# Heuristic Evaluation // Desktop

Your Device / Browser: Macbook Air, Google Chrome

Site URL: https://www.suzannecollinsbooks.com/

Date: 9/11/2024

## Visibility of system status

Keep users informed about what is going on, through feedback within a reasonable amount of time.

| Checklist | Rating | Comments |
|---|---|---|
| Every interface begins with a title/header that describes page contents | 1 | The navigation menu is clear and easy to find. Other than the home page, when clicked on, each interface has a header that explains what the page contains. |
| Headings and sub-headings are short, straightforward and descriptive | 0 | Each heading for each page clearly describes what the page contains. |
| Value proposition is clearly stated on the home page (tagline or welcome blurb) | 0 | The home page contains a welcome blurb, upcoming releases, and a list of selected works. |
| The items on the home page are clearly focused on primary actions | 3 | The home page is primarily informational and biographical; there is no call to action directing users towards specific tasks like purchasing a book. While the navigation menu is in plain sight, the contents of the home page itself do not encourage users to venture deeper into the site. I would decrease the amount of information present on the homepage and have it be a sort of menu in itself. |
| Each page is clearly branded so that the user knows they are on the same site | 2 | The color scheme and layout are consistent, but the overall minimalist design feels lacking and could be further utilizing branding elements. The big "Suzanne Collins" header at the top of each page is not enough to unify the site, and the experience is not as engaging as it could be with a more vibrant or memorable presentation. |
| Navigation makes it clear which page I'm on | 2 | While the site includes a header at the top of the page and highlights the tab in the navigation menu of the page the user is on, there are no breadcrumbing features or highlighted links indicating to users how they reached the page. This lacking aspect can be confusing or disorienting for users and lead to a less engaging site experience. |
| Link names match the title of destination pages, so users will know when they have reached the intended page | 0 | Every tab title in the navigation menu matches with the header of the page it leads the user to. |
| Standard elements (page titles, site navigation, page navigation, privacy policy, etc.) are easy to locate | 2 | The main navigation and page titles are present, but the overly-minimalist design of the site makes some of the standard elements like a privacy policy (which is actually nonexistent on this site) less easily noticeable. Furthermore, navigation enhancements like breadcrumbs are nonexistent, which may hinder user confidence in navigating the site. |
| Logo is in a consistent location, and clicking the logo returns the user back to the home page | 1 | The "Suzanne Collins" logo in the top left corner is almost completely consistent and always leads the user back to the home page when clicked on, but it is slightly depressed only on the homepage due to a disclaimer at the very top of the page about Collins' social media policy. |

## Match between system and the real world

Speak the users' language and follow real-world conventions, making information appear in a natural and logical order.

| Checklist | Rating | Comments |
|---|---|---|
| Navigation tabs are located at the top of the page, and look like clickable versions of real-world tabs | 0 | In shape, the navigation tabs mimic real-world tabs. They are consistently at the top of every page. |
| Items that are not clickable do not have characteristics that suggest that they are clickable | 0 | Clickable elements, like links and navigation tabs are clearly distinguishable from non-clickable elements. |
| Items that are clickable look like they are clickable | 0 | The site uses design cues like text and color changes to indicate when an item is clickable. |

## User control and freedom

Users should have "emergency exit" to leave the unwanted action in case of a mistake

| Checklist | Rating | Comments |
|---|---|---|
| There is a search box | 4 | There is no search box or feature anywhere on the site. The only navigation features are the Home, Works, Biography, and Interview tabs, along with the Suzanne Collins heading that brings the user back to home, as well. This lacking feature is a major issue, as it heavily hinders the user's ability to more easily navigate the site. |

| Checklist | Rating | Comments |
|---|---|---|
| There are clearly marked exits on every page allowing the user to bale out of the current task without having to depend on the browser "Back" button | 3 | Other than the "Home" tab and giant "Suzanne Collins" at the top of each page, there are no clearly marked exits or return features that allow the user to backtrack without utilizing the browser's "Back" button. Breadcrumbs would be beneficial for users to keep track of their site navigation and more confidently navigate the website, or even a "Back" arrow in the website itself. |
| The site does not disable the browser's "Back" button and the "Back" button appears on the browser toolbar on every page | 0 | Each page allows the user to utilize the browser's "Back" button, which is always visible. |
| Clicking the back button always takes the user back to the page they came from | 0 | The "Back" button consistently works for users. |
| Undo and redo are supported | N/A | N/A |

# Consistency and Standards

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

| Checklist | Rating | Comments |
|---|---|---|
| In your expert opinion, site content do not look like advertisements | 0 | The site does not contain content that resembles typical ads, like popups, banners, or promotional graphics. |
| Clickable elements are a consistent style/color (all primary actions are consistent, all secondary are consistent, and all tertiary actions are consistent) | 0 | The navigation tabs (primary actions) are consistent in aesthetics, as well as clickable links in text (secondary actions). |
| Value proposition is clearly stated on the home page (tagline or welcome blurb) | 0 | There is a welcome blurb on the left-hand side of the homepage. |
| Navigation choices are ordered in the most logical or task-oriented manner (with the less important corporate information at the bottom) | 2 | The navigation is functional, but it doesn't follow a clear task-oriented or logical hierarchy; rather, it is just four clickable tabs that all appear to be equal. There is no navigation within the content of the tabs, the only navigation is the tabs themselves. It is generic navigation, rather than navigation oriented towards natural user flow. Furthermore, no corporate information is present at the bottom, or anywhere for that matter. |
| All corporate information is grouped in one distinct area (e.g. "About Us") | N/A | N/A |
| The home page of the site has a memorable URL | 0 | The homepage of the site's URL, suzannecollinsbooks.com, is perfectly descriptive and memorable. |
| Terminology is consistent with general web usage | 1 | The "Home" and "Works" tabs are terminology consistent with general web usage, but the site uses "Biography" instead of "About," which is inconsistent with general web usage. |
| There is a visible change when the mouse points at something clickable (excluding cursor changes) | 0 | Yes, when the cursor hovers over something clickable like a link or a navigation tab, there is a visible change in the clickable item's color, indicating that it is clickable. |
| Hypertext links that invoke actions (e.g downloads, new windows) are clearly distinguished from hypertext links that load another page | 2 | All hyperlinks appear the same, whether they lead the user to another page or open a new tab in the browser. For example, clicking on the "Scholastic" hyperlink opens a new tab, while clicking on the "MOCKINGJAY" link leads the user to a different page in the website. Both of those hyperlinks appear exactly the same. I would include the icon that is a box with an arrow pointing out of it on hyperlinks that exit the window to differentiate from hyperlinks that go somewhere else on the website. |
| If the site spawns new windows, these will not confuse the user (e.g. they are dialog-box sized and can be easily closed) | 2 | All new windows that the site spawns are full-sized, but they can be easily closed. For example, clicking on the "Penguin Group" hyperlink opens the Penguin publishing site in a new tab, rendering the Suzanne Collins website invisible. It might be confusing to the user to completely exit the website with no warning. I would change this aspect to be dialog-box sized instead. |
| Menu instructions, prompts and messages appear on the same place on each screen | N/A | N/A |
| The content is up-to-date, authoritative and trustworthy | 0 | All of the website's content is up-to-date, authoritative, and trustworthy. It is clear that the information comes from Suzanne Collins herself. |
| The site contains third-party support (e.g. citations, testimonials) to verify the accuracy of information | 1 | Though the site contains an interview with Suzanne Collins (in the "Interview" navigational tab) and reviews for her books on the right-hand side of the website, more citations and testimonials could be present to further verify the accuracy of the information. |
| It is clear that there is a real organization behind the site (e.g. there is a physical address or a photo of the office) | 2 | No physical address, form of contact, or photo of an office is present. This aspect of the site is not necessarily critical, as the site mainly focuses on showcasing Collins' work, but it would further enhance the credibility of the website if there was some kind of contact section or evidence of a publisher/agency behind the site. Collins speaks in the first person everywhere, like in the social media disclaimer at the very top of the homepage. This both makes the site feel credible, as the information is coming straight from the source, and less credible, as there is bias present. A management team to contact would help the site feel more professional. |
| The content is fresh: the site includes recent content | 2 | The site contains valuable information about her works and lists relevant upcoming works (like a *Hunger Games* picture book releasing on October 1st, 2024, which is 20 days from the time of writing this), but there is no news or information about recent projects proving that the content on the website is fresh. In the navigational menu, I would add a "News" section. |
| The site is free of typographic errors and spelling mistakes | 0 | The site is typographically and grammatically correct. |
| The visual design is consistent, including colors, layout, iconography, etc. | 0 | The color scheme, layout, and general website structure are consistent throughout the site. |
| On content pages, line lengths are neither too short (<50 characters per line) nor too long (>100 characters per line) when viewed in a standard browser width window | 0 | Yes, the line lengths are within a comfortable range. |

| Checklist | Rating | Comments |
|---|---|---|
| Fonts are used consistently and are legible | 0 | Yes, the website uses only 2 fonts: one serif, and one sans-serif. The different typefaces (bold for headings/subheadings, etc.) are consistent as well, and both fonts are professional and legible. |
| The site can be used without scrolling horizontally | 0 | Yes, no horizontal scrolling is required. |
| Design components (like radio buttons and check boxes) are used appropriately | N/A | N/A |

| Checklist | Rating | Comments |
|---|---|---|
| Pages are free of "scroll stoppers" (headings or page elements that create the illusion that users have reached the top or bottom of a page when they have not) | 0 | Pages are free of scroll stoppers. |
| The user does not need to consult user manuals or other external information to use the site | 0 | The site is relatively straightforward; anyone with a basic knowledge of the internet would be able to navigate it. |
| User confirmation is required before carrying out potentially "dangerous" actions (e.g. deleting something) | N/A | N/A |
| The site provides feedback (e.g. "Did you know?") that helps the user learn how to use the site | 0 | While the site does NOT provide feedback, it is such a straightforward and simple site that feedback is not necessary. |
| There is sufficient space between targets to prevent the user from hitting multiple or incorrect targets | 0 | Yes, every target is isolated and easy to distinguish from other targets. |

# Recognition Rather Than Recall

The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be easily visible.

| Checklist | Rating | Comments |
|---|---|---|
| Search suggestions, or filters are provided | 2 | No search is available at all, meaning there is no option for search suggestions or filters either. However, the site is simple enough with such little content that this lacking feature does not majorly hinder the user's ability to successfully navigate the website. It would be helpful to be able to navigate to specific works of Collins' without having to manually search for them, as the user must do currently. |
| Each page is clearly labeled with a descriptive and useful title that makes sense as a bookmark | 0 | Each page title makes sense as a bookmark. |
| Links and link titles are descriptive and predictive, and there are no "Click here!" links | 0 | Each link and link title makes sense. |
| Buttons and links show that they have been clicked | 2 | While links change color when the cursor hovers over them, they do not change color after they have been clicked to indicate that that page has already been visited. This lacking feature can cause minor confusion for users. For example, when I clicked on *The Ballad of Songbirds and Snakes* book title, it led me to a page about the book. That particular link is visible no matter what page the user visits, and it did not indicate that I had already visited that page after I clicked it. |

# Flexibility and Efficiency of Use

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

| Checklist | Rating | Comments |
|---|---|---|
| Useful content is presented on the home page or within one click of the home page | 0 | All content is easily and quickly accessible from the homepage. |
| The terms used for navigation items and hypertext links are unambiguous and jargon-free | 0 | All navigation items and hyperlinks, both those that take the user to a different page on the website and those that open a new tab completely are clear, unambiguous, and jargon-free. |
| If there are product pages, they contain the detail necessary to make a purchase, and users can zoom in on product images | N/A | N/A |
| The words, phrases and concepts used will be familiar to the typical user | 0 | Both navigation items and the textual content would be familiar to the typical site user. |
| Content feels friendly for new users | 0 | Yes, it has a minimalistic layout and the content of the site is familiar, making it easily navigable. |
| Content feels customizable or useable for frequent or expert users | 3 | The site is not customizable at all. Though it is functional and easily navigable, frequent users like *Hunger Games* superfans might find the lack of customization lacking. For example, when users click on specific works, an interactive timeline, exclusive behind-the-scenes information, or fun little games and quizzes would enhance the site engagement and make users more likely to return to the site. They could also be able to create an account, sign up for notifications/updates, or even communicate with other fans. |
| The screen density is appropriate for the target users and their tasks | 0 | The site features a clean, minimalistic design with adequate spacing between elements. It is appropriate for the target users. |
| Icons and graphics are standard and/or intuitive (concrete and familiar) | 1 | The site doesn't feature any icons or graphics at all. This lack of iconography doesn't necessarily impact the usability, but the usage of iconography could enhance the user experience. I would use the universal menu icon (3 lines in a box) to collapse and expand the navigational menu. If I added a "Search" feature, I would use a magnifying glass to represent it. |
| Where tooltips are used, they provide useful additional help and do not simply duplicate text in the icon, link or field label | N/A | N/A |

# Aesthetic and Minimalist Design

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

| Checklist | Rating | Comments |
|---|---|---|
| By just looking at the home page, the first time user will understand where to start | 0 | The navigation menu makes getting started easy for first-time users, and the welcome blurb directs users to an interview. |
| Primary actions are easy to find and understand | 0 | Primary actions are clear and adequately spaced, making them easy to find and understand. |
| Individual pages are free of clutter and irrelevant information, avoiding attention-attracting features (such as animation, bold colours and size differentials) are used sparingly and only where relevant | 0 | The design is minimal and straightforward, free of clutter or unnecessary information. |
| The home page is professionally designed and will create a positive first impression | 1 | The home page could have a better visual hierarchy. I would reorganize it to put the welcome blurb in the middle and upcoming releases on the left-hand column. |
| The home page looks like a home page; pages lower in the site will not be confused with it | 1 | The home page looks remarkably similar to other pages on the website, but I think reorganizing the order of the content would assist in differentiating the home page from the other pages on the site. |
| The site avoids advertisements, especially pop-ups | 0 | There are no advertisements. |
| Text is concise, with no needless instructions or welcome notes | 1 | Other than the welcome blurb and the introduction to the interview on the "Interview" page, there are no needless instructions or welcome notes. |
| Pages use bulleted and numbered lists in preference to narrative text | 3 | Pages solely use narrative text, there are no bulleted or numbered lists. These lists could be helpful on pages about specific books, listing their accomplishments and awards. They could also be helpful in her biography, listing all of her works. Overall, the large blocks of text are pretty overwhelming. |
| The most important items in a list are placed at the top | N/A | N/A |
| Pages are quick to scan, with ample headings and sub-headings and short paragraphs | 3 | Scannability is low on most of these pages. Her biography, for example, contains big blocks of text and no subheadings. When she does use short paragraphs, like listing the reviews on all of her books, there are no subheadings, making them difficult to scan. I would increase the scannability of her pages by utilizing sub-headings, bulleted lists, and more hyperlinks in the big blocks of text. |
| Information is organized hierarchically, from the general to the specific, and the organization is clear and logical | 0 | The site organization is clear and logical, and the page hierarchy goes from general to specific. |
| Text links are long enough to be understood, but short enough to minimise wrapping (especially when used as a navigation list) | 1 | For the most part, text links are a comfortable length. However, many of her book titles are quite long, meaning hyperlinked book titles often wrap. This does not impact the usability of the website, though. |
| On all pages, the most important information (such as frequently used topics, features and functions) is presented on the first screenful of information ("above the fold") | 2 | On the home page, I would switch the locations of the two books she puts on display, and put *The Hunger Games: Illustrated Edition* above *Sunrise on the Reaping*, because the former is being released sooner. I would also shrink her photo or place it on the left-hand side in the "Biography" section to make the beginning of the biography itself above the fold. Overall, though, most pages put the most important information above the fold. |
| The relationship between controls and their actions is obvious | 0 | There aren't many controls other than navigating to a different page on the website and opening up a new tab, but these controls (hyperlinks) and their actions (clicking on them) are obvious. |
| There is a clear visual "starting point" to every page | 0 | Each page uses an image, usually of Suzanne, to indicate the starting point. |
| The site is pleasant to look at | 0 | The color scheme is nice, and the minimalist design is pleasing. |

# Help Users Recognize and Recover From Errors

Error messages should be expressed in plain language

| Checklist | Rating | Comments |
|---|---|---|
| The site uses a customised 404 page, which includes tips on how to find the missing page and links to "Home" and Search | N/A | N/A |
| Error messages contain clear instructions on what to do next (check form error states as well) | N/A | N/A |

# 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.

| Checklist | Rating | Comments |
|---|---|---|
| Help is available and easy to find | 2 | There is no section for help on the website at all. I'm not sure if it is crucially necessary as the website itself is quite simple and straightforward, but it could be helpful for people with little internet experience (i.e. elderly folks, first-time internet users, etc.). But again, navigating between a home page, list of all works and pages for each work, biography page, and interview page is straightforward and easy to navigate. If I added a help page, I would include it in the navigation menu. |

| | | |
|---|---|---|
| FAQs are present if appropriate | 4 | I believe FAQs would be very appropriate for Suzanne Collins' website; I'm sure fans have questions about where to buy books, specific questions pertaining to the books, questions about Suzanne and her life, and so much more. I would put the link to the FAQs in the "Biography" section. |
| When giving instructions, pages tell users what to do rather than what to avoid doing | N/A | N/A |
| The site shows users how to do common tasks where appropriate (e.g. with demonstrations of the site's functionality) | N/A | N/A |
| It is easy to contact someone for assistance and a reply is received quickly | 2 | There is nowhere on the site to contact anyone at all, especially not a technical help person. I don't think the inclusion of this aspect is necessarily crucial because, as I said before, this site is so simple and straightforward. Again, it might be helpful for people with less internet experience, but it is not a dire need. I would lump this help in with the help page that I would put in the navigation menu. |

# Heuristic Evaluation // Mobile

Your Device / Browser: iPhone 11, Safari

Site URL: https://www.suzannecollinsbooks.com/

Date: 9/11/2024

## Visibility of system status

Keep users informed about what is going on, through feedback within a reasonable amount of time.

| Checklist | Rating | Comments |
|---|---|---|
| Every interface begins with a title/header that describes page contents | 1 | All pages are clearly and accurately labeled, except for the homepage which does not have a title/header explaining that it is a home page. |
| Headings and sub-headings are short, straightforward and descriptive | 0 | All headings and sub-headings concise, clear, and accurate. |
| Value proposition is clearly stated on the home page (tagline or welcome blurb) | 3 | The welcome blurb is hidden below images and descriptions of 2 books. It is not clearly stated at all, and the font and typeface don't make it stand out either. It would be much more successful at the top of the page, "above the fold," where the information about Collins' 2 upcoming releases is located. |
| The items on the home page are clearly focused on primary actions | 2 | The navigation menu is focused on primary actions, but the items on the home page are more informational than anything. The home page could be condensed to only contain a short welcome blurb and a navigational menu. |
| Each page is clearly branded so that the user knows they are on the same site | 0 | "Suzanne Collins" is in big letters at the top of every page. |
| Navigation makes it clear which page I'm on | 2 | The headers on the pages make it clear which page the user is on, but the navigation itself is unhelpful as it doesn't record which pages the user has already been to. |
| Link names match the title of destination pages, so users will know when they have reached the intended page | 0 | Link names and destination headers match. |
| Standard elements (page titles, site navigation, page navigation, privacy policy, etc.) are easy to locate | 2 | The main navigation and page titles are present, but the overly-minimalist design of the site makes some of the standard elements like a privacy policy (which is actually nonexistent on this site) less easily noticeable. Furthermore, navigation enhancements like breadcrumbs are nonexistent, which may hinder user confidence in navigating the site. |
| Logo is in a consistent location, and clicking the logo returns the user back to the home page | 1 | The logo is always at the very top of the page, except for the home page, where it is slightly depressed because of a disclaimer about Suzanne Collins' social media policy. |

## Match between system and the real world

| Speak the users' language and follow real-world conventions, making information appear in a natural and logical order. | | |
|---|---|---|
| **Checklist** | **Rating** | **Comments** |
| Navigation tabs are located at the top of the page, and look like clickable versions of real-world tabs | 1 | The navigation tabs are in a dropdown menu at the top of the page, and they are noticeable. They don't reflect real-world tabs; they just look like rectangles with words. If the top 2 corners of each tab were curved, they would reflect real-world tabs more. |
| Items that are not clickable do not have characteristics that suggest that they are clickable | 1 | Headings and sub-headings are the same color as tappable links, but they are in a sans-serif font, while tappable links are in a serif font. The font difference differentiates the two, but it still might get confusing for some users. |
| Items that are clickable look like they are clickable | 0 | It is clear that orange serif text is tappable. |

# User control and freedom

Users should have "emergency exit" to leave the unwanted action in case of a mistake

| **Checklist** | **Rating** | **Comments** |
|---|---|---|
| There is a search box | 4 | There is no search box. The user must use the navigation menu and hyperlinks to go anywhere on the website. If I were to want to go to the page specifically for *Catching Fire*, I would have to either tap on the hyperlink in the Selected Works menu at the bottom of every page or go to the Works tab from the navigation menu and tap on the hyperlink on that page. It would be much easier to just search for it. |
| There are clearly marked exits on every page allowing the user to bale out of the current task without having to depend on the browser "Back" button | 4 | There are no exits on the page, other than tapping the big "Suzanne Collins" at the top of the page or the "Home" button in the dropdown navigation menu. If the user wants to return to a page that isn't home that they were previously on, they would have to use their browser's "Back" button. |
| The site does not disable the browser's "Back" button and the "Back" button appears on the browser toolbar on every page | 0 | The "Back" button always works and is always visible. |
| Clicking the back button always takes the user back to the page they came from | 0 | The "Back" button always works and is always visible. |
| Undo and redo are supported | N/A | N/A |

# Consistency and Standards

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

| **Checklist** | **Rating** | **Comments** |
|---|---|---|
| In your expert opinion, site content do not look like advertisements | 0 | The site looks minimalistic and professional, it does not look like advertisements. |
| Clickable elements are a consistency style/color (all primary actions are consistent, all secondary are consistent, and all tertiary actions are consistent) | 0 | Tappable elements are orange and serif font, or in the navigation dropdown menu. This is consistent throughout the website. |

| | | |
|---|---|---|
| Value proposition is clearly stated on the home page (tagline or welcome blurb) | 3 | The welcome blurb is hidden below images and descriptions of 2 books. It is not clearly stated at all, and the font and typeface don't make it stand out either. It would be much more successful at the top of the page, "above the fold," where the information about Collins' 2 upcoming releases is located. |
| Navigation choices are ordered in the most logical or task-oriented manner (with the less important corporate information at the bottom) | 0 | The navigation choices are properly ordered, going from most important/broadest to least important/most specific. |
| All corporate information is grouped in one distinct area (e.g. "About Us") | N/A | N/A |
| The home page of the site has a memorable URL | 0 | The URL of the site is Suzanne Collins Books, which is exactly what the site offers. |
| Terminology is consistent with general web usage | 1 | The "Home" and "Works" tabs are terminology consistent with general web usage, but the site uses "Biography" instead of "About," which is inconsistent with general web usage. |
| There is a visible change when the mouse points at something clickable (excluding cursor changes) | 0 | When I tap on a navigation menu item or hyperlink, the item or hyperlink changes color to indicate it has been tapped. |
| Hypertext links that invoke actions (e.g downloads, new windows) are clearly distinguished from hypertext links that load another page | 2 | All hyperlinks appear the same, whether they lead the user to another page or open a new tab in the browser. For example, tapping on the "Scholastic" hyperlink opens a new tab, while tapping on the "MOCKINGJAY" link leads the user to a different page in the website. Both of those hyperlinks appear exactly the same. I would include the icon that is a box with an arrow pointing out of it on hyperlinks that exit the window to differentiate from hyperlinks that go somewhere else on the website. |
| If the site spawns new windows, these will not confuse the user (e.g. they are dialog-box sized and can be easily closed) | 2 | All new windows that the site spawns are full-sized, but they can be easily closed. For example, tapping on the "Penguin Group" hyperlink opens the Penguin publishing site in a new tab, rendering the Suzanne Collins website invisible. It might be confusing to the user to completely exit the website with no warning. |
| Menu instructions, prompts and messages appear on the same place on each screen | N/A | N/A |
| The content is up-to-date, authoritative and trustworthy | 0 | All of the website's content is up-to-date, authoritative, and trustworthy. It is clear that the information comes from Suzanne Collins herself. |
| The site contains third-party support (e.g. citations, testimonials) to verify the accuracy of information | 1 | Though the site contains an interview with Suzanne Collins (in the "Interview" navigational tab) and reviews for her books on the right-hand side of the website, more citations and testimonials could be present to further verify the accuracy of the information. |
| It is clear that there is a real organization behind the site (e.g. there is a physical address or a photo of the office) | 2 | No physical address, form of contact, or photo of an office is present. This aspect of the site is not necessarily critical, as the site mainly focuses on showcasing Collins' work, but it would further enhance the credibility of the website if there was some kind of contact section or evidence of a publisher/agency behind the site. Collins speaks in the first person everywhere, like in the social media disclaimer at the very top of the homepage. This both makes the site feel credible, as the information is coming straight from the source, and less credible, as there is bias present. A management team to contact would help the site feel more professional. |

| Checklist | Rating | Comments |
|---|---|---|
| The content is fresh: the site includes recent content | 2 | The site contains valuable information about her works and lists relevant upcoming works (like a *Hunger Games* picture book releasing on October 1st, 2024, which is 20 days from the time of writing this), but there is no news or information about recent projects proving that the content on the website is fresh. In the navigational menu, I would add a "News" section. |
| The site is free of typographic errors and spelling mistakes | 0 | The site is typographically and grammatically correct. |
| The visual design is consistent, including colors, layout, iconography, etc. | 0 | The color scheme, layout, and general website structure are consistent throughout the site. |
| On content pages, line lengths are neither too short (<50 characters per line) nor too long (>100 characters per line) when viewed in a standard browser width window | 0 | Yes, the line lengths are within a comfortable range. |
| Fonts are used consistently and are legible | 0 | Yes, the website uses only 2 fonts: one serif, and one sans-serif. The different typefaces (bold for headings/subheadings, etc.) are consistent as well, and both fonts are professional and legible. |
| The site can be used without scrolling horizontally | 0 | Yes, no horizontal scrolling is required. |
| Design components (like radio buttons and check boxes) are used appropriately | N/A | N/A |

# Error Prevention

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

| Checklist | Rating | Comments |
|---|---|---|
| Pages are free of "scroll stoppers" (headings or page elements that create the illusion that users have reached the top or bottom of a page when they have not) | 0 | Pages are free of scroll stoppers. |
| The user does not need to consult user manuals or other external information to use the site | 0 | The site is relatively straightforward; anyone with a basic knowledge of the internet would be able to navigate it. |
| User confirmation is required before carrying out potentially "dangerous" actions (e.g. deleting something) | N/A | N/A |
| The site provides feedback (e.g. "Did you know?") that helps the user learn how to use the site | 1 | While the site does NOT provide feedback, it is such a straightforward and simple site that feedback is not necessary. |
| There is sufficient space between targets to prevent the user from hitting multiple or incorrect targets | 2 | The navigation menu items are very small and close together, which might lead the user to make errors leading them to the wrong pages. Just now, I tried to navigate to the "Biography" page, but my phone thought my thumb tapped the "Works" page because the buttons are so close together. |

# Recognition Rather Than Recall

The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be easily visible.

| Checklist | Rating | Comments |
|---|---|---|

| | | |
|---|---|---|
| Search suggestions, or filters are provided | 4 | There is no search bar, meaning there is no opportunity for search suggestions or filters. Each page is only accessible through other pages. However, before this aspect can be addressed, a search bar must be added to assist the user in finding specific information. |
| Each page is clearly labeled with a descriptive and useful title that makes sense as a bookmark | 0 | Each page title makes sense as a bookmark. |
| Links and link titles are descriptive and predictive, and there are no "Click here!" links | 0 | Each link and link title makes sense. |
| Buttons and links show that they have been clicked | 2 | While links change color when the cursor hovers over them, they do not change color after they have been tapped to indicate that that page has already been visited. This lacking feature can cause minor confusion for users. For example, when I tapped on *The Ballad of Songbirds and Snakes* book title, it led me to a page about the book. That particular link is visible no matter what page the user visits, and it did not indicate that I had already visited that page after I tapped it. |

# Flexibility and Efficiency of Use

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

| Checklist | Rating | Comments |
|---|---|---|
| Useful content is presented on the home page or within one click of the home page | 0 | All content is easily and quickly accessible from the homepage. |
| The terms used for navigation items and hypertext links are unambiguous and jargon-free | 0 | All navigation items and hyperlinks, both those that take the user to a different page on the website and those that open a new tab completely are clear, unambiguous, and jargon-free. |
| If there are product pages, they contain the detail necessary to make a purchase, and users can zoom in on product images | N/A | N/A |
| The words, phrases and concepts used will be familiar to the typical user | 0 | Both navigation items and the textual content would be familiar to the typical site user. |
| Content feels friendly for new users | 0 | Yes, it has a minimalistic layout and the content of the site is familiar, making it easily navigable. |
| Content feels customizable or useable for frequent or expert users | 3 | The site is not customizable at all. Though it is functional and easily navigable, frequent users like *Hunger Games* superfans might find the lack of customization lacking. For example, when users tap on specific works, an interactive timeline, exclusive behind-the-scenes information, or fun little games and quizzes would enhance the site engagement and make users more likely to return to the site. They could also be able to create an account, sign up for notifications/updates, or even communicate with other fans. |
| The screen density is appropriate for the target users and their tasks | 1 | The site features a clean, minimalistic design with adequate spacing between elements, other than the navigation menu, which could have more spacing. It is appropriate for the target users. |

| Checklist | Rating | Comments |
|---|---|---|
| Icons and graphics are standard and/or intuitive (concrete and familiar) | 0 | The navigation menu icon that looks like a hamburger or 3 lines in a box is the standard icon for navigation menus. That is the only icon or graphic used. |
| Where tooltips are used, they provide useful additional help and do not simply duplicate text in the icon, link or field label | N/A | N/A |
|  |  |  |

# Aesthetic and Minimalist Design

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

| Checklist | Rating | Comments |
|---|---|---|
| By just looking at the home page, the first time user will understand where to start | 3 | The homepage is unclear about the contents of the website by just looking at it. The user has to scroll down to get to the welcome blurb, and though the navigation menu is clearly visible at the top of the page, it's less visible than on the desktop version of the website. The home page doesn't read as a home page; it reads as an unlabeled other page on the website. |
| Primary actions are easy to find and understand | 1 | Primary actions are easy to understand, but more hidden than the desktop version. They are still relatively easy to find, though. |
| Individual pages are free of clutter and irrelevant information, avoiding attention-attracting features (such as animation, bold colours and size differentials) are used sparingly and only where relevant | 0 | The design is minimal and straightforward, free of clutter or unnecessary information. |
| The home page is professionally designed and will create a positive first impression | 2 | The home page will likely leave the user feeling confused at first; it will not create a positive first impression. Because of its disorganization, with the 2 upcoming releases and their descriptions being above the welcome blurb, users will enter the website confused. The welcome blurb needs to be the first thing that users see when they open the site, not "*Sunrise on the Reaping*." |
| The home page looks like a home page; pages lower in the site will not be confused with it | 3 | The home page does not look like a home page. It looks like an unlabeled page that belongs lower on the site. Because of the layout and lack of heading, there is little to differentiate it from a page like Collins' "Biography" page. In fact, the "Biography" page reads more like a home page than the actual home page, because it looks clean, labeled, and professional. |
| The site avoids advertisements, especially pop-ups | 0 | There are no advertisements. |
| Text is concise, with no needless instructions or welcome notes | 1 | Other than the welcome blurb and the introduction to the interview on the "Interview" page, there are no needless instructions or welcome notes. |
| Pages use bulleted and numbered lists in preference to narrative text | 3 | Pages solely use narrative text, there are no bulleted or numbered lists. These lists could be helpful on pages about specific books, listing their accomplishments and awards. They could also be helpful in her biography, listing all of her works. Overall, the large blocks of text are pretty overwhelming. |
| The most important items in a list are placed at the top | N/A | N/A |

| Checklist | Rating | Comments |
|---|---|---|
| Pages are quick to scan, with ample headings and sub-headings and short paragraphs | 3 | Scannability is low on most of these pages. Her biography, for example, contains big blocks of text and no subheadings. When she does use short paragraphs, like listing the reviews on all of her books, there are no subheadings, making them difficult to scan. I would increase the scannability of her pages by utilizing sub-headings, bulleted lists, and more hyperlinks in the big blocks of text. |
| Information is organized hierarchically, from the general to the specific, and the organization is clear and logical | 0 | The site organization is clear and logical, and the page hierarchy goes from general to specific. |
| Text links are long enough to be understood, but short enough to minimise wrapping (especially when used as a navigation list) | 1 | For the most part, text links are a comfortable length. However, many of her book titles are quite long, meaning hyperlinked book titles often wrap. This does not impact the usability of the website, though. |
| On all pages, the most important information (such as frequently used topics, features and functions) is presented on the first screenful of information ("above the fold") | 2 | On the home page, I would switch the locations of the two books she puts on display, and put *The Hunger Games: Illustrated Edition* above *Sunrise on the Reaping*, because the former is being released sooner. I would also place these books below the welcome blurb, which is the most important information on the home page. I would also shrink her photo in the "Biography" section to make the beginning of the biography itself above the fold. Overall, though, most pages put the most important information above the fold. |
| The relationship between controls and their actions is obvious | 0 | There aren't many controls other than navigating to a different page on the website and opening up a new tab, but these controls (hyperlinks) and their actions (tapping on them) are obvious. |
| There is a clear visual "starting point" to every page | 0 | Each page uses an image, usually of Suzanne, to indicate the starting point. If the image is not of Suzanne, it is of one of her book covers. |
| The site is pleasant to look at | 0 | The color scheme is nice, and the minimalist design is pleasing. |
| | | |

# Help Users Recognize and Recover From Errors

Error messages should be expressed in plain language

| Checklist | Rating | Comments |
|---|---|---|
| The site uses a customised 404 page, which includes tips on how to find the missing page and links to "Home" and Search | N/A | N/A |
| Error messages contain clear instructions on what to do next (check form error states as well) | N/A | N/A |
| | | |

# 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.

| Checklist | Rating | Comments |
|---|---|---|

| | | |
|---|---|---|
| Help is available and easy to find | 2 | There is no section for help on the website at all. I'm not sure if it is crucially necessary as the website itself is quite simple and straightforward, but it could be helpful for people with little internet experience (i.e. elderly folks, first-time internet users, etc.). But again, navigating between a home page, list of all works and pages for each work, biography page, and interview page is straightforward and easy to navigate. If I added a help page, I would include it in the navigation menu. |
| FAQs are present if appropriate | 4 | I believe FAQs would be very appropriate for Suzanne Collins' website; I'm sure fans have questions about where to buy books, specific questions pertaining to the books, questions about Suzanne and her life, and so much more. I would put the link to the FAQs in the "Biography" section. |
| When giving instructions, pages tell users what to do rather than what to avoid doing | N/A | N/A |
| The site shows users how to do common tasks where appropriate (e.g. with demonstrations of the site's functionality) | N/A | N/A |
| It is easy to contact someone for assistance and a reply is received quickly | 2 | There is nowhere on the site to contact anyone at all, especially not a technical help person. I don't think the inclusion of this aspect is necessarily crucial because, as I said before, this site is so simple and straightforward. Again, it might be helpful for people with less internet experience, but it is not a dire need. I would lump this help in with the help page that I would put in the navigation menu. |