

1. Visibility of system status (what is going on?)
 - Breadcrumbs in most of the pages is a plus.
 - Sometimes links jump you down multiple levels though which is bad.
 - Sometimes, breadcrumbs contain non-existent, invalid, or irrelevant pages.
2. Match between system and real world (get on the user's level)
 - Use of Academic terms such as "prospectus" and "[Erasmus](#)" are confusing, especially to international students
 - Study with us doesn't tell me what the button is doing, [What's on](#) (in the student portal)
 - Arrows that don't go anywhere, this is confusing because they are used as bullet points in some areas (in current students, staff)
3. User control and freedom (keep the user in control)
 - Home page button doesn't work within the search menu.
 - A lot of the time your only escape is to click the university logo.
 - There are buttons to return to the top in the index pages which makes sense since the only way out is at the top
 - There is a fixed side bar which is somewhat functional, but you have to actually go to the page to see the sub items of the side bar.
4. Consistency and standards (be easy to understand)
 - Breadcrumbs don't necessarily appear (on the current students or staff pages)
 - Social media links appear multiple times on the same page, there is not really an indication as to what their difference is.
 - hovering over links are usually green
 - Different color theme for the index
 - Map matches the home page decently
 - lots of layout inconsistencies, (library header), Alumni page, main page, footer isn't always the same
 - Search page doesn't match the theme at all
 - Inconsistent with the header logo (on the prospectus page, it opens up a new window to the home, on most other pages, it directly brings you back to the home, and on the search page, it brings you to the search page again with cleared results)
 - IT Help page has inconsistencies (like clicking on Offices breadcrumb brings you to the A-Z, or clicking on IT services removes the breadcrumb)
5. Error prevention (warn the user early)
 - could press the reset button on accident in the prospectus form
 - Stars telling you required forms in the prospectus
 - no form validation (boxes turning red)
6. Recognition rather than recall (no memory needed)
 - The navbar is tailored for recall than recognition. The website expects users to visit their university A-Z index page for navigation. Users will need to recall the name of the term to navigate using the index.
7. Flexibility and efficiency of use (shortcuts and repetition)

- Often, there will be a category of “useful links” on the sidebar as site accelerators.
 - Campus map is easy to find and use. The ability to view (360 degrees) different areas and explore campus is very easy to use.
 - In the index, you can go in to specific indexes if you know where to go. lots of subcategories for A-Z.
8. Aesthetic and minimalist design (don't distract from good info)
- In the bottom footer of the main page, the headers “Contact Us”, “Site Visitors”, etc are clickable and when done so, it will shrink for a second and then expand. We don't think this is supposed to happen and can be confusing or distracting when users try to click on headers.
 - No. Not minimalistic.
 - On the Students page, half of the page is filled with news/announcements.
 - The front page / portal is not overwhelming in terms of information and highlights main domains of interest
 - The map organizes the information very well, it groups together items of interest under a variety of categories (may need to change this later)
 - The “Web Editor Log in” link is visible on almost every page (except the initial page) and this is unnecessary to be visible to most users
9. Help users recognize, diagnose, and recover from errors (clean error messages)
- The 404 page was last updated in 2005 and many of the links don't even work, making it even harder for users to navigate back to a working page. The search brings you to a nonworking search page, and the site overview brings you to the same page, (A-Z works) but given this, the suggested solutions are not helpful at all.
 - If users search for something that doesn't give results, it's a blank page and doesn't give any suggestions or even the status that no results were found
10. Help and documentation (can I help you?)
- The help page groups links under useful user categories.
 - Map page has a simplistic and quick start set of directions that is useful (and pops up automatically when landing on page)
 - Hard to get to certain Help pages like the IT Help page for students/faculty.