

Heuristic Review for DisasterAssistance.gov

#	Title	Heuristic	Severity	Notes	Documentation
1	Disaster assistance registration	Visibility of system status	0	There are dots for each page that light up once they have been completed which helps users track when they've completed each page in the process.	https://www.disasterassistance.gov/DAC/ri/privacyAct.do
2	"Find local resources" navigation map to identify help for immediate needs	Match between system and the real world	2	When searching an address, results that are greater than 400 miles away appear, which wouldn't be very practical or helpful for users caught in an immediate emergency.	https://www.disasterassistance.gov/
3	Disaster assistance center application page	User control and freedom	0	Users can click "Exit registration" button at anytime to leave the page and go back to the home page	https://www.disasterassistance.gov/DAC/ri/privacyAct.do
4	"Information" tab listed on homepage	Consistency and standards	2	This is bad information architecture practice. The term "information" is too vague that users won't know what to find under that particular page.	https://www.disasterassistance.gov/
5	Submitting a form with the disaster assistance center	Error prevention	1	Users are permitted to click "Next" button without accepting the privacy act statement which leads to an error. This could be solved by greying out the next button until users have clicked through all necessary questions.	https://www.disasterassistance.gov/DAC/ri/privacyAct.do
6	Find assistance page	Recognition rather than recall	3	The webpage warns users their responses to the form will not be saved and they either need to email themselves a copy or print the page.	https://www.disasterassistance.gov/get-assistance/find-assistance

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7	Clicking through drop-down menus with information	Flexibility and efficiency of use	2	The website doesn't show breadcrumbs of the pages users have navigated through so if they open a new drop-down menu it's easy to lost track of where you just clicked through.	https://www.disasterassistance.gov/
8	Clicking any links to non-government websites	Aesthetic and minimalist design	1	Anytime a user clicks a link, there is a pop-up letting them know they are going to a non-government website that "the accuracy or relevance of the information provided is not within our control" which is probably unnecessary information considering it's linked directly from their website so there is some endorsement there.	https://www.disasterassistance.gov/information/children-and-families/online-resources
9	Disaster assistance registration	Help users recognize, diagnose, and recover from errors	0	Users are prompted with 3 dialog boxes asking if they are positive that they would like to exit their application (since everything will be erased if they do) if they accidentally click the exit application button prematurely.	https://www.disasterassistance.gov/DAC/ri/privacyAct.do
10	"Help" tab listed on homepage	Help and documentation	0	Pretty robust help and FAQ page with contact information for users who have specific questions.	https://www.disasterassistance.gov/help/faqs