where can you go next?

***11. Structure of information***

* Did you feel that related pieces of information are clustered together?
* Is the size of the different elements appropriate in respect to the size of the screen and their importance?

***12. Physical constraints***

* Is the distance between different elements and their size appropriate?