

# User Experience Review

## Functionality

### Functionality

- 1 Fast loading time for all pages
- 2 All links work
- 3 Errors do not occur unnecessarily

### Search

- 1 Search function is available
- 2 Search function is easily located
- 3 Search function is clear and easily to implement

## Language & Content

### Labels

- Labels clearly explain what the
- 1 element does and where it will lead
- Labels are consistent throughout the
- 2 site
- Icons and symbols are understandable
- 3 and consistent

### Titles

- Consistent and understandable page
- 1 titles on every page
  - 2 Page titles correspond with labels

**Language**

Language used is appropriate and

- 1 readily understood by the target

Language is consistent throughout the

- 2 site

**Content**

Content represents user goals and

- 1 objectives

Content represents organization's goals

- 2 and objectives

- 3 Readily understood conceptual models

Contact Us with all available contact

- 4 possibilities listed

**Visual Design**

The visual design highlights important components on each page

Organization's brand identity is communicated through the site's

**Color**

Colors in color palette complement

- 1 each other without competing

- 2 Range of colors

- 3 Consistency of colors across pages

**Contrast**

Contrast is used to easily read text and

- 1 notice essential elements

- Contrast is used to convey
- 2 relationships among navigational

### **Uniformity/Consistency**

- Uniformity is present in design
- 1 elements from page to page

### **Typography**

- 1 Simple, easily readable font
- 2 Limited amount of fonts

## **Organization/Structure**

### **Structure**

- 1 Structure is simple and well-organized
- All major parts of the site are clear and
- 2 accessible
- Consistent structure of content
- 3 throughout the site
- 4 Information design is understandable

### **Navigation**

- Navigation bar is easy to locate and
- 1 understand
- 2 Navigation is consistent on each page
- 3 Current location is clearly identified
- Users can easily get back to the
- homepage or a relevant starting point
- 4 from all pages

## **Layout**

The layout is clear with sufficient white

1 space

Layout makes clear distinctions

2 between sections

Important elements are in the same

3 location on every page

## **Error Handling**

### **Recovery**

1 Help is available

Users can easily undo, go back, and

2 change or cancel actions

3 Error messages are in plain language

Error messages describe which action

4 is necessary

### **Anticipation of Errors**

1 Errors are difficult to make

Common errors have been taken into

2 consideration and where possible

## **Process Efficiency**

Users can achieve main goals quickly  
and easily

## **Mobile Website Only**

1 Indication when users press a link

Takes advantage of common mobile devices' functionality

2

Content is easy to see/read on mobile

3 device

All links are sized and spaced for

4 accurate tapping

Homepage elements correspond with

5 main user goals

6 Access to main site

7 One handed (or left handed) usability

Amount of content/text is limited for

8 mobile display

Typography is suitable for mobile

9 display

Layout is ideally suited for mobile

10 display

Multiple mobile device interfaces and

11 displays are considered