**Heuristic Evaluation Report**

Date: 25JULY21

Prepared By (team member names): Sheldon Mattson

***Evaluation***

Name of website being evaluated: Yichang

Describe the scenario you used to focus your evaluation:

I am a traveler from the US and this will be my first time visiting come next September

**Problem #1**

Status of active page

Insert print screen, location of problem:

Graphical user interface, application

Description automatically generated

No page title or highlighted tab to indicate correct page is chosen

Name of heuristic: Visibility of System Status, Consistency and Standards

Reason for reporting negative or positive: Negative- Users like to know where they are and be given indications on what has been clicked to confirm

Scope of problem: High, none of the pages give indication of current page from what I can tell (unless that is the Main Content Area, feel like it could have been communicated more clearly)

Severity of problem (high/medium/low): Medium

Justification for severity rating: While it is important to know where one is it can be implied based on what they clicked on/chose

Suggestions to fix: Give each individual page a unique title that corresponds to the tab, highlight the active tab

Possible trade-offs (why fix might not work): Highlighting the active tab can present accessibility issues or increase performance slightly. Titles are more simple and require a slight layout change

**Problem #2**

I wish to edit or delete my comments/remove an attached picture

Insert print screen, location of problem:

Graphical user interface

Description automatically generated

Name of heuristic: User Control and Freedom

Reason for reporting negative or positive: Negative- Users enjoy having freedom, might be some privacy concerns

Scope of problem: Slight- only affects a page or two from what I can tell

Severity of problem (high/medium/low): High

Justification for severity rating: Users tend to enjoy freedom and potential privacy over any posts or comments

Suggestions to fix: Allow for users to submit to the site but not for public view (for use by city or companies rather). Allow for editing or deletion of comments or attached images

Possible trade-offs (why fix might not work): There are many features that would need to be added and many ways to do so which would mostly affect performance

Some other suggestions that did not fit heuristic list:

* Privacy Policy posted
  + Users like to know what will be done with and collected from any posts or comments
  + Know what they can or cannot do in regard to posts and attachments
* About and contact page
  + General information about police and who to contact for emergencies or information
* Recommended companies and tour guides
  + See lots of articles and videos about tourists being scammed or tricked
  + List of recommended and trusted guides or companies for tourists to utilize and stay safe
* Information about local customs and laws
  + Customs and laws differ drastically, don’t want to break the law or insult anyone
* Seasonal information