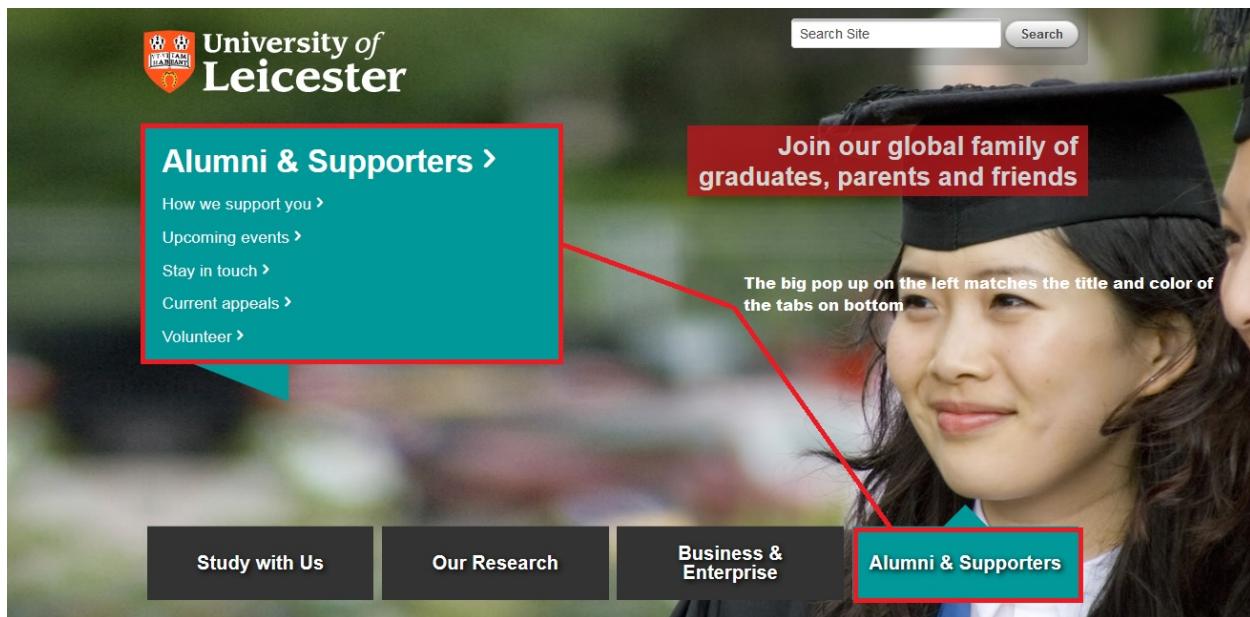


HEURISTIC 1

Visibility of system status. Do you know where you are when navigating or performing an action or transaction?

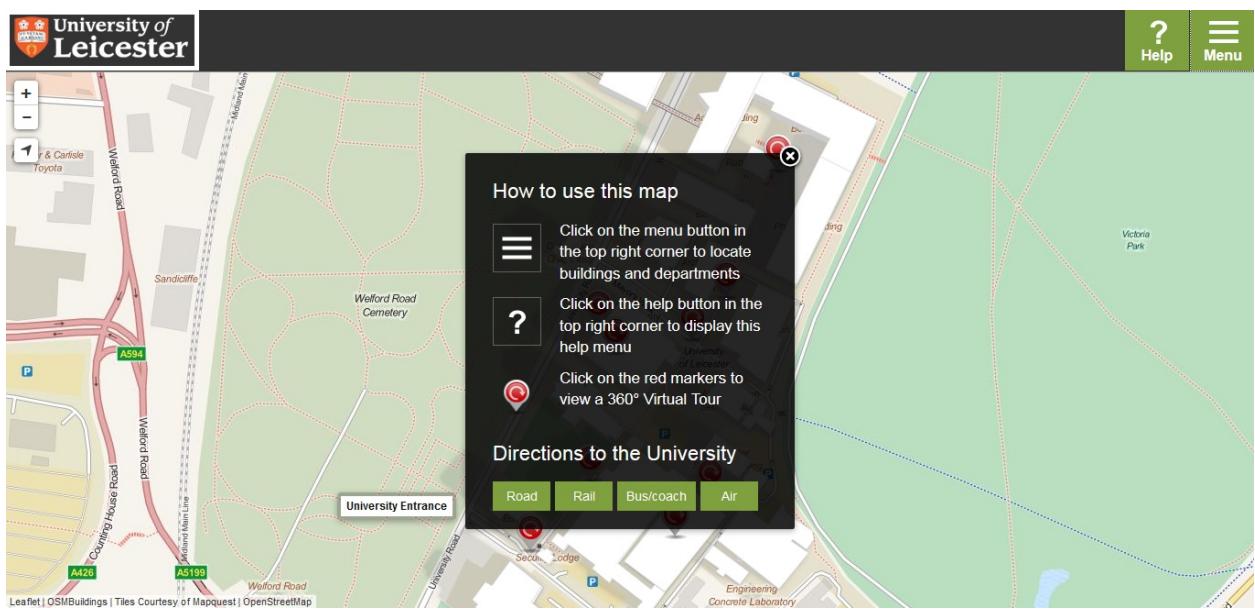
"The system should always keep users informed about what is going on, through appropriate feedback within reasonable time."



- homepage is consistent
- it uses an unconventional method as a navigation bar

The screenshot shows a sub-page under "Business Services". The main heading is "Consultancy and technical facilities", which is circled in red. Above this heading, the text "The title of the page matches the highlighted box" is written. On the left, there is a sidebar with several items: "Business", "Leicester's expertise", "Consultancy and technical facilities" (which is highlighted with a red box), "Services and facilities", "Business collaborations", "Technology transfer", "CPD: professional development and training", "News", and "Internships". The "Consultancy and technical facilities" item in the sidebar corresponds to the main heading on the page. The page also features a search bar at the top and a sidebar on the right with contact information for a "Commercial Services Executive" named Jennie Boot.

-The navigation bar in the 2nd site is the same as the homepage but there's no breadcrumbs and I had to check this was true.



-Clicked on maps and directions on the 2nd site and they took me to this 3rd site. There's no navigation back to that 2nd site, only the home page which is in top left corner

HEURISTIC 2

Heuristic #2 Match between system and real world. Do they use technical language? Do they take the user's point of view?

“The system should 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.”

- the language is a bit different but I think that is mainly because of the cultural difference between American and British english. Example: We would say Athletics but they say Sport. Abbreviation for undergraduate is UCAS.

The screenshot shows the University of Leicester's website. At the top is the university logo and navigation links for 'University Home', 'University A-Z', and 'Maps and Directions'. Below this is a banner image of a modern building. A 'Study with us' button is overlaid on the banner. The main content area has a heading 'KIS accommodation data explained'. It includes text about the university's priority to provide welcoming, comfortable, safe and affordable accommodation, mentioning 'Oadby Student Village' and 'city-centre living'. It also discusses the value for money compared to renting privately and the social life offered. Below this is a section titled 'How the accommodation price information in the KIS is calculated' with a note about comparing 'Leicester accommodation' prices. A sidebar on the left lists 'Study With Us' categories: Undergraduate Courses, Postgraduate Taught Courses, Research Degrees, Distance Learning and CPD, Part-time Courses, Find a course, English Language Requirements, and How to Apply.

- Notice how in the navigation bar, it has tabs such as “distance learning and CPD” and “study with us”. What does that exactly mean? It’s very open ended and even when we open up the tab it’s not explained. What’s KIS? Is there something we’re missing out on that is just general knowledge? It seems geared towards students already familiar with the system

HEURISTIC 3

Heuristic #3 User control and freedom. Is it easy to stop and start things? Stop animations, undo transactions?

“Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.”

- As mentioned before, when I went to the maps site there was no way back to the site that got me there, only the homepage

[Web Editor Log in](#)

 University of
Leicester

[University Home](#) | [University A-Z](#) | [Maps and Directions](#)

[Home / Indexes](#)

Complete A-Z of University of Leicester

Please report any bad links to webteam@le.ac.uk

Separate indexes are available for academic departments, administrative services, research groups and hosted bodies.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#)
[W](#) [X](#)

A

- › [AccessAbility Centre](#) (support for disabled/dyslexic students)
- › [Accommodation](#)
- › [Adapting to Changing Environments \(ACE\) Research Centre](#)
- › [Admissions Office](#)
- › [Advanced Imaging Facility \(AIF\)](#)
- › [Adult Social and Epidemiological Psychiatry and Disability Research Group](#)

All Indexes

- › Academic Departments A-Z
- › Services/Offices A-Z
- › Research Group, Centre and Project A-Z
- › Hosted Bodies A-Z
- › Complete A-Z

Courses

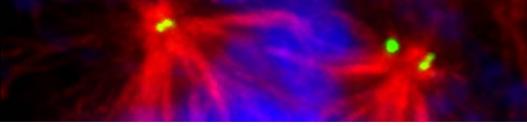
- › Undergraduate Prospectus
- › Postgraduate Prospectus

Find a person
(for staff/students only)

They have this huge database to search for anything related to the university but once you click on it, there's no breadcrumbs back to this page. Some pages have "university A-Z" tab but some don't. So only way of going back is the back button.

[Web Editor Log in](#)

 University of
Leicester

 CANCER RESEARCH UK | LEICESTER CENTRE 

Cancer Research UK

[About Us](#)
[Research](#)
[Trials](#)
[Facilities](#)
[Study and Jobs](#)
[Community](#)
[Staff](#)
[Contact](#)

The [Cancer](#) Research UK Leicester Centre combines laboratory and clinical disciplines to understand, detect, monitor and develop new treatments for cancer.



Ut Vitam Habeant - So that they may have life

University of Leicester

Web Editor Log in

Search Site Search

University Home University A-Z Maps and Directions

Student Support Service

Home / Offices / Student Support Service / AccessAbility

Student Support Service

Student Welfare Service

AccessAbility

- Using the centre
- Accessing support
- Improve your study skills
- News
- Dyslexia Awareness Week

Student Counselling & Wellbeing

AccessAbility Centre

The AccessAbility [Centre](#) offers services and support for students with dyslexia, and other specific learning difficulties, [disabilities](#) and long term conditions.

Access Support

- Exam arrangements
- Disabled Students' Allowance
- Dyslexia assessments

Information and Advice for Students

- Specific advice and information about different disabilities
- Accessing the campus
- Disclosing your disability

Improve your study skills

Information for staff

inspecting data from cdncache-a.akamaihd.net...

Contact Us

Phone: 0116 252 5002
Email: [accessible](#)
In person: visit the AccessAbility Centre

Please give us your feedback

-They also dont have consistent footer for child pages and home page so that makes navigation a bit tough, I'm not too sure what to expect

Fees and funding

[Book an open day](#)

Engage

Information for . . .

- Teachers/Careers advisors
- Parents and guardians

cannot be guaranteed.

- Accommodation Services
- University accommodation: online booking

Accommodation for Postgraduates

Postgraduate students can choose between self-catered accommodation in University halls or privately rented accommodation. The Students' Union at Leicester provides support for students seeking privately rented accommodation through [SULETS](#), a lettings agency jointly owned and run by the Students' Unions of De Montfort University and the University of Leicester.

- Accommodation Services (University)
- SULETS (Students' Union)

Overnight accommodation

Coming to Leicester for an open day or campus visit? If you need to stay overnight, the city has a wide range of [hotels](#), B&Bs and other accommodation available. Visit the official city and county tourism site, GoLeicestershire, for details.

- GoLeicestershire: where to stay in Leicester and Leicestershire

Payment

Our [e-payment system](#) provides an easy and flexible way to pay tuition and accommodation fees.

Share this page:

[Staff](#) • [Current Students](#) • [Library](#) • [Blackboard](#) • [Remote Access](#) • Follow the University on
[Contact the University](#) • [Legal](#) • [Privacy & Cookies](#) • [Accessibility](#) • [Help](#)

THE Awards Winner
2007, 2008, 2009, 2010, 2011, 2012, 2013

The Queen's Anniversary Prizes
For Higher and Further Education 2013

"Elite without being elitist..."
Times Higher Education Winners Brochure

Contact Us	Site Visitors	Staff & Students	Connect
The University of Leicester University Road Leicester LE1 7RH United Kingdom Telephone and email Campus map	Academic Departments A-Z Accessibility Help Job Vacancies Legal Privacy & Cookies	Blackboard Current Students Remote Access Staff	f t y More social media...>

-What if I wanted to connect on google+ but can't find that on homepage

University of Leicester Help

If you know which area, service or department you are looking for, try the [A-Z Indexes](#)

If you cannot find what you want using the links on this page, try our [search page](#).

General	For Prospective Students
Information for visitors (maps and directions)	See the dedicated Study with Us area of our <u>web</u> site.
Term Dates	Find a course
Job Vacancies	Fees and Funding
Find a person (if you are not a member of the university)	Accommodation
Find a person (telephone) (<u>Authentication required</u>)	Open Days
Find a person (email) (Authentication required)	Support for disabilities and learning difficulties
For Current Students	For Parents, Teachers and Advisors
Student website	What support is available for students?

On most pages the only exit route are 3 paths: university home, university A-Z, and maps and directions...

HEURISTIC 4

Heuristic #4 Consistency in navigation, use of labels, headings, terms, use of colors, branding, title pages, buttons, etc. Site style is another type of consistency.

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

- it's pretty consistent in terms of their logo, it's always in the top left and will link to homepage
- navigation bar at top and side is consistent only in 1st level sites

The screenshot shows the University of Leicester's website for Postgraduate Taught Courses. The header features the university's logo and navigation links for University Home, University A-Z, and Maps and Directions. A search bar is located in the top right corner. A large banner image of a green field and modern buildings serves as the background. A 'Study with us' button is visible. The main content area is titled 'Postgraduate Taught Courses' and includes a sub-section for 'Postgraduate Taught Courses'. It lists options like 'Taught Campus-based Courses', 'Taught Distance-learning Courses', and 'How to Apply'. Two prominent buttons offer 'Taught courses on campus' (Masters Degrees, Diplomas & Certificates, studied at Leicester) and 'Taught courses by distance learning' (Masters Degrees, Diplomas and Certificates, studied from home). A note at the bottom suggests looking at Postgraduate Research Degrees.

The screenshot shows the University of Leicester's website for Research Degrees. The layout is similar to the previous one, with the logo in the top left, a search bar in the top right, and a 'Study with us' button. The main content area is titled 'Research Degrees - PhD, MPhil, and Professional Doctorates'. It highlights the university's strong research culture and lists several key points: 'Find a PhD or MPhil in Your Subject', 'Studentships and Funding', 'Doctoral Training Partnerships', 'Research Reputation and Community', and 'How to Apply and Entry Requirements'. A note at the bottom states that most PhD and MPhil degree programmes start in October or January. A blue bar at the bottom contains the text 'Part-Time and Distance Learning Degrees'.

HEURISTIC 5

Heuristic #5 Error prevention. Is there form validation in all fields where you can make a mistake? Do they show the mandatory fields? Good labeling on fields or task steps?

"Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action."

-I'm trying to book an Open Day but it's not working. Thats the only way to do task steps/filling out forms at this point since I'm not a student

HEURISTIC 6

Recognition rather than recall. Can you recognize where you are by bread crumbs, color, particular style?

"Minimize the user's memory load by making objects, actions, and options visible. The 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."

-At the 2nd level, yes there are breadcrumbs as done by the navigation bar on the left and top. But once you get to a 3rd level, there's no way back to the 2nd level just 1st level(home)

The screenshot shows the University of Leicester's Alumni website. At the top, there's a navigation bar with links for 'University Home', 'University A-Z', 'Maps and Directions', and a search function. The main content area is titled 'Alumni'.

How we support you: Benefits and services we offer, from finding lost friends to memorabilia and more. Options include Email for Life!, Graduates' magazine, and Family Programme.

Support us: Great ways to show your support. Options include Volunteering opportunities, Current fundraising appeals, and Donate online.

News, events and reunions: Latest news plus forthcoming and past events for graduates. Options include Latest alumni news and Subscribe to our E-Newsletter.

Stay in touch: Update your address, share news and contact old friends.

Alumni Features:

- Staff fundraising success for new Centre for Medicine:** Members of staff at the University of Leicester have raised vital funds for the University's new Centre for Medicine by undertaking various challenges. Find out more...
- Alumni Dinner 2015:** Enjoy an excellent dinner with music, dancing and socialising in the grand surroundings of Claridge's. Book your places now...

About us: The role of the Development and Alumni Relations Office and the Alumni Association.

Contact Us: Development and Alumni Relations Office, University of Leicester, University Road, Leicester, LE1 7RH, United Kingdom. Telephone: 0116 223 1071. Email: alumni.relations@le.ac.uk

The screenshot shows the University of Leicester's website. At the top, there is a navigation bar with links for 'University Home', 'University A-Z', and 'Maps and Directions'. On the right side of the header, there is a search bar with a 'Search Site' button and a 'Web Editor Log in' link. Below the header, there is a large image of a scientist in a lab coat and gloves looking through a microscope. Overlaid on this image is a dark box containing the text 'Our Research' and a breadcrumb trail: 'Home / Research / Our [Global Challenges](#)'. To the left of the main content area, there is a sidebar titled 'Research' with a sub-section 'Our Global Challenges' containing five items: 'Fighting Ill Health and Disease', 'Building a Safe and Just World', 'Understanding change in Culture, Society, Economics and Political Institutions', 'Exploring Human Identity and Inter-Cultural Interactions', and 'Exploring Human Identity and Inter-cultural Interactions'. To the right of the main content area, there is a sidebar titled 'Links for Visitors' with several links: 'Press and Media', 'Development and Alumni Relations Office' (which is highlighted with a red box), 'Enterprise and Business Development', 'Leicester Research Archive', and 'Research Support Office'. There is also a small 'Alumni' button next to the 'Development and Alumni Relations Office' link. Below the visitor sidebar is another sidebar titled 'Links for Staff'.

-I've also mentioned this issue before in heuristic 3 (They have this huge database to search for anything related to the university but once you click on it, there's no breadcrumbs back to this page. Some pages have "university A-Z" tab but some don't. So only way of going back is the back button.)

HEURISTIC 7

Heuristic #7 Flexibility and efficiency of use. Is the site designed to be linked to?

"Accelerators -- 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. Allow users to tailor frequent actions."

-At the footer of the homepage, there is a shortcut for students and staff to their specific needs as current bodies of the university

THE Awards Winner
2007, 2008, 2009, 2010, 2011, 2012, 2013

The Queen's Anniversary Prizes
For Higher and Further Education 2013

"Elite without being elitist..."
Times Higher Education Winners Brochure

Contact Us
The University of Leicester
University Road
Leicester
LE1 7RH
United Kingdom
Telephone and email >
Campus map >

Site Visitors
Academic Departments A-Z >
Accessibility >
Help >
Job Vacancies >
Legal >
Privacy & Cookies >

Staff & Students
Blackboard >
Current Students >
Remote Access >
Staff >

Connect
[f](#) [t](#) [y](#)
More social media... >

Waiting for b3.arcadecandy.com...

Welcome to Blackboard

Change Text Size | High Contrast Setting

You are not logged in
Welcome to Blackboard, the University of Leicester's online learning environment.

To use this service, you must consent to the collection, storage and use of cookies as described in the Blackboard Privacy Centre.

Login using your University IT account (e.g. abc123):

USERNAME:
PASSWORD: [Forgotten Your Password?](#)

This seems like a feature only current students would use

Service Availability
Blackboard is operating normally
Turnitin is operating normally

Maintenance Times
Services may be unavailable or liable to interruption:
Blackboard: each Friday, 01:00 to 05:00 (UK time)
Turnitin: 1st and 3rd Saturday each month, 15:00 to 19:00 (UK time)
Current UK time:
Friday, 7 November 2014, 06:24:16 GMT

 University of
Leicester

Web Editor Log in

Search Site

University Home | University A-Z | Maps and Directions |

Home / Remote

Remote access (off-campus)

 **University Email**
Email for [staff](#) and students

 **Blackboard VLE**
The University's [Virtual Learning](#) Environment (VLE)

 **Leicester Digital Library**
eBooks, journals and databases available from the [library](#)

 **University Files**
How to [access files](#) in your personal Z: drive and shared X: drive

HEURISTIC 8

Heuristic #8 Aesthetic and minimalist design. Clean site? Good use of 'white space'? Language as brief as possible? Is information general at the top (headlines) details below? Good use of 'more'?

"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."

-I feel like their pages are too wordy. There's so much to read I would have to be constantly scanning to find what I was looking for. It's like they wrote short essays for everything

The screenshot shows a website layout for a university's research department. At the top, there is a navigation bar with links to 'Home', 'Research', and 'Research with us - academics and PhD students'. The main content area has a sidebar on the left containing links to various research-related pages like 'Our Global Challenges', 'Research with us - academics and PhD students', 'Departmental and Thematic Research', 'Current Research', 'Research Assessment Exercise', 'Research Events', 'Festival of Postgraduate Research', and 'All Research News'. The main content area features several sections: 'Research with us - academics and PhD students' (with a sub-section 'Study with us as a PhD student'), 'Join us as an academic' (with a sub-section 'Postgraduate Funding Opportunities'), and 'Links' (containing sections for 'Press and Media', 'Development and Alumni Relations Office', and 'Enterprise and Business Development').

-They do make good use of white space and it's not too clustered in terms of color scheme of site

HEURISTIC 9

Heuristic #9 Help users recognize, diagnose and recover from errors. Easy to understand error messages. Do error messages (eg 404's) contain the answer or way of fixing the error?

"Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution."

-I am purposefully filling in things wrong

 University of
Leicester

Prospectus Request Form

Title First Name * Last Name *

Email Address *

Level of study *

How do you want to study? *

What subject area are you interested in? *

Please select a program *

Please enter an email address.

How do you want to study? *

What subject area are you interested in? *

Please select a program *

What year will you begin your studies? *

I wish to receive information by... (please choose) *

Please state here if there is an additional subject that you would like to receive information about

House Number/Name Street Name

It was able to recognize I didn't put in an email address



**University of
Leicester**

You have selected an invalid combination of the following fields:
o What year will you begin your studies?
o Level of study

Prospectus Request Form

Title: Mr. First Name: * 6736374738384 Last Name: * Squarepants

Email Address: * pineappleunderthesea@yahoo.com

Level of study: * Undergraduate (BA, BSc)

How do you want to study? * Distance Learning

What subject area are you interested in?

It failed to recognize that my name is just a series of numbers

-Also big error frustration, I selected the only answer available and it still won't let me move on to complete form

You must fill out all required fields.

Prospectus Request Form

Title: Mr. First Name *: 6736374738384 Last Name *: Squarepants

Email Address *: pineappleunderthesea@yahoo.com

Level of study *: Postgraduate Taught (MA, MSc, PGCe...)

How do you want to study? *

- No further selections possible
- No further selections possible

What subject area are you interested in? *

Archaeology

Please check highlighted fields below.

Prospectus Request Form

Title: Mr. First Name *: Spongebob Last Name *: Squarepants

Email Address *: pineappleunderthesea@yahoo.com

Level of study *: Certificate/Diploma or Foundation De...

How do you want to study? *

Distance Learning

What subject area are you interested in? *

Business, Management and Human R...

They also say to check highlighted area but its barely noticeable, its barely highlighted

-I tried searching something I knew they wouldn't have but theres no error message to indicate it was not found



University of Leicester

spongebob Search

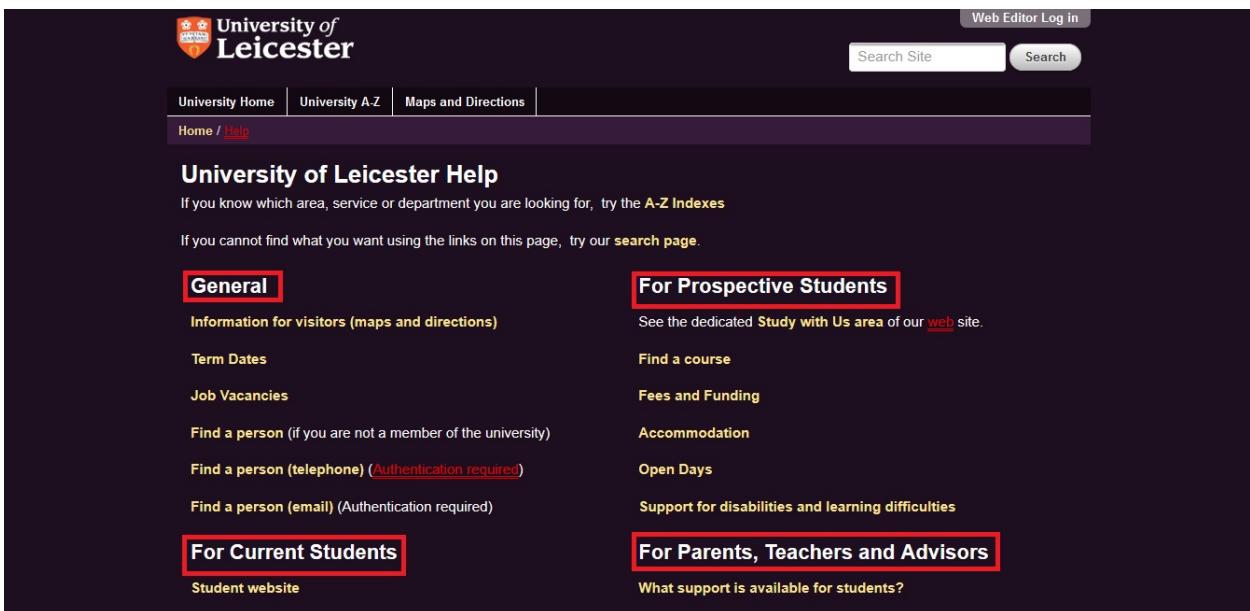
Search took 0.06 seconds.

Powered by [Google Search Appliance](#)

HEURISTIC 10

Heuristic #10 Help and documentation. Clean easy to use help on transactions? Not in your face?

"Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large."



University of Leicester

Web Editor Log in

Search Site

University Home | University A-Z | Maps and Directions |

Home / [Help](#)

University of Leicester Help

If you know which area, service or department you are looking for, try the [A-Z Indexes](#)

If you cannot find what you want using the links on this page, try our [search page](#).

General	For Prospective Students
Information for visitors (maps and directions)	See the dedicated Study with Us area of our web site.
Term Dates	Find a course
Job Vacancies	Fees and Funding
Find a person (if you are not a member of the university)	Accommodation
Find a person (telephone) (Authentication required)	Open Days
Find a person (email) (Authentication required)	Support for disabilities and learning difficulties
For Current Students	For Parents, Teachers and Advisors
Student website	What support is available for students?

It was nice of them to categorize it by users

Under prospective students, I clicked on find a course, fees and funding, accomodation and they all linked to the same page....so then I get lost

