**HEURISTICS: TEAM03 EVALUATION**

Date: 03/30/2022

Prepared By: Team 03 - Agile Elite

Name of the system being evaluated: dev.radfordchilddevelopment.com

Other information about the system being evaluated: System is a non-profit child early-learning center website.

1. **Visibility of System Status**

Number of issues: 2

Severity: **4 – Usability catastrophe (fix before release)**

Problem #: **1**

Prototype screen, page, location of problem:**the entire website**

Name of heuristic in violation: **visibility of systems status**

Reason for reporting as negative or positive: **negative**

Scope of the problem: **MySQL keeps eating up memory, slowing down the webserver response time, user will see 500 error**

Severity of problem (*according to the severity ratings table*): **Catastrophic**

Justification for severity rating: **if the web server runs out of memory the site will not load, total catastrophe**

*Frequency*: **Low**

*Impact*: **High**

*Persistence*: **High**

Suggestions to fix: **monitor MySQL resource usage, possibly add a cron job to restart the MySQL Daemon periodically**

Possible trade-oﬀs (why fix might not work):  **if this fix doesn’t work than the AWS instance will require more memory**

Problem #: **2**

Prototype screen, page, location of problem: **‘donate’ form**

Name of heuristic in violation: **Visibility of System Status**

Reason for reporting as negative or positive: **What is ‘Giving Frequency’ doing here? This almost never appears on any donation form and can be confusing**

Scope of the problem: **just this page**

Severity of problem (*according to the severity ratings table*): **Catastrophic**

Justification for severity rating:

*Frequency*: **low**

*Impact*: **high**

*Persistence*: **high**

Suggestions to fix:

* **Get rid of this line entirely**

Possible trade-oﬀs (why fix might not work): **none**

1. **Match between system and the real world**

Number of issues: **0**

Severity: **0 – Not a problem at all**

1. **User control and freedom**

Number of issues: **1**

Severity: **4 – Usability catastrophe (fix before release)**

Problem #: **3**

Prototype screen, page, location of problem: **Financial Assistance and contact us pages**

Name of heuristic in violation: **Error Prevention, User control**

Reason for reporting as negative or positive:  **User cannot correct any valid but incorrect input before clicking submit**

Scope of the problem: **Financial Assistance and contact-us forms. When a user is done making valid entries and hit submit, there is no confirmation message (perhaps with a form preview) before submitting the form**

Severity of problem (*according to the severity ratings table*): **Catastrophic**

Justification for severity rating:

*Frequency*: **high**

*Impact*: **high**

*Persistence*:

Suggestions to fix:

* **Prompt user to confirm that all information is correct.**
* **For the financial assistance form, display a preview of the form about to be submitted**

Possible trade-oﬀs (why fix might not work): **gravity forms might not support suggested fixes.**

1. **Consistency and standards:**

Number of issues: 2

Severity: **4 – Usability catastrophe (fix before release)**

Problem #: **4**

Prototype screen, page, location of problem: **All pages**

Name of heuristic in violation: **Consistency and Standards**

Reason for reporting as negative or positive: **Background and Header designs are not consistent across website pages**

Scope of the problem: **All pages**

Severity of problem (*according to the severity ratings table*): **Catastrophic**

Justification for severity rating:

*Frequency*: **High**

*Impact*: **high**

*Persistence*: **High**

Suggestions to fix:

* **Use the same header image for all page headers.**
* **Add background designs to ‘our partners’, ‘forms’, and ‘golf-tournament’ pages to conform to aesthetic design of the other pages**

Possible trade-oﬀs (why fix might not work): **none**

Problem #: **5**

Prototype screen, page, location of problem: **‘checkout’ page**

Name of heuristic in violation: **CONSISTENCY and standards, Aesthetic and minimalist design**

Reason for reporting as negative or positive: **The ‘CHECKOUT’ written over the logo in the top-left corner of the page is barely visible; also, no other page has the ‘name’ of the page written up there.**

Scope of the problem: **just this page**

Severity of problem (*according to the severity ratings table*): **Not severe at all**

Justification for severity rating:

*Frequency*: **low**

*Impact*: **low**

*Persistence*: **low**

Suggestions to fix:

* **Simply get rid of the ‘CHECKOUT’ text**

Possible trade-oﬀs (why fix might not work): **none**

1. **Error prevention: 1**

Number of issues: **1**

Severity: **4 – Usability catastrophe (fix before release)**

***Problem # 3 above.***

1. **Recognition rather than recall**

Number of issues: **0**

Severity: **0 – Not a problem at all**

1. **Flexibility and efficiency of use**

Number of issues: **0**

Severity: **0 – Not a problem at all**

1. **Aesthetic and minimalist design**

Number of issues: 5

Severity: **3 – Major usability problem (fix with high priority)**

Problem #: **6**

Prototype screen, page, location of problem: **home page**

Name of heuristic in violation: **Aesthetic and minimalist Design**

Reason for reporting as negative or positive: **First image, and video starting point is redundant**

Scope of the problem: **homepage**

Severity of problem (*according to the severity ratings table*): **Annoyance**

Justification for severity rating:

*Frequency*: **high**

*Impact*: **low**

*Persistence*: **low**

Suggestions to fix:  **Reset starting point of video**

Possible trade-oﬀs (why fix might not work): **n/a**

Problem #: **7**

Prototype screen, page, location of problem: **all pages on the website**

Name of heuristic in violation: **Aesthetic and minimalist design**

Reason for reporting as negative or positive: **Footer inconsistent with pages design**

Scope of the problem: **all pages, footer slightly covers the submit button in ‘contact us’ page**

Severity of problem (*according to the severity ratings table*): **Annoyances**

Justification for severity rating:

*Frequency*: **high**

*Impact*: **low**

*Persistence*:

Suggestions to fix: **Redo footer**

Possible trade-oﬀs (why fix might not work): **none**

Problem #: **8**

Prototype screen, page, location of problem: **who we are**

Name of heuristic in violation: **Aesthetic and minimalist design**

Reason for reporting as negative or positive: **both navbar and logo (top-left corner) are barely visible**

Scope of the problem: ‘**who we are’ page**

Severity of problem (*according to the severity ratings table*): **Severe**

Justification for severity rating:

*Frequency*: **low**

*Impact*: **high**

*Persistence*:

Suggestions to fix:

* **Tweak typography of nav links or**
* **find better images that work well with the page layout.**

Possible trade-oﬀs (why fix might not work): **none**

Problem #: **9**

Prototype screen, page, location of problem: **financial assistance, golf tournament**

Name of heuristic in violation: **Aesthetic and minimalist design**

Reason for reporting as negative or positive: **forms underlap the navbar**

Scope of the problem: **financial assistance, golf tournament**

Severity of problem (*according to the severity ratings table*): **Severe**

Justification for severity rating:

*Frequency*: **common**

*Impact*: **severe**

*Persistence*:

Suggestions to fix: **redo page or tweak elementor layout**

Possible trade-oﬀs (why fix might not work): **none**

Problem #: **10**

Prototype screen, page, location of problem: ‘**contact us’ page**

Name of heuristic in violation: **Aesthetic and minimalist design**

Reason for reporting as negative or positive: **important text right before the first field in the form is not visible**

Scope of the problem: **just this page**

Severity of problem (*according to the severity ratings table*): **Not severe at all**

Justification for severity rating:

*Frequency*: low

*Impact*: low

*Persistence*: low

Suggestions to fix:

* **Change the background image or**
* **Change the font of the text**

Possible trade-oﬀs (why fix might not work): **design must be persistent with other pages**

1. **Help users recognize, diagnose, and recover from errors**

Number of issues: **0**

Severity: **0 – Not a problem at all**

1. **Help and documentation: 0**

Number of issues: **0**

Severity: **0 – Not a problem at all**