# **Instructions:**

1. Navigate through each page and use the table to identify any issues you encounter. Please categorise these issues as a heuristic type in the table below.

The 10 Heuristic Types are as follows:

1. Visibility of system status
2. Match between system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognize, diagnose, and recover from errors
10. Help and documentation

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| **Severity Rank** | **Description** |
| 1 | Cosmetic problem only. Need not be fixed unless extra time is available on project |
| 2 | Minor usability problem. Fixing this should be given low priority |
| 3 | Major usability problem. Important to fix, so should be given high priority |
| 4 | Usability catastrophes. Imperative to fix this before product can be released |

1. Severity Rank: When you identify the issue, please use the following ranking system to rank its severity:
2. Problem: Please explain/describe the issue and which feature this is within.
3. In the second table, please state any positive feedback about the system, along with the heuristic type you feel this fits under.
4. Please let us know how satisfied you are with the current system, 0 being very unsatisfied and 5 being very satisfied. Please fill in the additional notes section with any issues or information you wish to provide about the system.

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| **Heuristic Type** | **Severity** | **Problem** |
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| **Heuristic Type** | **Comments** |
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**How satisfies are you with the system (0-5)?**

**Additional Comments:**

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| **Severity** | **Total** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |