1. User scenarios identified & their descriptions:

|  |  |
| --- | --- |
| **Scenario 1:** |  |
| **Scenario 2:** |  |
| **Scenario 3:** |  |
| **Scenario 4:** |  |

1. Conduct a heuristic evaluation on the website based on the FOUR (4) scenarios above, and indicate your findings against the heuristic checklist:

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Heuristic** | **Findings** | **Suggestions for improvement** |
| 1 | Visibility of system status |  |  |
| 2 | Match between system and real world |  |  |
| 3 | User control and freedom |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Heuristic** | **Findings** | **Suggestions for improvement** |
| 4 | Consistency and standards |  |  |
| 5 | Error prevention |  |  |
| 6 | Recognition rather than recall |  |  |
| 7 | Flexibility and efficiency of use |  |  |
| 8 | Aesthetic and minimalistic design |  |  |
| 9 | Help users recognize, diagnose and recover from errors |  |  |
| 10 | Help and documentation |  |  |