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| **Inspector:** Luca Leoni | | | | |
| **Heuristic Type** | **Heuristic** | **Score** | **Comment** | **Reference** |
| Nielsen | Visibility of system status | 1 | Despite the website retains the information about the status, the bread crumbs is badly implemented. The user is not aware of the presence of it. Indeed, it is not clearly shown as a status bar. A kind of Location Based Bread Crumbs is implemented, but not in an intuitive way. |  |
| Nielsen | Match between system and the real world | 4 | The main problem is related to the partial translation of the principal labels. In fact, the main labels are only in English, so, they could not appear natural and logical to the users. |  |
| Nielsen | User control and freedom | 4 | In the majority of the cases, you can at most perform 3 steps. From the Homepage to a specific showcase (you can go back through the x button) and from there to a specific page. In this case we have to differentiate the case in which a new panel is opened and the case in which appears a window.  PANEL: you can go back simply by closing the panel.  WINDOW: a x button will show and through that you can return to the previous page. |  |
| Nielsen | Consistency and standards | 5 | The essential standards are respected, such as login button, search box, exit button and share icon. |  |
| Nielsen | Error prevention | 3 | The system presents some weaknesses. For instance, when a new user performs the Registration process, only after confirming the request, the system checks if the rules concerning password or email are followed. |  |
| Nielsen | Recognition rather than recall | 2 | The system does not provide any suggestions when a user tries to search something. Despite that, in the Webinar section, it has been implemented a live filtering search box (every time the user types a letter, the system checks and shows only the matching results). |  |
| Nielsen | Flexibility and efficiency of use | 4 | The landmarks are always available in each page of the website, but the search button disappear when the user enters the Webinar section |  |
| Nielsen | Aesthetic and minimalist design | 0 | The whole website is crowded of information. There are too many subcategories in each section. The Homepage acts as a showcase with all the articles of the website. |  |
| Nielsen | Help users recognize, diagnose and recover from errors | 0 | The heuristic is not satisfied in several cases. If a user searches through the search box and commits a typo the system is not able to detect it. Also, in the Webinar section happens the same. During the login process, if a user writes the wrong email or password, the system notifies the user with a generic error message. |  |
| Nielsen | Help and documentation | N/A | - |  |
| MILE Navigation | Interaction consistency | 5 | The steps to be followed are always the same. |  |
| MILE Navigation | Group navigation | 0 | The flow is not stable. Indeed, due to the leak of bread crumbs, the user cannot navigate through the different pages without restarting from scratch. |  |
| MILE Navigation | Structural Navigation | 0 | As said for the previous heuristic, the main problem relies on the absence of a proper bread crumb. |  |
| MILE Navigation | Semantic Navigation | N/A | Due to the fact that in the majority of the cases, the website opens a new panel. |  |
| MILE Navigation | Landmarks | 4 | The landmarks are always available. Despite that, they are full of information and sometimes the user does not know in advance exactly where he has to go to find a information. |  |
| MILE Content | Information overload | 0 | The Homepage shows everything. |  |
| MILE Presentation | Text layout | 5 | - |  |
| MILE Presentation | Interaction placeholders-semiotics | 5 | - |  |
| MILE Presentation | Spatial allocation | 5 | - |  |
| MILE Presentation | Consistency of Page Structure | 4 | The heuristic is not satisfied in the About section. Indeed, sometimes a new page appears as a pop-up window, while sometimes it is opened in a new panel. |  |