**Usability evaluation checklist for web sites**

This brief checklist is an aid to evaluating a web site for usability. The checklist may be freely used and distributed, provided the copyright information is retained.

**Navigation Compliance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Always | Sometimes | Never | Notes |
| There is a clear indication of the current location |  |  |  |  |
| There is a clearly-identified link to the Home page |  |  |  |  |
| All major parts of the site are accessible from the Home page |  |  |  |  |
| If necessary, a site map is available |  |  |  |  |
| Site structure is simple, with no unnecessary levels |  |  |  |  |
| If necessary, an easy-to-use Search function is available |  |  |  |  |
| **Functionality** |  | **Compliance** |  |  |
|  | Always | Sometimes | Never | Notes |
| All functionality is clearly labelled |  |  |  |  |
| All necessary functionality is available without leaving the site |  |  |  |  |
| No unnecessary plug-ins are used |  |  |  |  |
| **Control** |  | **Compliance** |  |  |
|  | Always | Sometimes | Never | Notes |
| The user can cancel all operations |  |  |  |  |
| There is a clear exit point on every page |  |  |  |  |
| Page size is less than 50Kb/page |  |  |  |  |
| All graphic links are also available as text links |  |  |  |  |
| The site supports the user’s workflow |  |  |  |  |
| All appropriate browsers are supported |  |  |  |  |
| **Language** |  | **Compliance** |  |  |
|  | Always | Sometimes | Never | Notes |
| The language used is simple |  |  |  |  |
| Jargon is avoided |  |  |  |  |

**Feedback Compliance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Always | Sometimes | Never | Notes |
| It is always clear what is happening on the site |  |  |  |  |
| Users can receive email feedback if necessary |  |  |  |  |
| All feedback is prompt |  |  |  |  |
| Users are informed if a plug-in or browser version is required |  |  |  |  |
| Users can give feedback via email or a feedback form |  |  |  | Comments available |
| If necessary, online help is available |  |  |  |  |
| **Consistency** |  | **Compliance** |  |  |
|  | Always | Sometimes | Never | Notes |
| Only one word or term is used to describe any item |  |  |  |  |
| Links match titles of the pages to which they refer |  |  |  |  |
| Standard colours are used for links and visited links |  |  |  |  |
| Terminology is consistent with general web usage |  |  |  |  |
| **Error prevention and correction** |  | **Compliance** |  |  |
|  | Always | Sometimes | Never | Notes |
| Errors do not occur unnecessarily |  |  |  |  |
| Error messages are in plain language |  |  |  |  |
| Error messages describe what action is necessary |  |  |  |  |
| Error messages provide a clear exit point |  |  |  |  |
| Error messages provide contact details for assistance |  |  |  |  |
| **Visual clarity** |  | **Compliance** |  |  |
|  | Always | Sometimes | Never | Notes |
| The layout is clear |  |  |  |  |
| There is sufficient ‘white space’ |  |  |  |  |
| All images have ALT text assigned |  |  |  |  |
| Unnecessary animation is avoided |  |  |  |  |

Web site evaluation checklist v1.1 Gerry Gaffney © 1998 Information & Design pty ltd www.infodesign.com.au