**Heuristics Evaluation of [FSDI Project]**

**By** [Johnny Jimenez] **Date** [08/15/21]

**1. Visibility of system status**

### Always keep users informed about what is going on.

### Provide appropriate feedback within reasonable time.

***Evaluation***

* ***Need to add status to the user creation form to keep user informed, and let them know theyre task has been created.***
* ***Need a way to let the user know the status of the task as it progresses through its different stages with notifications.***

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

### Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.

### Follow real-world conventions, making information appear in a natural and logical order.

***Evaluation***

* Should use tooltips to describe any technical terms
* Need to expand on the FAQs section to give the user a better starting point.

**3. User control and freedom**

### Users often choose system functions by mistake.

### Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.

### Support undo and redo.

***Evaluation***

* Need to add a form back button when creating a new request.

**4. Consistency and standards**

### Users should not have to wonder whether different words, situations, or actions mean the same thing.

### Follow platform conventions.

***Evaluation***

* Navbar consistent throughout theme
* Uses the same language throughout site

**5. Error prevention**

### Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

***Evaluation***

* Would be good to add live data validation to the form fields to prevent user from submitting with missing fields

**6. Recognition rather than recall**

### Make objects, actions, and options visible.

### User should not have to remember information from one part of the dialogue to another.

### Instructions for use of the system should be visible or easily retrievable whenever appropriate.

***Evaluation***

* Side bar user task creation menu should have a more detailed icon to let the user know what it is without clicking it
* Add more descriptive headers to let the user know what they are looking at

**7. Flexibility and efficiency of use**

### Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.

### Allow users to tailor frequent actions.

***Evaluation***

[Enter your observation and evaluation of the degree to which this Heuristic has been satisfied. Use as much space as you see fit.]

**8. Aesthetic and minimalist design**

### Dialogues should not contain information which is irrelevant or rarely needed.

### Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

***Evaluation***

* Need to clean up unnecessary data and add collapse/expand icons

**9. Help users recognize, diagnose, and recover from errors**

### Expressed in plain language (no codes)

### Precisely indicate the problem

### Constructively suggest a solution.

***Evaluation***

* Should create custom 404/403/500 pages with descriptive error messages.
* Should offer a button to go back to step before error

**10. Help and documentation**

### Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

### Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

***Evaluation***

* Page needs a help button that explains the site, how to perform common tasks, and a redirect to contact for more help.