

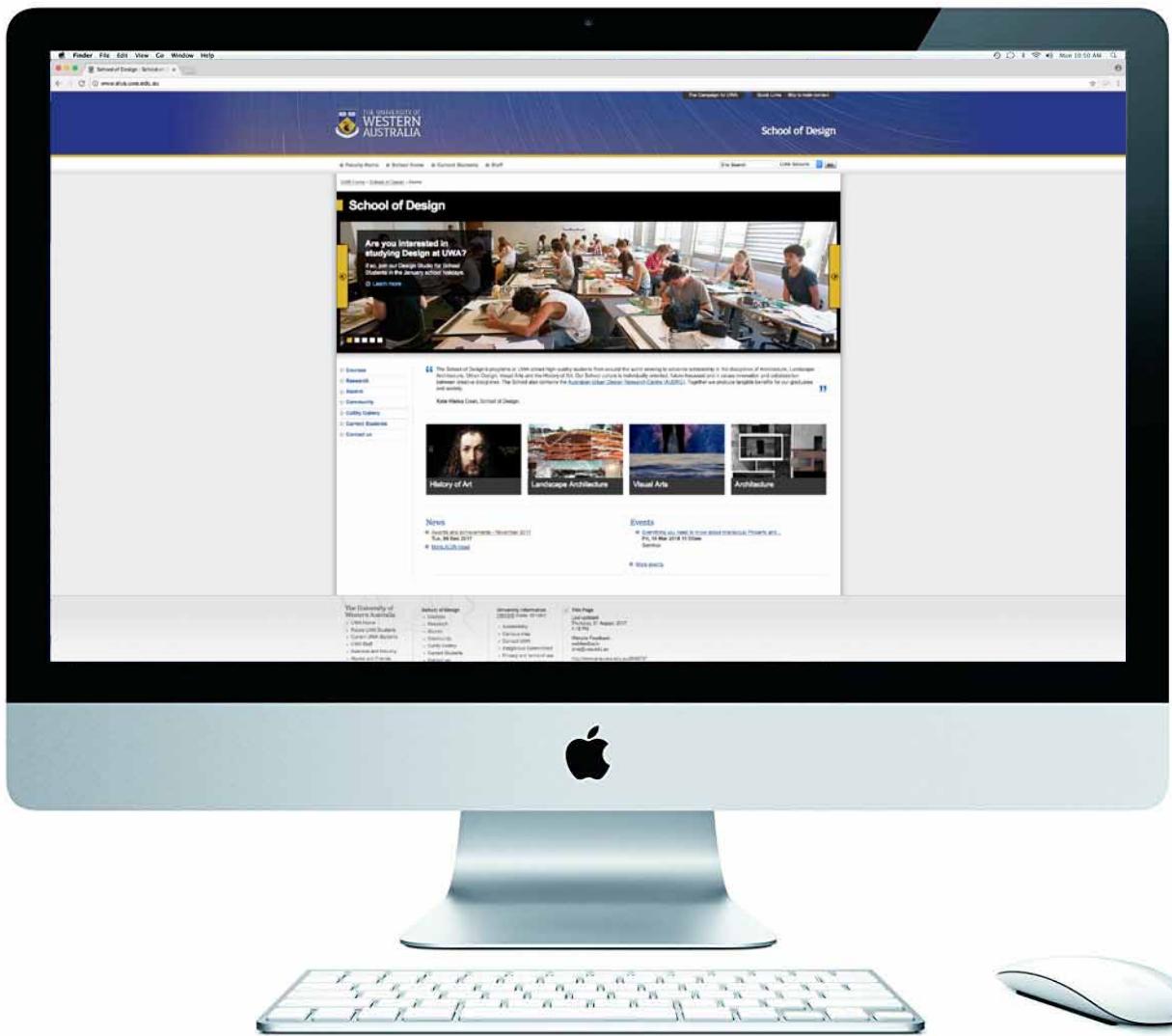
USABILITY REPORT

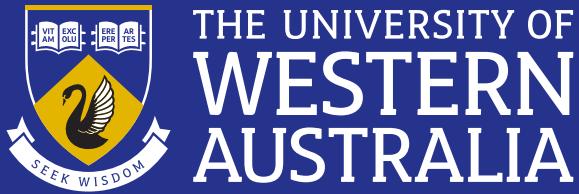


THE UNIVERSITY OF
WESTERN
AUSTRALIA

THE UNIVERSITY OF WESTERN AUSTRALIA -
SCHOOL OF DESIGN WEBSITE

www.UWA School of Design.uwa.edu.au





PART 1

USABILITY OBSERVATIONS

THE UNIVERSITY OF WESTERN AUSTRALIA -
SCHOOL OF DESIGN WEBSITE

5 USABILITY SELF OBSERVATION PROBLEMS

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2. MOBILE DISPLAY BUTTON LOSS	P4
3. SEARCH BAR USABILITY	P5
4. BROKEN LINKS AND INCONSISTENCIES	P6-7
5. IMPORTANT MISSING FEATURES	P8

PART 1 - USABILITY OBSERVATIONS

1. BUTTON NAVIGATION STRUCTURE

On the UWA School of Design homepage the three main navigation buttons areas with one group being situated away from the main navigation bars and under the slide show making it feel less important (Figure 1.1.1). There is also unnecessary duplicated buttons that may confuse a user into thinking they are separate webpage links.

Consolidating the three main navigation bars into just two top main navigation horizontal bars would bring all these important webpage links together. Removal of the side navigation bar that would also eliminate the white void space on the left side, allowing a neat centred complete left to right divisional content area.

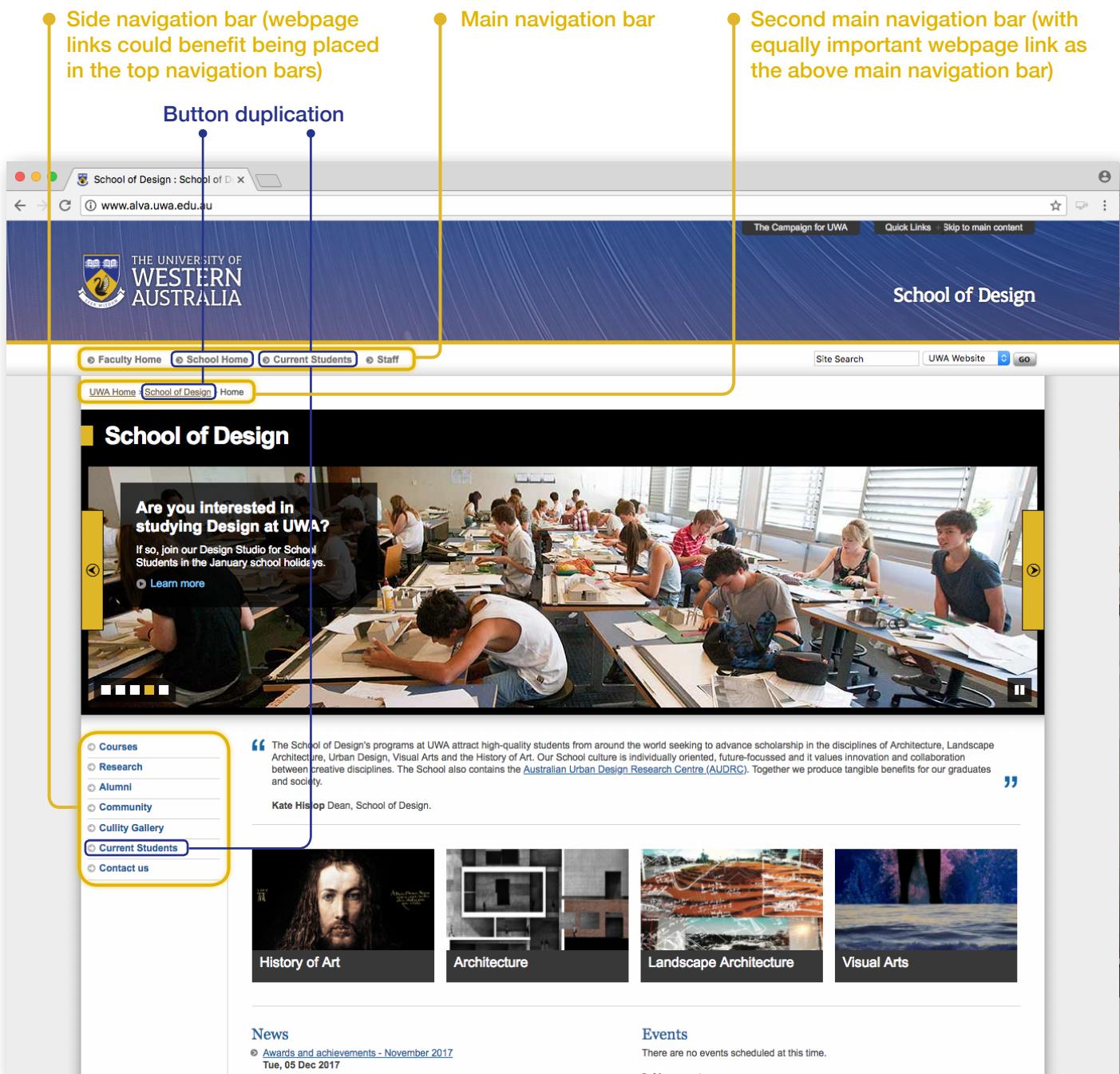


Figure: 1.1.1 Uni of WA - School of Design's homepage



PART 1 - USABILITY OBSERVATIONS

2. MOBILE DISPLAY BUTTON LOSS

The UWA School of Design websites main header bar and quick links buttons that are displayed with larger screen viewing (Figure 1.2.1) do not all get transferred across to the smaller mobile device viewing mode (Figure 1.2.2). A navigation drop down Menu does get reinstated with smaller screen viewing, though it still does not feature such links as 'Faculty Home', 'School Home', 'Staff', 'The Campaign for UWA' or 'Skip to main content' (Figure 1.2.3).

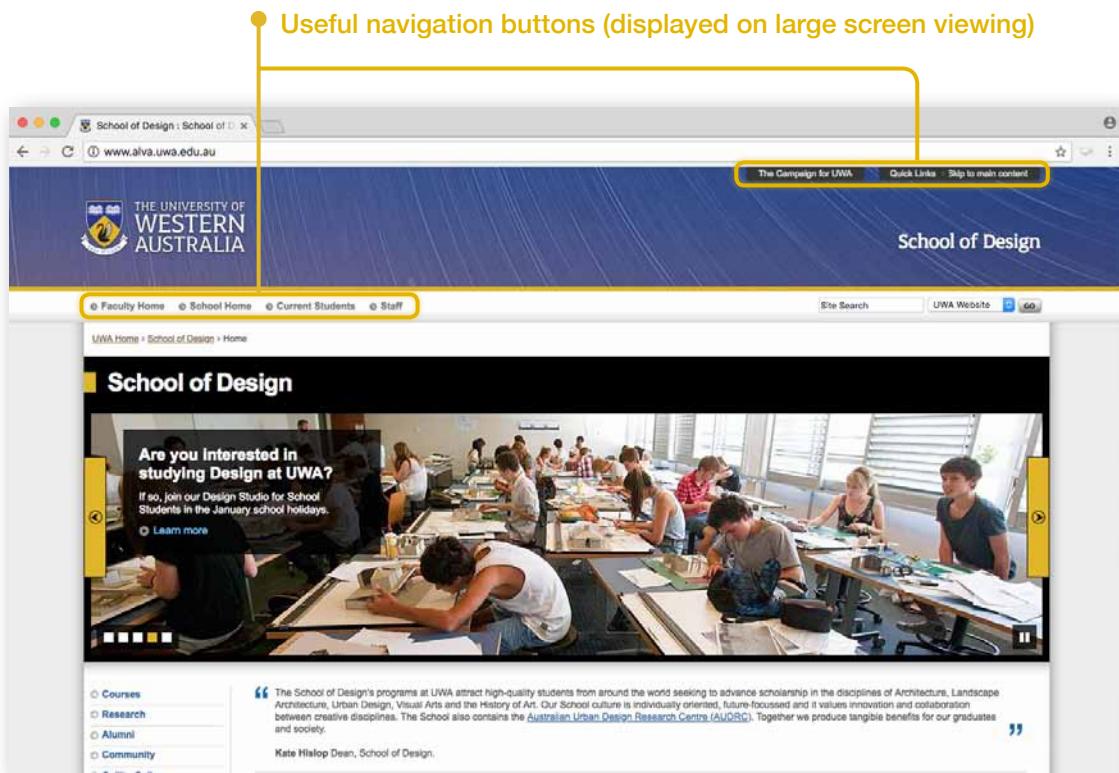


Figure: 1.2.1 Uni of WA - School of Design's homepage home computer display

Figure: 1.2.2
Uni of WA - School of
Design's homepage
mobile phone display

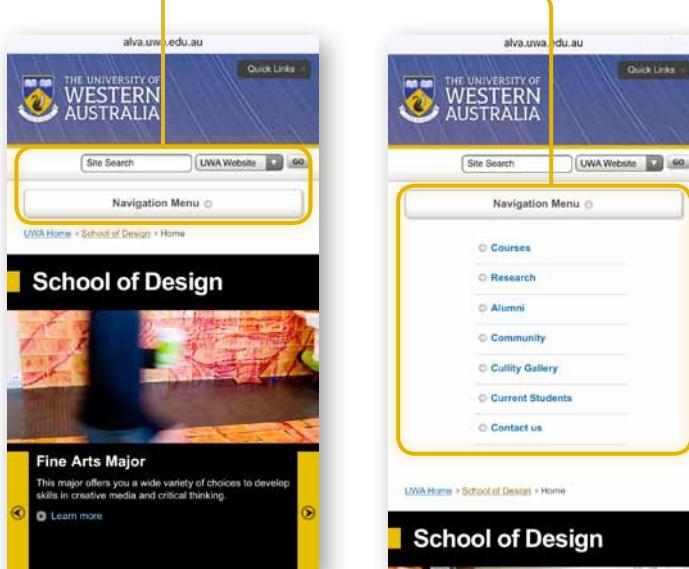
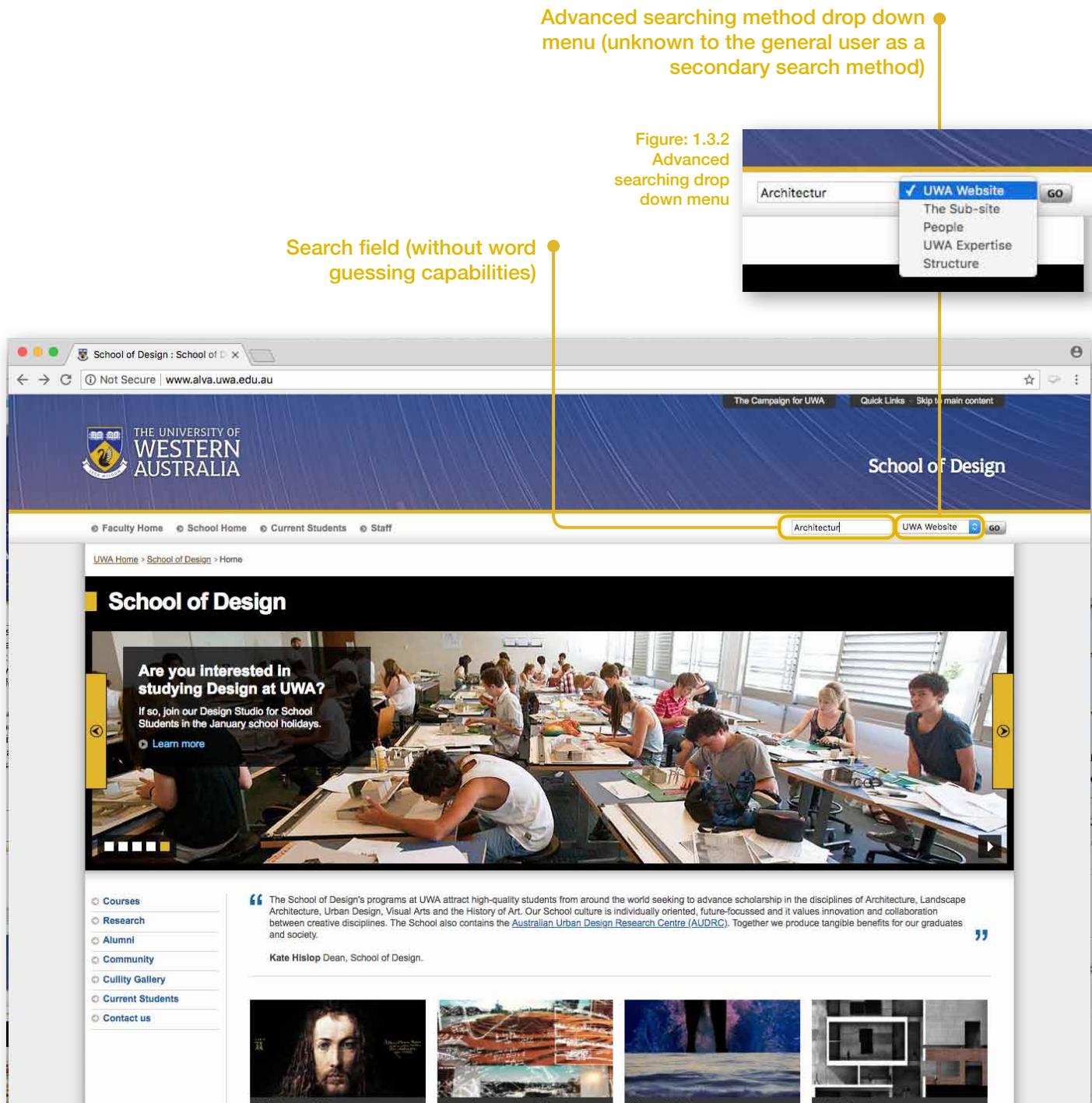


Figure: 1.2.3
Uni of WA - School of
Design's homepage
mobile phone display
Navigation Menu drop
down

PART 1 - USABILITY OBSERVATIONS

3. SEARCH BAR USABILITY

As shown in **Figure 1.3.1**, the search field on the UWA School of Design's website does not have word guessing capabilities when typing in a word that is of relevance to the organisations dealings. There is also a confusing drop down menu for an advanced search method with a list of different platforms in which you can search your search term within (**Figure 1.3.2**). These platforms would not make much sense to a general user and therefore may create a level of confusion, driving the viewer away.



PART 1 - USABILITY OBSERVATIONS

4. BROKEN LINKS AND INCONSISTENCIES

As shown in Figures 1.4.1 and 1.4.2, within UWA School of Design ‘Research’ webpage, there are ‘Research publications from our staff’ document links from years prior that have all broken links leading you to a “This site can’t be reached” webpage. There are also inconsistencies where some of the document links will open in the same window you are currently using and others in a new window (Figures 1.4.3 and 1.4.4).

Broken document links opening in the same and new webpage window

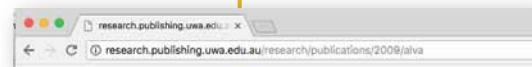


Figure: 1.4.4 Link opening in the same window



Figure: 1.4.3 Link opening in a new window

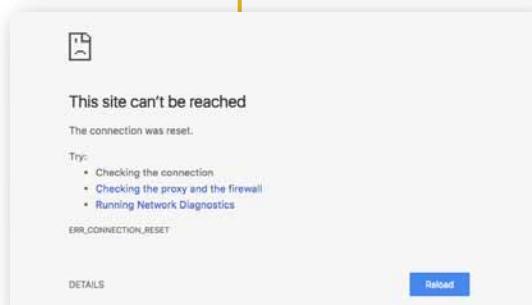
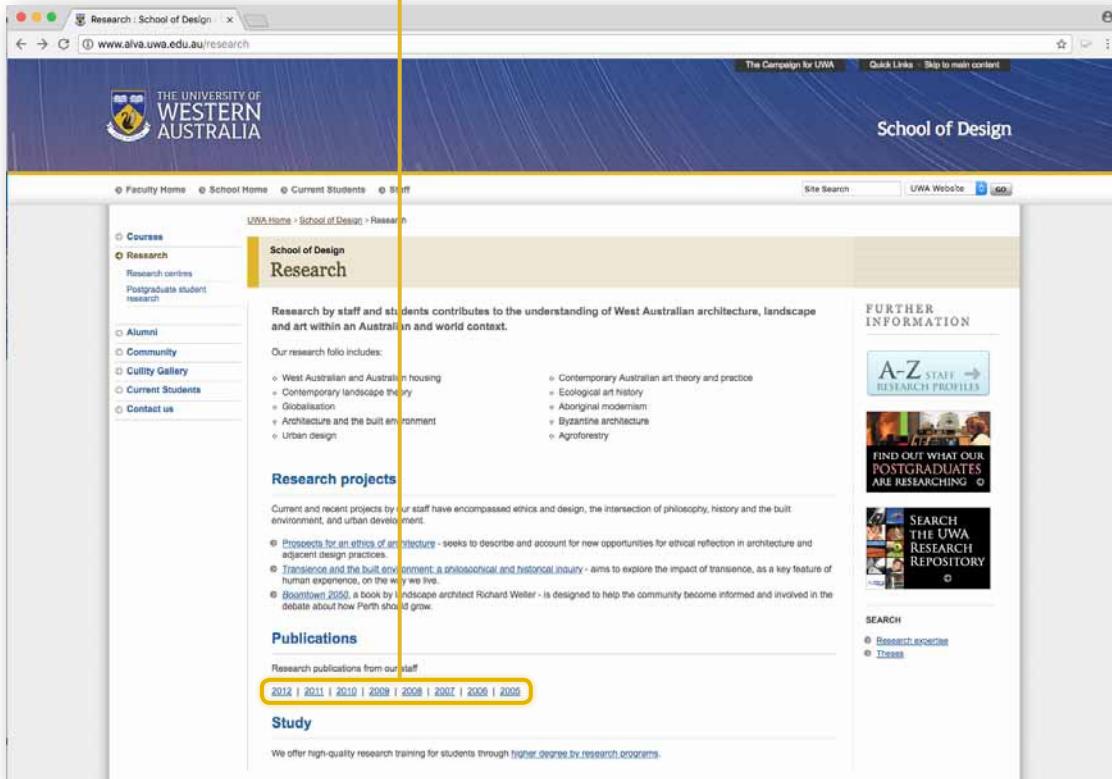


Figure: 1.4.2 “This site can’t be reached” link portal

Figure: 1.4.1 Uni of WA - School of Design - Research webpage (<http://www.alva.uwa.edu.au/research>)

PART 1 - USABILITY OBSERVATIONS

4. BROKEN LINKS AND INCONSISTENCIES (CONT)

There is also a broken image link on the ‘Community’ webpage, which is the leading article of the page (Figure 1.4.5).

Broken links should either be relinked, removed and then adjusted in a way to fill the original image space. Inconsistencies with the new or same window webpage opening should have been identified in the proof checking stages during the publishing process and corrected.

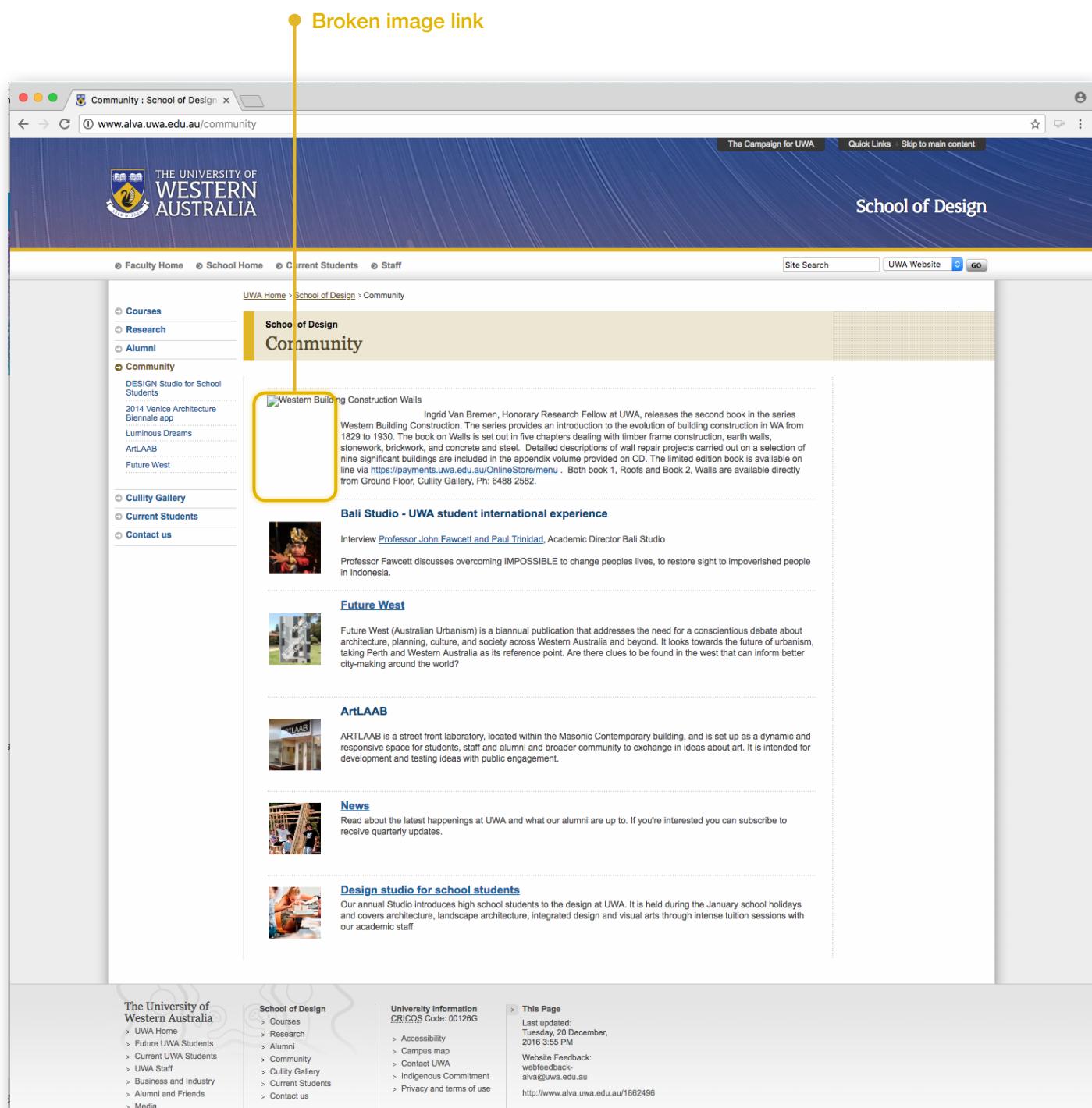


Figure: 1.4.5 Uni of WA - School of Design - Community webpage (<http://www.alva.uwa.edu.au/community>)

PART 1 - USABILITY OBSERVATIONS

5. IMPORTANT MISSING FEATURES

An overlooked feature that I cannot seem to find, which would be beneficial to the UWA School of Design website, is having a international students portal with helpful facts and services assisting the international user. The parent UWA website does not have an easily visible international student assistance/information webpage link either.

A good example of an international enquiry portal is shown in **Figure 1.5.1** from the University of Canberra website ([www.canberra.edu.au](http://www.canberra.edu.au/international)). The International webpage button is displayed with the main navigation buttons and in clear site. The International webpage provides helpful user features and also an international students personal story of their time at the University, which is a welcoming feature.

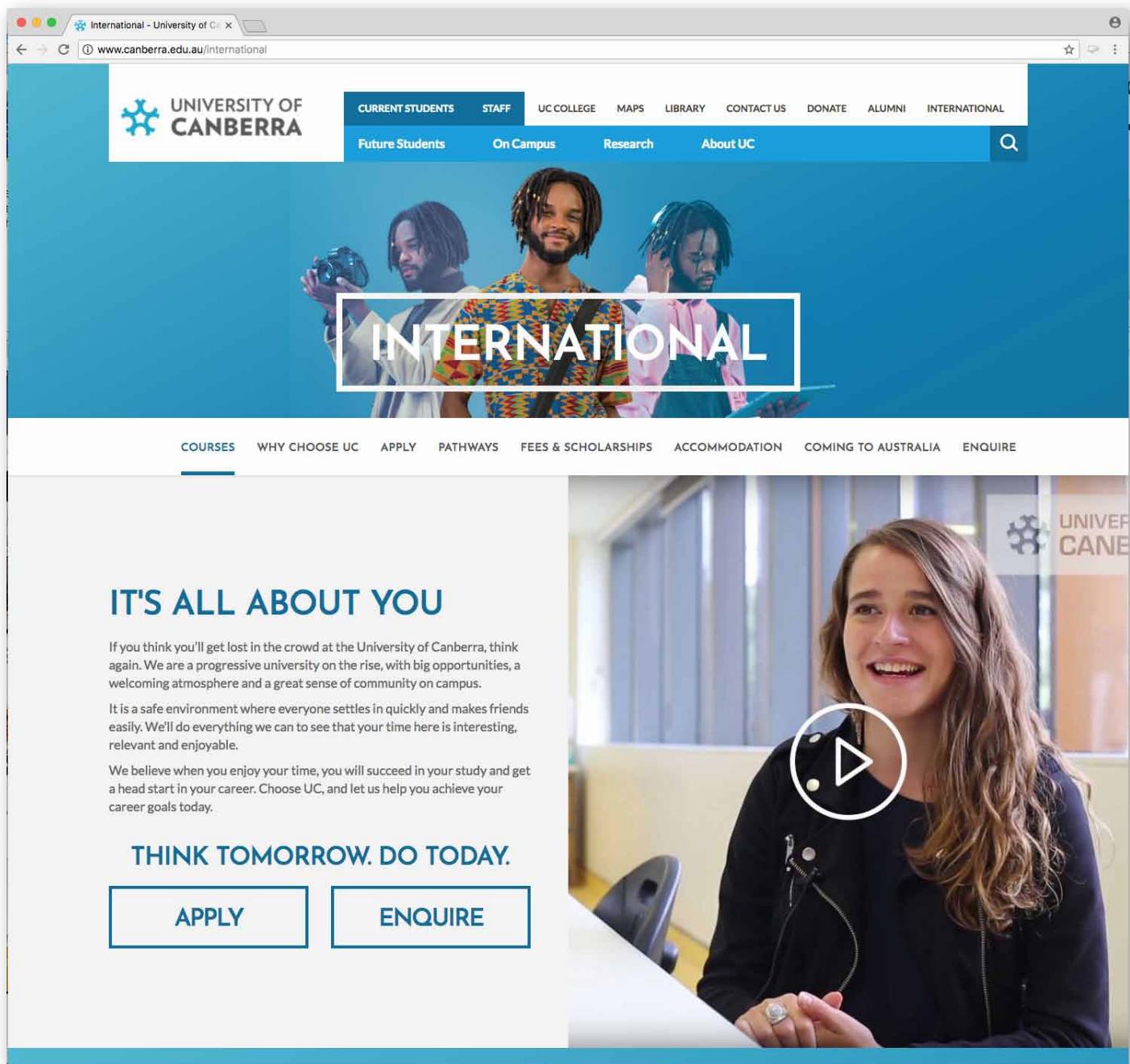


Figure: 1.5.1 Uni of Canberra- International webpage (<http://www.canberra.edu.au/international>)



PART 2 HEURISTIC EVALUATION

THE UNIVERSITY OF WESTERN AUSTRALIA -
SCHOOL OF DESIGN WEBSITE

10 HEURISTIC USABILITY EVALUATION STEPS

1. VISIBILITY OF SYSTEM STATUS	P10
2. MATCH BETWEEN SYSTEM AND THE REAL WORLD	P11
3. USER CONTROL AND FREEDOM	P12
4. CONSISTENCY AND STANDARDS	P13
5. ERROR PREVENTION	P14
6. RECOGNITION RATHER THAN RECALL	P15
7. FLEXIBILITY AND EFFICIENCY OF USE	P16
8. AESTHETIC AND MINIMALIST DESIGN	P17
9. HELP USERS RECOGNISE, DIAGNOSE AND RECOVER FROM ERRORS	P18
10. HELP AND DOCUMENTATION	P19
CONCLUSION	P20
REFERENCES	P21

PART 2 - HEURISTIC EVALUATION

1. VISIBILITY OF SYSTEM STATUS

A feature which is relevant to this category of evaluation is when you use the ‘Email us’ forms on the UWA School of Design website (example seen in Figure 2.1.1). This form can be used when you are unable to find an answer through the askUWA portal. Once you fill out the form and click submit, it automatically goes to a ‘Your Question has been Submitted’ webpage (Figure 2.1.2). The load time is fast, which gives the user satisfaction knowing their query has been submitted. It also gives you a submission number, which builds further confidence in knowing your submission, has been received in their system.

Figure: 2.1.1 Uni of WA - School of Design - Domestic Future Student Enquiry webpage (https://www.ask.uwa.edu.au/app/forms/domestic_enquiry)

Figure: 2.1.2 Uni of WA - School of Design - Domestic Future Student Enquiry - Enquiry submission webpage

PART 2 - HEURISTIC EVALUATION

2. MATCH BETWEEN SYSTEM AND THE REAL WORLD

Within the ‘Community’ drop down there is a ‘DESIGN Studio for School Students’ webpage that relates well to the younger school student demographic. As shown in **Figure 2.2.1**, the webpage is trying to entice students to apply for the Design Studio courses they run for older High School and College students. They use questioning sentences to try and grab the viewer’s attention. They have also included an information video showing viewers visually what the program is all about.

Simple question based wording to attract the younger reader

Information video giving you a glimpse into the courses (saving you with reading through the articles)

Figure: 2.2.1 Uni of WA - School of Design - DESIGN Studio for School Students webpage (<http://www.alva.uwa.edu.au/community/studio>)

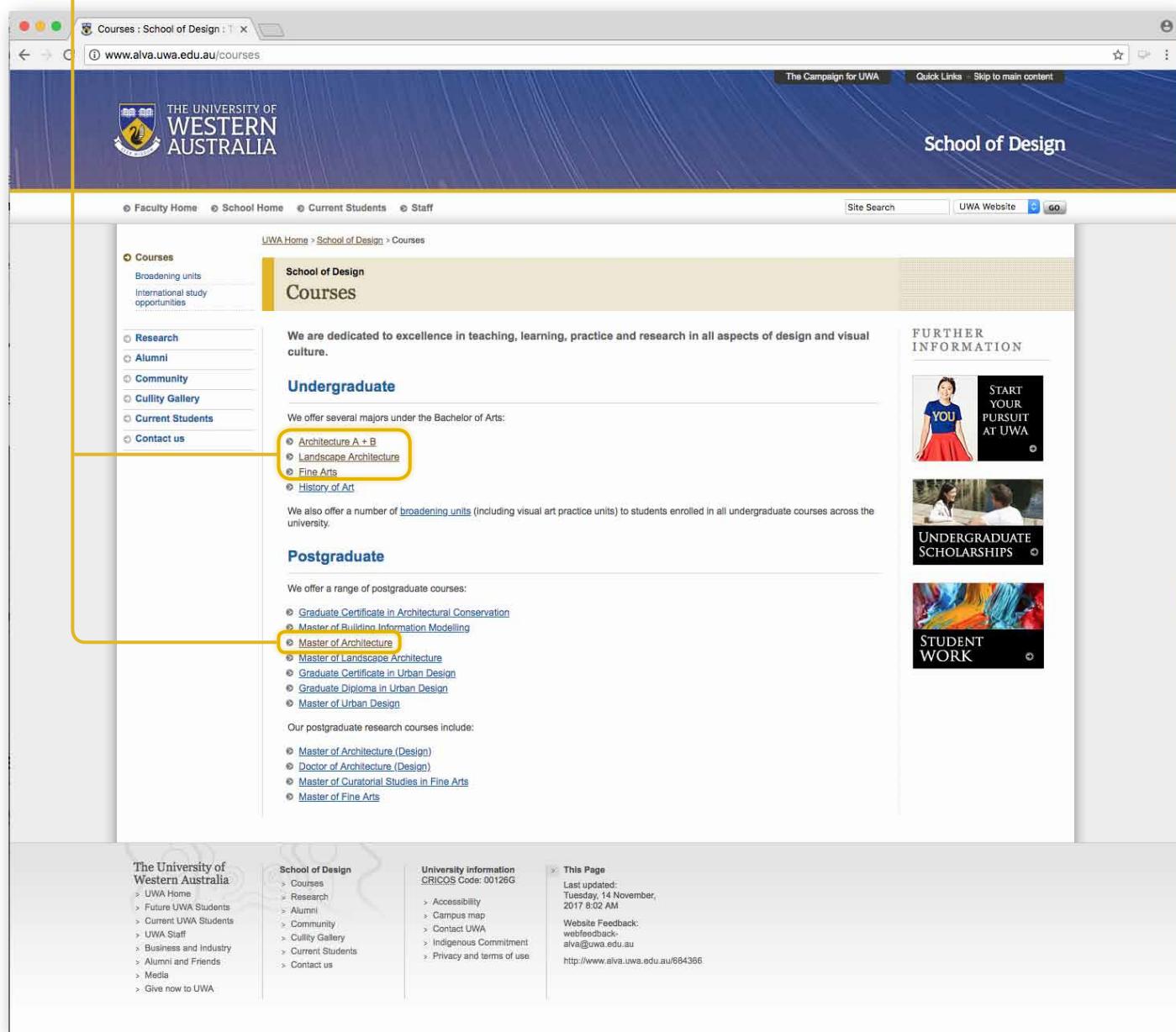
PART 2 - HEURISTIC EVALUATION

3. USER CONTROL AND FREEDOM

The only useful trait of user control and freedom the UWA School of Design's website has is when you have entered a webpage and it highlights the button text a different colour to its normal state of colour so you are aware you have been there already (Figure 2.3.1).

The website could feature better user control features such as having step by step series of buttons so you know where you are and where you have been incase you want to back track and are not sure what page you were on prior.

- Differently coloured button text used to help the user in identifying when they have previously been on a webpage



The screenshot shows the 'Courses' section of the UWA School of Design website. A yellow callout box points to the 'Contact us' link in the sidebar, which is highlighted in red. Another yellow callout box points to the 'Master of Architecture' link in the 'Postgraduate' section, also highlighted in red. The page includes a sidebar with links like 'Courses', 'Research', 'Alumni', 'Community', 'Cultury Gallery', 'Current Students', and 'Contact us'. The main content area discusses undergraduate and postgraduate courses, featuring a 'FURTHER INFORMATION' sidebar with links to 'START YOUR PURSUIT AT UWA', 'UNDERGRADUATE SCHOLARSHIPS', and 'STUDENT WORK'.

Figure: 2.3.1 Uni of WA - School of Design - Courses webpage (<http://www.alva.uwa.edu.au/courses>)

PART 2 - HEURISTIC EVALUATION

4. CONSISTENCY AND STANDARDS

Throughout the UWA School of Design's website, the styling is quite consistent as it uses the same text and content box styling throughout the various webpages. As shown in Figure 2.4.1, the button styling is quite consistent as the less important buttons have underlines and the more important button without. Font styling does vary throughout, for instance the 'News' and 'Events' text section at the bottom of the homepage uses both Serif and San Serif. The language used throughout is also quite consistent with terminologies and general sentence wording styles.

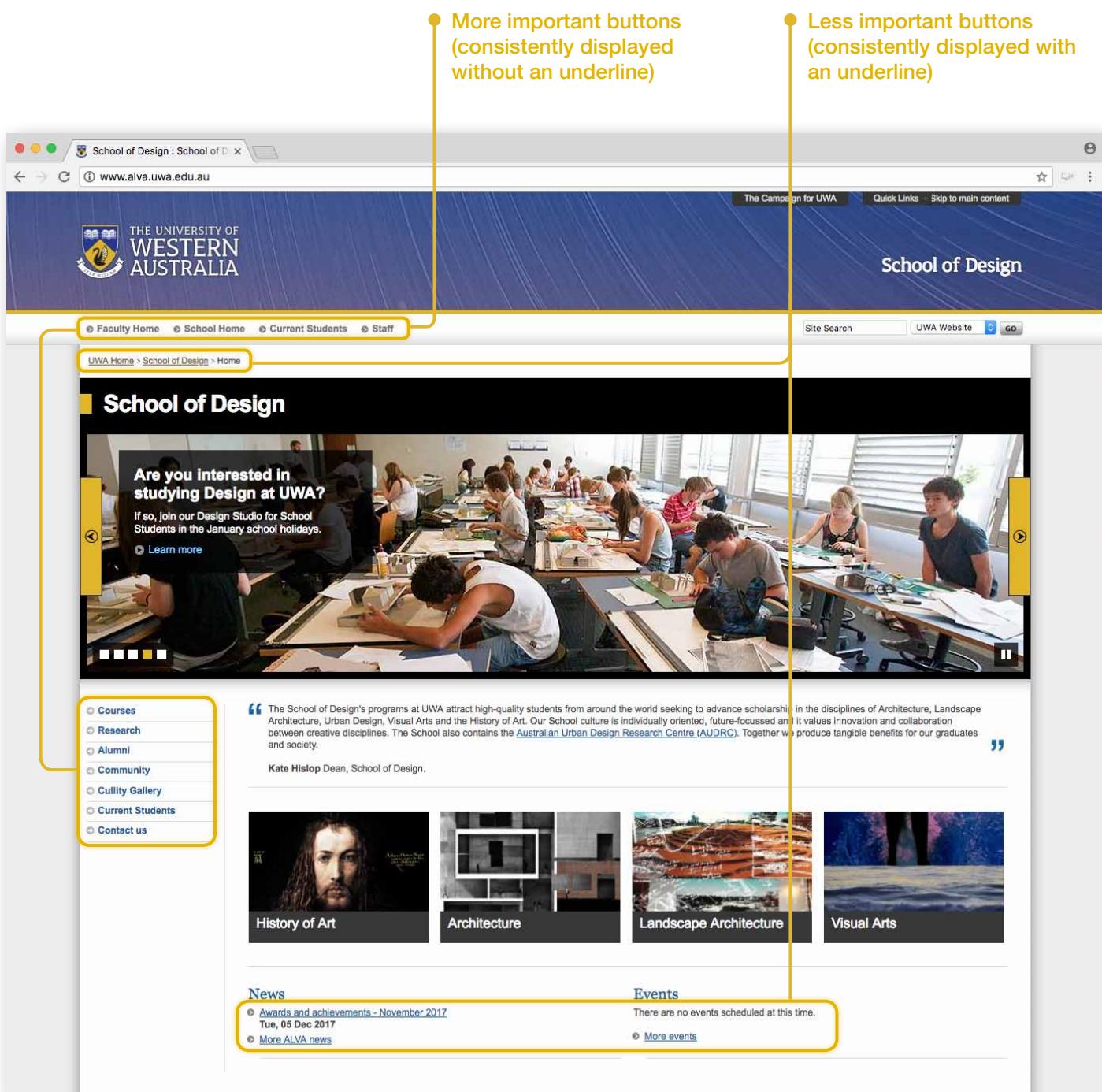


Figure: 2.4.1 Uni of WA - School of Design's homepage

PART 2 - HEURISTIC EVALUATION

5. ERROR PREVENTION

A useful error prevention method put in place is shown in **Figure 2.5.1** within the 'Domestic Future Student Enquiry' portal, when clicking submit, a red text appears if a required form field is unfilled. Another instance of the same error prevention instance is shown in **Figure 2.5.2** within the 'Teaching and Learning nomination form' webpage, where a dialogue box appears warning you of required unfilled form fields.

The screenshot shows a web form titled "Domestic Future Student Enquiry". It includes fields for First name (John), Last name (Smith), Date of Birth (dd/mm/yyyy), Email (john.smith@outlook.com), Mobile (0423231544), School Name (Please select institution), and a question about interest in Direct Pathways (Yes or No). A dropdown menu for "Course" is highlighted with a yellow border and contains the message "This field is required." Below the dropdown, another field labeled "Enquiry" also has the message "This field is required." at the bottom. A yellow callout points from the text "Red alert text appears alerting the user of required unfilled form fields" to the "Course" dropdown message.

Figure: 2.5.1 Uni of WA - School of Design - Domestic Future Student Enquiry portal (https://www.ask.uwa.edu.au/app/forms/domestic_enquiry)

The screenshot shows a web form titled "Nomination form | School of Design". On the left is a sidebar with navigation links like Research, Admin, Community, Faculty of Design, Current Students, and Contact us. The main form area has fields for Name (First name: John, Family name: Smith, Faculty: Law), Address (Address: 123 University Drive, Suburb: Perth, Postcode: 6000), and Type of award (Choose one: Undergraduate award, Graduate award, Postgraduate award, Research award, Teaching and Learning award, International award, International student, Academic, Professional, and Civic award, Faculty prize). A yellow callout points from the text "Warning dialogue box in order to warn the user of unfilled required form fields" to a yellow-bordered dialog box in the center. The dialog box contains the message "The following entry must be corrected before the form can be submitted: Question: 'Given name' is a required field. It must be filled in. Question: 'Family name' is a required field. It must be filled in. Question: 'Award statement' is a required field; it must be filled in. You have selected 2 options at question 'Type of award': you must select at least 1. Question: 'Award statement' is a required field; it must be filled in. You have selected 2 options at question 'Agreement': you must select at least 1." At the bottom right of the dialog box is a "OK" button. A yellow callout points from the text "Red alert text appears alerting the user of required unfilled form fields" to the "OK" button.

Figure: 2.5.2 Uni of WA - School of Design - Teaching and Learning nomination form portal (<http://www.alva.uwa.edu.au/students/teaching/awards/nomination-form>)

PART 2 - HEURISTIC EVALUATION

6. RECOGNITION RATHER THAN RECALL

An instance where recognition rather than recall is not undertaken is when typing in a search term within the websites search field and it not being able to guess the search term you are currently typing (**Figure 2.6.1**).

If the website had capabilities to predict the word you are typing, it saves the user the hassle of trying to remember the correct spelling of the word or sentence.

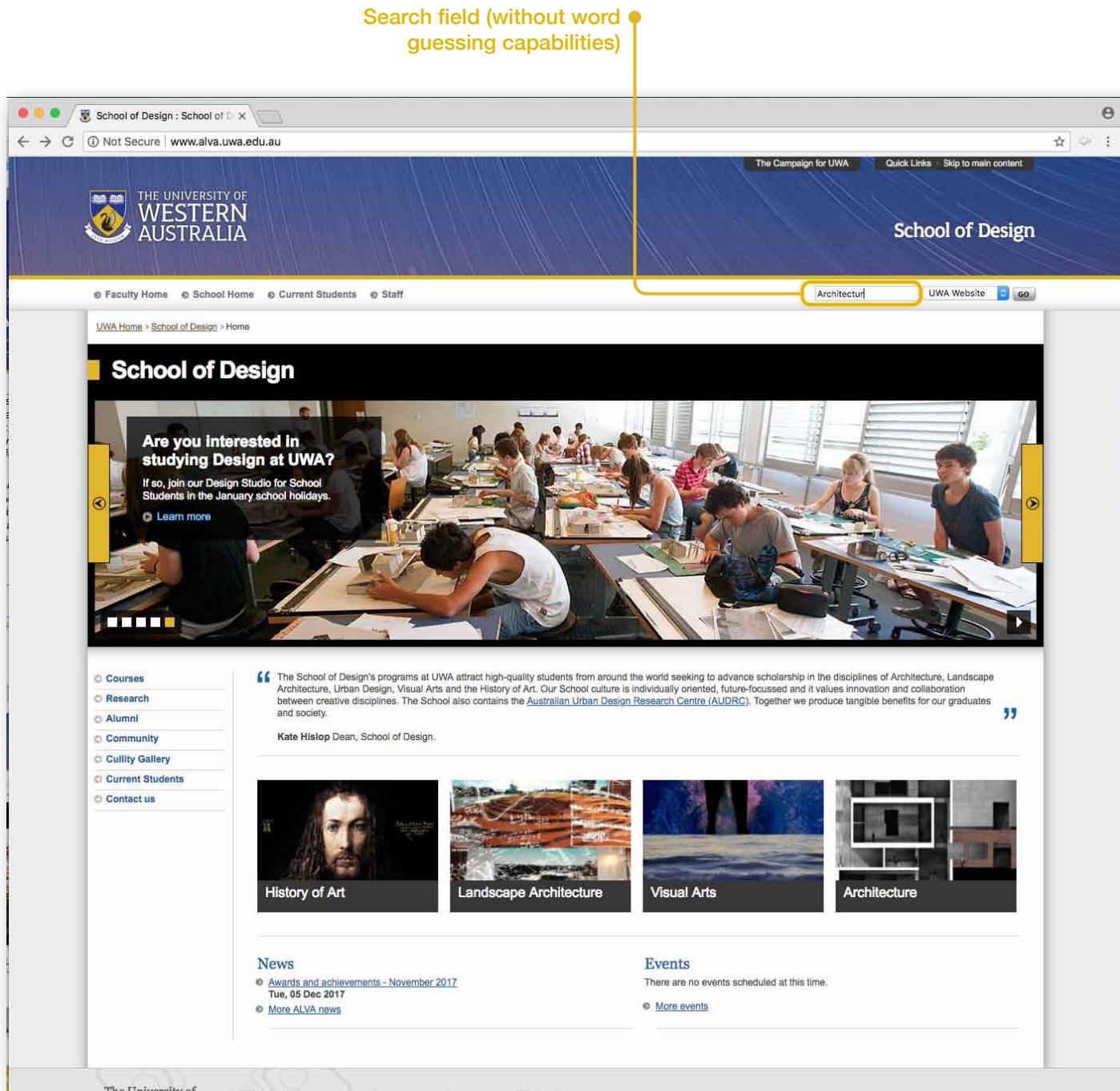


Figure: 2.6.1 Uni of WA - School of Design's homepage

PART 2 - HEURISTIC EVALUATION

7. FLEXIBILITY AND EFFICIENCY OF USE

An instance of flexibility and efficiency for a user of the UWA School of Design's website is the 'Quick links' button located in the header. As shown in **Figure 2.7.1**, the 'Quick links' button provides a pop-out array of other webpage buttons for the more frequent site user. A new site user may not necessarily need to use these buttons, so displaying the array of buttons permanently on the webpage is unnecessary. This method also saves over complicating and cluttering of the home page button system.

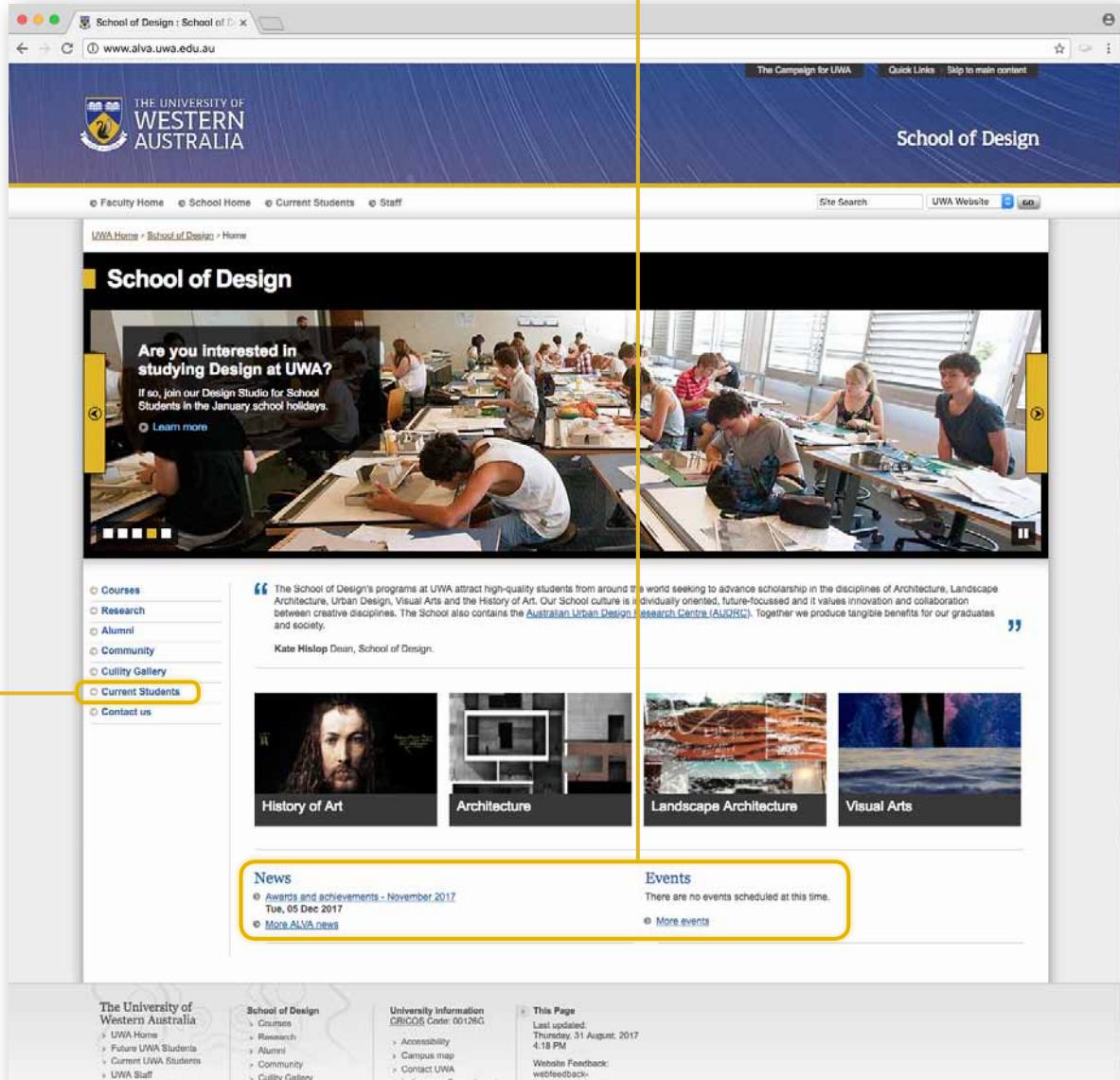
The screenshot shows the UWA School of Design homepage. At the top, there is a navigation bar with links for 'A-Z websites', 'Contact UWA', 'Campus map', 'Library', 'LMS', 'Webmail', and 'Quick Links'. The 'Quick Links' button is highlighted with a yellow callout bubble containing the text: 'More advanced user series of pop out buttons hidden from the general novice user'. Below the navigation bar, the UWA logo and the text 'THE UNIVERSITY OF WESTERN AUSTRALIA' are visible. The main content area features a large aerial map of a city. On the left side, there is a sidebar with links for 'Courses', 'Research', 'Alumni', 'Community', 'Cultury Gallery', 'Current Students', and 'Contact us'. The main content area includes sections for 'Graduate Certificate in Architectural Conservation', 'News' (with a link to 'Awards and achievements - November 2017'), 'Events' (with a link to 'Everything you need to know about Intellectual Property and... Seminar'), and four thumbnail images for 'Landscape Architecture', 'History of Art', 'Visual Arts', and 'Architecture'.

Figure: 2.7.1 Uni of WA - School of Design's homepage

PART 2 - HEURISTIC EVALUATION

8 AESTHETIC AND MINIMALIST DESIGN

The UWA School of Design's website has a minimalist design approach through each of its webpages. Each webpage is not too cluttered with unnecessary articles or advertisements, which helps direct the users attention to the main articles and information (Figure 2.8.1). Other good methods in helping to prevent over cluttering is the use of sub-buttons only shown when clicking into the specific webpage (Figure 2.8.2) and/or pop out buttons. Article text is kept to a minimum amount, giving the user the option to click to view more.



Website sub buttons only appear within the webpage of choice in order to save over cluttering of the home page

Read further buttons used to save over cluttering the homepage with articles and information a viewer may not be interested in

Figure: 2.8.2 Current Student webpage (buttons drop down)

The screenshot shows the UWA School of Design homepage. At the top, there is a navigation bar with links for Faculty Home, School Home, Current Students, Staff, Site Search, Quick Links, and Skip to main content. Below the navigation is a large banner featuring a photograph of students working in a studio. To the left of the banner is a sidebar with a dropdown menu for Current Students, which includes options like Cullity Gallery, Important dates, Design and Education Student Office, Scholarships, prizes and awards, Course advice, Unit outlines, International study and AMILA, Timetable and classes, Policies and forms, Safety and health, Teaching and Learning, Education, Fine Arts and Architecture (EDFAA) Library, and Faculty advisers. Below the sidebar is a main content area with a section titled 'School of Design' featuring a video player and a 'Learn more' button. Further down are sections for Courses, Research, Alumni, Community, Cullity Gallery, and Contact us. At the bottom of the page are footer links for The University of Western Australia, School of Design, University Information, This Page, and various contact and feedback links.

Figure: 2.8.1 Uni of WA - School of Design's homepage

PART 2 - HEURISTIC EVALUATION

9. HELP USERS RECOGNISE, DIAGNOSE AND RECOVER FROM ERRORS

A user friendly feature within the UWA School of Design's website is found within the 'Teaching and Learning Nomination form' webpage, where a dialogue box appears giving you tips on what is required to be filled in further in order to submit sufficient information (**Figure 2.9.1**).

This helps the user understand the amount of information required and saves them from over explaining the information they are putting forward.

The screenshot shows a web browser displaying the 'Nomination form : School of Design' page. The URL is <http://www.alva.uwa.edu.au/students/teaching/awards/nomination-form>. On the left, there is a sidebar with various links such as Faculty Home, School Home, Current Students, Courses, Research, Alumni, Community, Cullity Gallery, Current Students (selected), Important dates, Design and Education Student Office, Scholarships, prizes and awards, Course advice, Unit outlines, International study and AMILA, Timetable and classes, Policies and forms, Safety and health, and Teaching and Learning (with sub-links for Teaching and Learning awards, Nomination form, Selection criteria). The main content area has a yellow header 'School of Design Nomination'. Below it, a message says 'Please remember that...'. A yellow callout box points to a 'Informative prompt box' containing the text: 'The following errors must be corrected before the form can be submitted: Question "Given name" is a required field; it must be filled in Question "Family name" is a required field; it must be filled in You have selected 0 options at question "Type of award" - you must select at least 1 Please submit an Award statement of at least 100 words. Question "Award statement" is a required field; it must be filled in You have selected 0 options at question "Agreement" - you must select at least 1'. An 'OK' button is at the bottom of this box. The right side of the page shows a 'CURRENT STUDENTS' section with a 'Site Search' bar and a 'UWA Website' link. The bottom right has a 'Submit' button.

Figure: 2.9.1 Uni of WA - School of Design - Teaching and Learning Nomination form webpage
(<http://www.alva.uwa.edu.au/students/teaching/awards/nomination-form>)

PART 2 - HEURISTIC EVALUATION

10. HELP AND DOCUMENTATION

A helpful feature is shown in **Figure 2.10.1** on the ‘askUWA’ webpage, where it provides a list of frequently asked question and gives the option to search for other topics. Another helpful trait is shown in **Figure 2.10.2** with the list of buttons within the footer area of every webpage you may visit of the UWA School of Design’s website. The buttons are linked to specific helpful portals such as ‘Accessibility’, ‘Policies’ and ‘Terms and Conditions’.

Figure: 2.10.1 Uni of WA - askUWA for Future Students & Community webpage

The screenshot shows a web browser window for 'Answers Online Anytime - askUWA'. The URL is https://www.ask.uwa.edu.au. The page has a dark blue header with the University of Western Australia logo and a 'Future Students & Community' dropdown menu. Below the header is a navigation bar with 'FAQs', 'Email Us', and 'Your Account'. The main content area is titled 'askUWA for Future Students & Community'. It features a search bar with a magnifying glass icon and the placeholder 'Search for an answer..'. Below the search bar, there's a message 'Results 1 - 10 of 387'. A list of questions is displayed, each with a small 'Info' link and a 'Date updated' timestamp. To the right of the list is a sidebar with 'Can't Find an Answer?' and an 'Email Us' button, followed by a 'Popular FAQs' section with links to application deadlines, semester starting dates, taking up a deferred place, applying for postgraduate coursework studies, and course information.

- Differences between undergraduate and postgraduate study**
The first studies undertaken at university are generally referred to as undergraduate studies, designed to introduce students to the knowledge base within a specific discipline. A bachelor's degree...
Date updated: 11/03/2017
- Grade Point Average explained**
At UWA your grade point average (GPA) is a simple numerical index which summarises academic performance in a course. Your GPA is reported on your Statement of Academic Record and published under...
Date updated: 11/03/2017
- O Day Festival**
Semester 1, 2018 The O-Day Festival is held on the final day of O-Week (the week before semester starts), Guild O-Day Festival, one of the largest events organised by...
Date updated: 11/03/2017
- Credit points explained**
The University assigns a credit point value to each unit of study. A unit is normally worth six points (with some exceptions). A six point unit normally represents approximately 150 hours...
Date updated: 11/03/2017
- UWA parking during the vacation period**
With the exception of Carpark 31 (Nedlands site) and Carpark 37, during the University vacations YELLOW student permit areas are available for parking free of charge to non parking permit...
Date updated: 11/03/2017
- Entry requirements for medicine or dentistry (Australian domestic students)**
STANDARD ENTRY Doctor of Medicine (MD) 1. Study any of our five bachelor's degrees with your choice of major(s). Admission requirements: a minimum ATAR of 80 or equivalent [The...
Date updated: 11/03/2017
- Semester starting dates**
If you are a commencing undergraduate student at UWA, the academic year is divided into two semesters, with classes running roughly from February to May, and then from July to October. The exact...
Date updated: 11/03/2017

Figure: 2.10.2 Uni of WA - School of Design's website (footer buttons list)

The screenshot shows the footer of a School of Design webpage. The footer is divided into several sections with links:

- News**
 - » Recent news and achievements - November 2017
Tue, 05 Dec 2017
 - » More [Alumni news](#)
- Events**
 - » Everything you need to know about Intellectual Property and...
Fri, 16 Mar 2018 11:00am Seminar
 - » More events
- The University of Western Australia**
 - » UWA Home
 - » Future UWA Students
 - » Current UWA Students
 - » UWA Staff
 - » Business and Industry
 - » Alumni and Friends
 - » Media
 - » Give now to UWA
- School of Design**
 - » Courses
 - » Research
 - » About
 - » News
 - » Community
 - » Culture Gallery
 - » Current Students
 - » Contact us
- University Information**

CRICOS Code: 00126G

 - » Accessibility
 - » Campus map
 - » Contact UWA
 - » Indigenous Commitment
 - » Privacy and Terms of use
- This Page**

Last updated:
Tue, 05 Dec 2017
4:15 PM

Website Feedback:
webfeedback@uwa.edu.au
<http://www.silv.uwa.edu.au/2648737>

CONCLUSION

After completing a self evaluation and a Heuristic Evaluation of the University of Western Australia's School of Design website, I have identified a number of usability issues. The School of Design's website would benefit from a redesign/refresh to give it a more creative image and feel in order to draw the design demographic in. Overall, the website does fulfil a number of the Heuristic evaluation steps to a satisfactory level, resulting in a good level of usability. The faults and weaknesses listed are not detrimental to the sites working state, however these faults should be acknowledged and corrected in order to better the websites overall level of usability and visual image.

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<https://www.pinterest.com.au/pin/717550153101025842/>

