

A Heuristic Evaluation is a usability inspection technique where one or a number of usability experts evaluate the user interface of a product against a set of Heuristic Principles.

My colleagues and I conducted Heuristic Evaluation of Florida's DMV Webpage.

Findable: Yes

Accessible: Maybe

Clear: No, there are too many informations in one place on webpage.

Communicative: No, there is no tech support such as chat.

Useful: No, DMV is more helpful.

Credible: Yes, it is a government website.

Controllable: No, scattered information.

Valuable: Yes, it keeps your record on track.

Learnable: Yes

Delightful: No