

Heuristic Review for FEMA App

#	Title	Heuristic	Severity	Notes
1	Subscribing to periodic safety tips via text message	Visibility of system sta...	3	To enroll in periodic text message alerts for various emergencies you have to text phrases to a specific number to enroll which is difficult to operate. It takes a long time for the system to reply to your text message and if you make a typo it just tells you the keyword is unrecognized by the FEMA system.
2	Specific disaster language is used and can be easily recognized by users	Match between syste...	0	Popular terms like emergency kit, shelters and reminders are used to help users find the resources they need. Each emergency is also listed by a name that users would be looking for specifically and could recognize easily.
3	Returning back to home screen; unsubscribing from text updates	User control and free...	2	There are no "breadcrumbs" or page navigation buttons that let the user return back to specific pages while they are navigating different resources. If a user wants to unsubscribe to specific text alerts they have to unsubscribe to ALL alerts and start over.
4	Call 9-1-1	Consistency and stan...	1	This button uses a symbol that indicates a drop down menu but actually leads the user to their dial app to call 911
5	Adding emergency meeting places	Consistency and stan...	1	The "Save" and "Delete" buttons are both green which users could easily confuse. Usually "Delete" buttons are red or some other color indicating a different action.
6	Updating emergency meeting place	Error prevention	2	If a user clicks the "Delete" button by accident it gets rid of the emergency place listed and offers no "Undo" button or confirmation window to ensure that's the action the user wants to do.
7	List of action steps	Recognition rather tha...	0	Steps are broken down into individual drop-down menus so users can easily go back and review prior steps.

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8	Navigating through pages	Flexibility and efficien...	2	The user has to click through a ton of menus and continuously scroll through information to get to where they need. There are no shortcuts like swiping to go back to the previous page, so the user has to scroll to the very top and find the "Back" button.
9	General information on app	Aesthetic and minimal...	0	All information available on the app is crucial for the user and nothing needs to be removed
10	Subscribing to text alerts	Help users recognize, ...	3	If a user misspells a keyword and it is unrecognized by the system it does not offer any alternative actions, or even provide a list of recognized terms that the user might have been looking for (like misspellings or a linked-term)
11	FAQ page is missing	Help and documentati...	3	The first page of the application lists "Settings About Contact Us" but when the user clicks this button the only pages available are settings, contact us, and legal. No FAQ page.