

University of Miami Law Website

Heuristic Evaluation

CIM622 UX Research Methods
Wednesday, March 6, 2019

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EXECUTIVE SUMMARY

Goal: Find usability problems to be addressed as part of an iterative design process for the University of Miami School of Law website (www.law.miami.edu)

Evaluators: 6 University of Miami School of Communications, Graduate-Level Students in the Interactive Media, Masters in Fine Arts Program (User Centered Design Course, CIM 644)

Procedure:

1. Evaluators inspected the website through the lens of prospective law students in order to summarize a list of 10 general tasks performed on the website, and formatted into a master field guide.
2. Each evaluator performed each task on the website alone, and documented any usability (heuristic) violations that were encountered.
3. Evaluators aggregated and defined the website's key problems by UI (user interface) focus, then each evaluator assigned a severity score to each usability violation, and prioritization of problems by mean set of severity ratings and UI group focus.
4. Each key problem was identified in a usability report with recommendation redesigns per problem.
5. The general user interface (UI) groupings, "Navigation, Content, Copywriting, Layout, Interactions, Visual Design" were summarized in an overall website redesign.

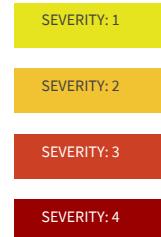
EXECUTIVE SUMMARY

Results: A total of 29 individual problems encountered while attempting to achieve 10 standard tasks as a prospective student on the UM Law website.

Problem Groupings by User Interface (UI) and Severity Scores:

USER INTERFACE: TOTAL SEVERITY		29 PROBLEMS	SEVERITY: 4	SEVERITY: 3	SEVERITY: 2	SEVERITY: 1
NAVIGATION	7 PROBLEMS	5 PROBLEMS	2 PROBLEMS	--	--	
CONTENT	8 PROBLEMS	4 PROBLEMS	4 PROBLEMS	--	--	
COPYWRITING	7 PROBLEMS	2 PROBLEMS	3 PROBLEMS	1 PROBLEM	1 PROBLEM	
LAYOUT	3 PROBLEMS	2 PROBLEMS	1 PROBLEM	--	--	
INTERACTIONS	3 PROBLEMS	1 PROBLEM	1 PROBLEM	1 PROBLEM	--	
VISUAL DESIGN	1 PROBLEM	--	--	1 PROBLEM	--	

Severity Ratings for Usability Problems, 1994



- 0** = I don't agree that this is a usability problem at all
- 1** = Cosmetic problem only: need not be fixed unless extra time is available on project
- 2** = Minor usability problem: fixing this should be given low priority
- 3** = Major usability problem: important to fix, so should be given high priority
- 4** = Usability catastrophe: imperative to fix this before product can be released

<https://www.nngroup.com/articles/how-to-rate-the-severity-of-usability-problems/>

The general user interface (UI) groupings, “Navigation, Content, Copywriting, Layout, Interactions, Visual Design” were summarized in an overall website redesign.

EXECUTIVE SUMMARY

Results: A total of 29 individual problems encountered while attempting to achieve 10 standard tasks as a prospective student on the UM Law website.

Total Heuristic (Usability) Violations:

TOTAL HEURISTIC (USABILITY) VIOLATIONS	29 PROBLEMS
RECOGNITION VS. RECALL <i>Expectation: "Make information easy to discover."</i>	10 PROBLEMS
CONSISTENCY & STANDARDS <i>Expectation: "Same interface and language throughout."</i>	9 PROBLEMS
AESTHETIC AND MINIMALIST DESIGN <i>Expectation: "Provide only necessary information in an elegant way."</i>	5 PROBLEMS
MATCH BETWEEN SYSTEM & REAL WORLD <i>Expectation: "Use familiar metaphor and language."</i>	2 PROBLEMS
FLEXIBILITY AND EFFICIENCY OF USE <i>Expectation: "Make advanced tasks flexible and efficient."</i>	1 PROBLEM
VISIBILITY OF SYSTEM STATUS <i>Expectation: "Show system status, tell what's happening."</i>	1 PROBLEM
USER CONTROL AND FREEDOM <i>Expectation: "Provide good defaults and undo." (User must not feel trapped by the system, i.e. cancel requirement.)</i>	1 PROBLEM

*Jakob Nielsen's Ten Usability Heuristics for Interface Design, 1994

General Breakdown (Top 50% of Violations)

Recognition vs. Recall (10 Problems)

- *Heading changes across navigation and eliminates initial submenu item choices.*
- *Keep initial (gray) navigation as bottom page navigation in next page, and in sidebar navigation.*
- *Ensure consistent headline titles throughout website.*

Consistency and Standards (9 Problems)

- *Contact information is hard to find.*
- *Headline navigation titles are inconsistent.*
- *Too much navigation information across pages, not enough visual content.*
- *Basically a large navigation site.*

EXECUTIVE SUMMARY

Overall Recommendations:

* See full report for specific recommendations.

- Address navigation problems immediately.
- Resolve copywriting inconsistencies.
- Reduce the information density of the primary landing pages for each top level navigation.
- Provide clearer hierarchy of information per page.
- Minimize hurdles in accessing priority information for prospective students.
- Greater attention to typesetting and white space to increase readability and minimize overwhelm.
- Stronger attention to consistency between function and presentation.

UNIVERSITY OF MIAMI LAW SCHOOL WEBSITE : HEURISTIC EVALUATION

INTRODUCTION

PRODUCT DESCRIPTION

The University of Miami's Law School website is the primary, 24/7 gateway for prospective students, current students, faculty, alumni and the community-at-large. It offers a way for website visitors to learn about UMLaw's mission, academic offerings, research, events, and other school related activities.

The website is also **split into two areas**:

1. **Miami Law Home:** The landing page for the primary domain and for prospective students.
2. **Inside Miami Law:** The landing page where faculty, students and alumni can find internal information about the school, news, events, and more.

PRODUCT DESCRIPTION

Miami Law Home (landing page)

<https://www.law.miami.edu/>

The screenshot shows the homepage of the University of Miami School of Law. At the top, there is a navigation bar with links for Q SEARCH, ADMISSIONS, STUDENTS, ACADEMICS, FACULTY, MIAMI LAW ALUMNI & GIVING, CAREERS, LIBRARY, and ABOUT US. Below the navigation is a large banner image featuring a large green leaf on the right and a group of people in a room on the left. The banner has text overlaying it: "ADMISSIONS + LSAT WORKSHOP IS 3/2". Below the banner, there is a "REGISTER" button. Underneath the banner, there is a section titled "HEADLINES" with four news items. The first item is about a best oralist win at a moot court competition. The second item is about esports attorneys. The third item is about Prof. Lili Levi's discussion on New York Times v. Sullivan. The fourth item is about an LL.M. student booking an internship at Airbnb. Below the headlines, there is a "EVENTS" section with four events listed for March 2nd, 2018. The events include a Multicultural Admissions Workshop, 2018 Barbecue Ball, Immigration Status Information Session, and a panel discussion on mass incarceration. At the bottom of the page, there is a "MIAMI IN PHOTOS" section with a video player showing a collage of photos of the law school building and students. There are also sections for "FACULTY SPOTLIGHT: JAN L. JACOBOWITZ" and "FACULTY SPOTLIGHT: LILI LEVI". Other sections include "TAKE A VIRTUAL TOUR" and "VIDEO: THE MIAMI LAW ADVANTAGE". The footer contains links for Visitors, ABA Required Disclosures, Heckerling Institute, Registrars, CaneLink, Email, Web Feedback, and For the Media. It also includes the University of Miami logo and a detailed address for the law school.

PRODUCT DESCRIPTION

Inside Miami Law (landing page)

<https://www.law.miami.edu/iml/>

SEARCH

ADMITTED STUDENTS FINANCIAL AID COURSES/REGISTRATION GRADES/EXAMS POLICIES **iML** SERVICES MARKETING/COMMUNICATIONS GRADUATION/THE BAR CAREERS LIBRARY INSIDE MIAMI LAW

Welcome to iML- Inside Miami Law.

iML serves as a one-stop web area to necessary resources and internal information about the Law School. Miami Law staff, faculty, alumni, and current/admitted students please use the links above or below:

Library (CDO) Career Development Office Admitted Student Information Courses / Registration Financial Aid Scholarships Grades / Exams Graduation / The Bar	Registrar Forms / Services (IT) Information Technology (AV) Audiovisual Facilities Human Resources Event Planning / CLE Media Relations Marketing / Publications Policies Workday System
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You are in iML (Inside MiamiLaw) - an area with resources for current & admitted students, employees, alumni and the media. [Return to main Miami Law site.](#)

Visitors ABA Required Disclosures Heckerling Institute Registrar CaneLink Email Web Feedback For the Media

 SCHOOL of
LAW
MIAMI

University of Miami School of Law
131 Miller Drive, Coral Gables, FL 33146
305-284-2339 / externalemailsfirst@law.miami.edu
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PRODUCT DESCRIPTION

The website's goals include:

- Attracting prospective students for the JD and LL.M programs
- Be a primary portal for current students, alumni, faculty and donors.
- Share news about faculty research and professional activities
- Provide a central connection point for students, alumni and employers
- Communicate the Law School's involvement in the community-at-large and showcase how UM Law students can put the classroom into practice

The screenshot shows the homepage of the University of Miami School of Law website. The header features a search bar and navigation links for ADMISSIONS, STUDENTS, ACADEMICS, FACULTY, MIAMI LAW (with 'UNIVERSITY OF MIAMI SCHOOL OF LAW' below it), ALUMNI & GIVING, CAREERS, LIBRARY, and ABOUT US. Below the header is a large banner image of a waterfront city skyline. The main content area is divided into several sections: 'JD. DEGREE' (with links to Overview, Course Catalog, Concentrations, Short Courses, LComm, Research Skills, and Faculty Directory); 'PUBLIC INTEREST' (with links to HOPE, Miami Scholars, CEPSC, PREP, Ethics, and Miami STREET LAW); 'INTERDISCIPLINARY STUDY / JOINT DEGREES' (with links to Interdisciplinary Overview, Concentrations, Exchange Programs, and LawWithoutWalls, plus a note about 20+ Joint Degree Options); 'INTERNATIONAL' (with links to International Arbitration Institute, International Exchange, International Moot Court Program, LLM - International Arbitration, LLM - International Law, and LLM + Intensive Legal English, plus a link to 'See Information for Foreign-Trained Attorneys'); 'CLINICS' (with links to Overview, Bankruptcy Assistance, Children & Youth Law, Environmental Justice, Federal Appellate, Health Rights, Human Rights, Immigration, Innocence, Investor Rights, and Tenants' Rights); 'PRACTICAL TRAINING / TRIAL SKILLS' (with links to Externships, Practicums, Litigation Skills Program, Judicial Clerkships, and Moot Court/Mock Trial Options); and 'CONFERENCES / CLE' (with links to CLE Overview, Class Action Forum, Boyer Institute, Entertainment & Sports Law Conf, We Robot, Bankruptcy Skills Workshop, Heckerling Institute, and Global Summer Academy). At the bottom, there are links for Visitors, ABA Required Disclosures, Heckerling Institute, Registrar, CaneLink, Email, Web Feedback, and For the Media. The footer contains the University of Miami logo, the School of Law name, and various contact details and links.

PRODUCT DESCRIPTION

The UM Law website is a large and robust website presence built on the Drupal content management system (CMS). The primary navigation consists of 8 categories with sub-navigation categories ranging from 26 to as high as 43.

Primary Navigation Bar includes:

- Admissions
- Students
- Academics
- Faculty
- Alumni & Giving
- Careers
- Library
- About Us



PRODUCT DESCRIPTION

Small Navigation Bar includes:

- Directory
- Inside Miami Law (iML)
- Request Information
- Calendars
- UM Home
- MIAMI LAW Home
- Give
- Apply



CURRENT SITE MAP*

ADMISSION

JD - PROSPECTIVE STUDENTS

Request Information

Apply Now

- Overview: JD Program
- Pre-Law Overview
- Upcoming Admissions Events
- Transfer Students
- Incoming Students
- Veterans Status
- Application Status

ABOUT US / PRE-LAW INFO

- Fast Facts
- Law School Areas of Strength
- Miami Law Viewbook
- For Parents & Partners

LLM - PROSPECTIVE STUDENTS

Request Information

Apply Now

- Overview: LLM Programs
- Internships for Foreign Trained Attorneys
- Joint Degrees
- Upcoming Events

STUDENT LIFE

- Watch: Pick Your Path at Miami Law
- Life at Miami Law
- Virtual Tour: Miami Law
- Housing
- Student Organizations & Law Reviews
- Student Services

ALL ADMITTED STUDENTS

- Visit Admitted Student Website
- Confirmation of Acceptance & Deposit Deadlines
- Orientation Information

TUITION / AID

- Tuition/Cost of Attendance
- Apply for Graduate Aid
- Scholarships: From Miami Law
- Scholarships: From External Organizations

VISIT / CONTACT

- Request Information
- Visit Campus
- Maps, Directions, Parking
- Contact Us (JD)

ABA REQUIRED DISCLOSURES

- Employment Data
- Student Consumer Information

STUDENT

CURRENT STUDENTS: COURSES

- Course Registration
- Course Catalog (CourseLink)
- Academic Calendar
- All Academics & Programs
- Student Handbook
- Booklists/First Class Assignments
- Awards & Academic Honors

LAW REVIEWS / STUDENT ORGS

- Law Reviews
- Student Organizations
- Student Leader Information Center

STUDENT SERVICES

- Overview: Miami Law / LUM Area Resources
- Academic Support - AAP
- AskMiami
- Career Office (CDO)
- Access to Legal Education
- Financial Aid
- Guidance from the Bar
- Information Technology
- Military & Veterans
- LLM Program
- Student Development Program

STUDENTS WELLNESS & HEALTH

- List of Wellness Resources
- Health Center in Law
- Student Health Center
- Counseling Center
- UML Health
- Wellness Center
- Dining

INTERDISCIPLINARY STUDY / JOINT DEGREES

- Contact Dean of Students
- Student Handbook
- CaneLink Student Portal
- Miami Law Facebook
- Miami Law Twitter
- Miami Law Instagram

STUDENT POLICIES

- ABA Required Disclosures
- Student Handbook Information
- Student Honor Code
- Student Handbook
- More Policies

HEADLINES

ACADEMICS

J.D. DEGREE

- J.D. Overview
- Course Catalog (CourseLink)
- Concentrations
- Short Courses
- Course & Communication
- Research Skills
- Faculty Directory

LL.M. DEGREES

- LL.M. Overview
- Entertainment, Arts and Sports Law
- Estate Planning
- International Arbitration
- International English LLM
- International Law
- Maritime
- Real Estate/Property Development
- Tax & Taxation of Cross-Border Investment
- U.S. & Transnational Law for Foreign-trained Lawyers

PUBLIC INTEREST

- HOPE Public Interest Resource Center
- Miami Solitario Public Interest Program
- CEPSS-Center for Ethics & Professional Responsibility & Ethics
- Miami STREET LAW

CLINICS

- Overview
- Bankruptcy Assistance
- Children & Youth Law
- Environmental Justice
- Federal Appellate
- Health Rights
- Human Rights
- Immigration
- Immigrant Justice
- Investor Rights
- Tenants' Rights

INTERDISCIPLINARY STUDY / JOINT DEGREES

- Interdisciplinary Overview
- Concentrations
- Exchange Programs
- LawWithoutWalls
- 2+ Joint Degree Options: See Full Listing

PRACTICAL TRAINING / TRIAL SKILLS

- Externships / Fellowships
- Practicums
- Litigation Skills Program
- Judicial Clerkship
- Mock Court/Trial Options

INTERNATIONAL

- International Arbitration Institute
- International Exchange/Study Programs
- International Model Court Program
- LLM - International Arbitration
- LLM - International Law
- LLM - Intensive Legal English
- See Information for Foreign-trained Attorneys

CONFERENCE / CLE

- CLE Conferences Overview
- Class Action Forum
- oyer Institute
- Sports Law & Sports Law Conf.
- We Robot
- Banking & Capital Workshop
- Hedge Fund Institute
- Global Summer Institute

FACULTY

DIRECTORIES

- Fall-Time Faculty
- All Faculty A-Z
- Adjunct Faculty
- Adjunct Faculty
- Deans & Directors
- Staff
- School Department Directory
- University of Miami

FACULTY IMPACT

- Faculty Focus
- Faculty Speaker Series
- News & Media
- SSMN e-News

SERVICES FOR FACULTY

- Cane Email: Office 365
- Help Desk IT
- Help Desk IT Support
- Request AV Assistance
- Library Services
- Research Services
- Event Planning
- Marketing/Media Requests

FACULTY QUICKLINKS

- Academic Calendar
- CaneLink
- Faculty Mail Lists
- Course Catalog (CourseLink)
- Digital Measures
- Faculty Wiki

HEADLINES

BOARDS & COMMITTEES

- Law Alumni Association Board
- Young Alumni Committee
- Law Parents & Partners

SERVICES FOR ALUMNI

- Order a Transcript

- Request Academic Diplomas

- Career Services

- Library Services

HEADLINES

ALUMNI & GIVING

ALUMNI: STAY CONNECTED

- Office of Development & Alumni Relations

- Update Contact Information

- Update Class Note

- Class Notes

- Volunteer Opportunities

- College of Law

- Map of Alumni Around the Globe

- Miami Law Alumni Association

- Miami Law LinkedIn

- Miami Law Alumni Twitter

GIVING TO MIAMI LAW

- Ways to Give

- How to Give

- Give Directly

- Dean's Circle

- Make a Gift

NEWS & EVENTS

- Homecoming & Reunions 2018

- All Alumni Events

- Alumni News

- Alumni Newsletter

- Awards: Law Alumni

- Photo Gallery

- ELS

- Alumni Love Stories

FOR ALUMNI: CAREER SERVICES

- Alumni Career Guide

- Symplicity Job Postings

- Reciprocity with Other Law Schools

- Non-JD Academic Study Abroad Programs

- Online Resources for Job Search

- MiamiLawX

QUICK LINKS: CAREER DEVELOPMENT OFFICE (CDO)

- Symplicity

- Employment Data

- CDO Blog

- CDO E-Newsletter

- LawParents & Staff

- Contact and Hours

- Miami Law CDO Twitter

- Miami Law LinkedIn

CAREER

FOR STUDENTS: CAREER SERVICES

- Overview of Services

- First Year Student Guide

- Extramural Opportunities

- Judicial Clerkships

- Internships & Mentoring Programs

- Fall and Spring Recruiting Programs

- Law School Interviews

- Online Resources for Conducting Job Search

- Reciprocity with Other Law Schools

- Miami Law Graduate Record

- Miami Law Graduate Record
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GOALS FOR THE HEURISTIC EVALUATION

Evaluation Objective: Find usability problems to be addressed as part of an iterative design process for the University of Miami School of Law website.

- Evaluate the website (<https://www.law.miami.edu/>) based on 10 usability heuristics
- Determine if website meets usability standards and guidelines
- Identify user interaction successes and failures
- Identify usability problems that need to be addressed through redesign
- Use tasks as part of an internal methodology to locate usability problems
- Prioritize usability problems, redesign recommendations, and “keepers”
- Document evaluation method, results, and recommendations

UNIVERSITY OF MIAMI LAW SCHOOL WEBSITE : HEURISTIC EVALUATION

METHODS

METHODS » EVALUATORS & ROLES

All evaluators are University of Miami Interactive Media MFA students.

Amanda Barry, User experience designer

Yuan Fang, User experience designer

Jinqi Li, User experience designer

Gaurav Nandipura Pradeep, User experience designer

Deb Pang Davis, User experience designer

Victoria Valdes, User experience designer

* 6 University of Miami School of Communications, Graduate-Level Students in the Interactive Media, Masters in Fine Arts Program (User Centered Design Course, CIM 644)

METHODS » PROCEDURE

1. Reviewed the website — <https://www.law.miami.edu> — to understand the depth and breadth of the product.
2. Identified primary user and audience
3. Defined core, high-level tasks to guide heuristic review
4. Created a standardized data collection sheet with data validation options for UI Focus, Heuristic violation, Persistence, and Keepers. Provided evaluators with heuristic definitions for consistency.
5. Conducted the heuristic review individually and entered findings directly to the data collection sheet. Both keepers and problems were identified. Severity scores were assigned. Screenshots were also included.
6. Results were aggregated. Mean of severity ratings per problem were established. Evaluators met to discuss, review and prioritize problems and keepers.
7. Each key problem was identified in a usability report with recommendation redesigns per problem.
8. The general user interface (UI) groupings, “Navigation, Content, Copywriting, Layout, Interactions, Visual Design” were summarized in an overall website redesign.
9. Formal documentation was created and delivered.

METHODS » TOOLS & EQUIPMENT

Jakob Nielsen's Ten Usability Heuristics for Interface Design, 1994

10 Usability Heuristics for User Interface Design

2 minute video

Summary: Jakob Nielsen's 10 general principles for interaction design. They are called "heuristics" because they are broad rules of thumb and not specific usability guidelines.

Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

(Read full article on [visibility of system status](#).)

Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

(Read full article on the [match between the system and the real world](#).)

User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

Consistency and standards

Users should not have to wonder whether different words, situations, or

actions mean the same thing. Follow [platform conventions](#).

Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

(Read full article on [preventing user errors](#).)

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

(Read full article on [recognition vs. recall in UX](#).)

Flexibility and efficiency of use

Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

I originally developed the heuristics for [heuristic evaluation](#) in collaboration with Rolf Molich in 1990 [Molich and Nielsen 1990; Nielsen and Molich 1990]. I since refined the heuristics based on a factor analysis of 249 usability problems [Nielsen 1994a] to derive a set of heuristics with maximum explanatory power, resulting in this revised set of heuristics [Nielsen 1994b].

See Also

- Bruce "Tog" Tognazzini's list of [basic principles for interface design](#). The list is slightly too long for heuristic evaluation but serves as a useful checklist.
- Examples of the [10 heuristics in Web applications](#).
- The 10 usability heuristics [applied to everyday life](#) (just for fun).
- Full set of [2,397 usability guidelines](#) (across multiple reports).

References

- Molich, R., and Nielsen, J. (1990). Improving a human-computer dialogue. *Communications of the ACM* 33, 3 (March), 338–348.
- Nielsen, J., and Molich, R. (1990). Heuristic evaluation of user interfaces. *Proc. ACM CHI'90 Conf.* (Seattle, WA, 1–5 April), 249–256.
- Nielsen, J. (1994a). Enhancing the explanatory power of usability.

METHODS » TOOLS & EQUIPMENT

Severity Ratings for Usability Problems, 1994

SEVERITY: 1

SEVERITY: 2

SEVERITY: 3

SEVERITY: 4

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

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METHODS » TOOLS & EQUIPMENT

Laptops

- » Apple
- » PC

Browsers

- » Safari
- » Chrome

Software

- » Google Sheets
- » Excel

METHODS » SCHEDULE

Thursday, February 21

Identify and deliver final tasks

Friday, February 22-February 26

Heuristic reviews completed.

Wednesday, February 27

Aggregate, review and begin discussions about problems.

Thursday, February 28

Prioritize problems & keepers.
Map out rest of production schedule.

Friday, March 1

Assign sections to evaluators for formal documentation

Monday, March 4

Review evaluator recommendations and redesigns.

Tuesday, March 5

Review and finesse report

Wednesday, March 6

Turn-in final heuristic review report.

UNIVERSITY OF MIAMI LAW SCHOOL WEBSITE : HEURISTIC EVALUATION

KEEPERS

KEEPERS » FINAL LIST

- CDO Judicial Clerkship Guide
- CDO Judicial Internship Guide
- Florida Supreme Court Internship Program for Distinguished Law Students and “the overview of the plan”
- Internship and Clerkship navigation
- Information about rankings, class sizes, recognition, where students are from, employment information, alumni, externships, etc.
- Additional contact information
- Essential breakdown of scholarship information
- “Visitors” navigation label in footer.
- Large Call to Action (CTA) buttons
- Next Steps Links
- Areas of Strength
- Tuition & Aid navigation

Total Keepers: 12

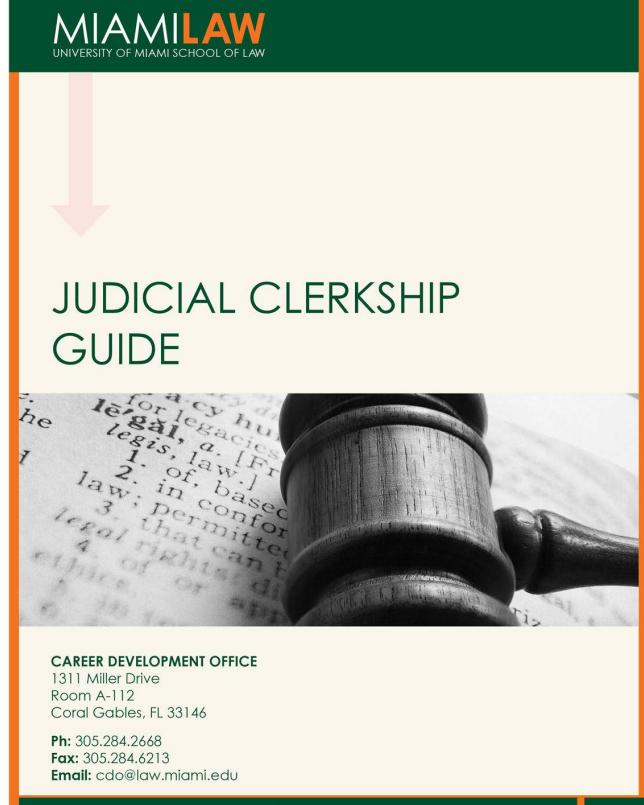
Keeper Description:

CDO Judicial Clerkship Guide [pdf]

Recommendation: Helpful information and PDF guides are not mobile-friendly. Ideally, this information would be available as HTML with an option to download the PDF (clearly indicated) if desired.

LOCATION:

<https://www.law.miami.edu/iml/careers/judicial-clerkship>



The image shows a screenshot of the Miami Law Judicial Clerkship Guide page. At the top, there is a green header bar with the "MIAMI LAW" logo and the text "UNIVERSITY OF MIAMI SCHOOL OF LAW". Below the header, a large red arrow points downwards towards the main content area. The main content area has a light beige background and features the title "JUDICIAL CLERKSHIP GUIDE" in large, dark green capital letters. To the right of the title, there is a close-up photograph of a wooden gavel resting on an open legal document. The document contains several lines of text, including the word "legal" and some numbered points. At the bottom left of the page, there is a contact section titled "CAREER DEVELOPMENT OFFICE" with the address "1311 Miller Drive, Room A-112, Coral Gables, FL 33146" and the phone number "Ph: 305.284.2668". At the bottom right, there is a green footer bar containing the website URL "www.law.miami.edu/cdo" and the University of Miami logo.

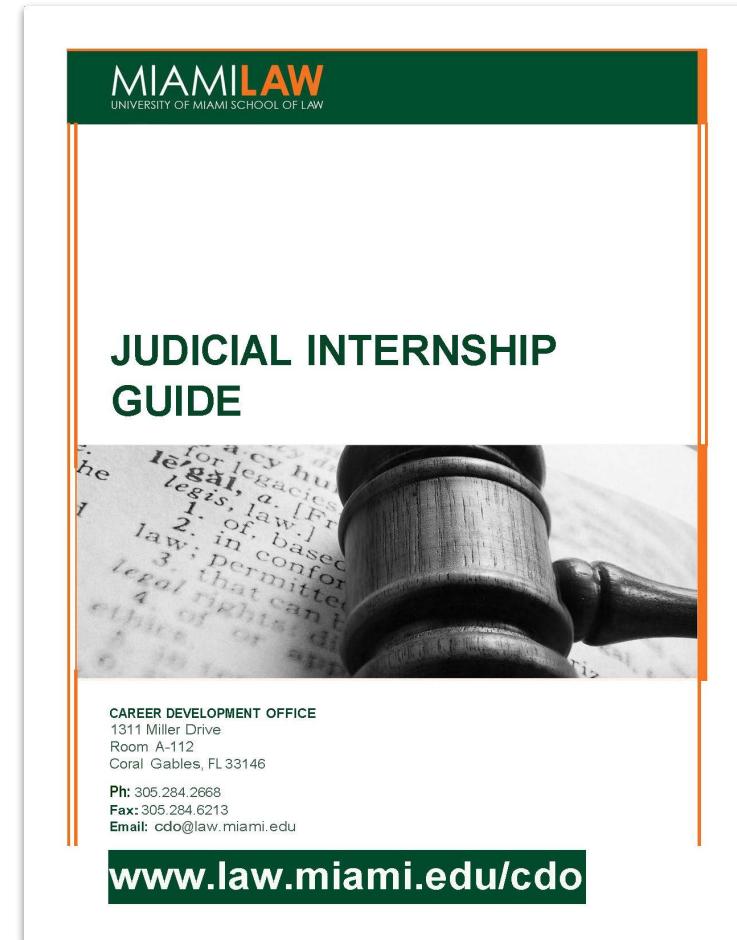
Keeper Description:

CDO Judicial Internship Guide [pdf]

Recommendation: Helpful information and PDF guides are not mobile-friendly. Ideally, this information would be available as HTML with an option to download the PDF (clearly indicated) if desired.

LOCATION:

<https://www.law.miami.edu/iml/careers/judicial-clerkship>



The image shows a screenshot of the Miami Law Judicial Internship Guide page. At the top, there is a dark green header bar with the "MIAMI LAW" logo and "UNIVERSITY OF MIAMI SCHOOL OF LAW" text. Below the header, the title "JUDICIAL INTERNSHIP GUIDE" is displayed in large, bold, dark green capital letters. To the right of the title is a black and white photograph of a wooden gavel resting on an open legal ledger. The ledger has handwritten text that includes words like "legal", "law", and "legis". At the bottom of the page, there is contact information for the Career Development Office, including an address (1311 Miller Drive, Room A-112, Coral Gables, FL 33146), phone number (305.284.2668), fax number (305.284.6213), and email (cdo@law.miami.edu). At the very bottom, there is a dark green footer bar with the website URL "www.law.miami.edu/cdo" in white text.

Keeper Description:

Florida Supreme Court Internship Program for Distinguished Law Students and “the overview of the plan”

Recommendation: Helpful information and PDF guides are not mobile-friendly. Ideally, this information would be available as HTML with an option to download the PDF (clearly indicated) if desired.

LOCATION:

<https://www.law.miami.edu/iml/careers/judicial-clerkship>

UNIVERSITY
OF MIAMI
SCHOOL of LAW



Florida Supreme Court Internship Program For Distinguished Florida Law Students

The Florida Supreme Court Internship Program for Distinguished Florida Law Students is open to qualified law students from accredited Florida law schools. Internships are available for the fall, spring, and summer semesters. For one semester, the intern will function as a law clerk to an individual justice, a central staff law clerk working for all of the justices, or a law clerk working for the clerk of court and the administrative justice. Duties will include: reviewing and making recommendations on petitions for discretionary review, attorney discipline matters, and extraordinary writ petitions; and conducting legal research and preparing memoranda on pending cases. The intern will have the opportunity to attend oral argument, discuss cases with staff attorneys and the assigned justice, and assist in the drafting of orders or opinions. The intern also will attend special lectures, group discussions, and training sessions. The intern will be awarded a certificate of recognition upon successful completion of the program.

Prerequisites:

- Acceptance into participating law school's extern program or some other recognized program
- Second or third-year student
- Outstanding academic record (generally top 25%); and exceptional research and writing skills
- Completion of Civil Procedure and Evidence required; Criminal Practice and Procedure, and Florida Constitutional Law recommended
- Certified by law school as being of good character and competent legal ability to perform as an intern for the Florida Supreme Court
- Letter of clearance as to character and fitness from the Florida Board of Bar Examiners
- Satisfactory background check by the Florida Supreme Court Marshal's Office

In the fall and spring semesters, students are entitled to receive up to 6 pass/fail course credits for participation in this program. In the summer semester, students may elect to receive 3 pass/fail course credits.

Students interested in this program should contact Marcy Cox, Assistant Dean of Career Development, at mccox@law.miami.edu.

Keeper Description:

Internship and Clerkship Navigation

Recommendation: Good because in the "Career" top nav bar tab, and termed with keyword " Internships"

FOR STUDENTS: CAREER SERVICES

Overview of Services

First Year Job Search Guide

Externship Program

Judicial Clerkships/Internships

Networking & Mentoring Programs

Fall and Spring Recruiting Programs

List of Job Search Guides/Fairs

Online Resources for Conducting Job Search

Reciprocity with Other Law School Career Offices

Disability Services

Keeper Description: Fast Facts

Information about rankings, class sizes, recognition, where students are from, employment information, alumni, externships, etc.

Recommendation: This information is useful as it helps prospective law students get a solid overview of how UM Law compares to other schools and it gives prospective students great insight on the value of a UM Law education. The visual design could use more typographic nuance to help reduce typographic density and typographic “color”.

LOCATION: <https://www.law.miami.edu/about/fast-facts>

At a Glance - 2018 Entering Class

50% Male
50% Female

Age range: 19-49

Our Students

38 U.S. states and territories represented
62 majors represented
124 undergraduate schools represented

63% out of undergraduate school one year or more
58% speak one or more foreign language
50% identify as a member of diverse group

J.D. Class 2021 Entering GPA/ LSAT

343 entering students, all data as of August 9, 2018

Average GPA/LSAT: 3.41/158;
Median GPA/LSAT: 3.43/158;
25% GPA/LSAT: 3.17/155;
75% GPA/LSAT: 3.65/161

For admission: highest LSAT score given most weight; also considered extracurriculars, community service, work experience, personal statement, and recommendations

Financial Aid/ Scholarships

More: www.law.miami.edu/finaid

Federal loan assistance is available (Direct Unsubsidized and Graduate PLUS loans)
Wide variety of merit-based scholarships awarded
Full-tuition scholarships awarded through Miami Scholars Public Interest Program

Courses

More: www.law.miami.edu/academics

- 7:1 Faculty/student ratio
- Small classes (*20) with emphasis on practice readiness and experiential learning, first-year writing, communication and research skills, pro bono (Lawyering)
- Over 300 distinct courses & seminars offered annually
- Many small classes (20+ students) and 30+ unique 1-and-2 credit compressed courses taught by experts from around the world
- Legal expertise in Corporate, Criminal, Environmental, Healthcare, Human Rights, Intellectual Property(IPI), International, and Sports & Entertainment
- Concentrations and areas of focus for students interested in exploring specific fields of the law

Rankings

More: www.law.miami.edu/rankings

- Honor Roll for Employment Results in Pre-Law Magazine (Fall 2018)
- Top 25 law school for international law and foreign lawyers in International At for Public Interest Law in Pre-Law Magazine (Fall 2018)
- #3 best school for Hispanic attorneys in National Jurist Magazine (Spring 2018)
- One of 12 leading schools for Billboard Magazine (July 2017)
- One of "20 Most Innovative Law Programs in the United States" in 2017
- In the National Law Journal's associate-to-partner promotional law schools (Fall 2015)
- Among the best law schools for most court teams. Ranked Pre-Law Magazine (Fall 2016)

Clinics and Practicums

More: www.law.miami.edu/clinics

- Clinics - Bankruptcy, Children & Youth, Environmental Justice, Federal Appellate, Health Rights, Human Rights, Immigration, Innocence, Investor Rights, Tenants' Rights
- Practicums - Affordable Housing Practicum, Civil Rights Practicum, Criminal Justice Policy Reform Practicum, Cyber Civil Rights Initiative Practicum, Death Penalty Practicum, Startup Practicum

Class of 2017 Employment Information

More: www.law.miami.edu/employment-data

- 260 total number of graduates (100%)
- 238 number of graduates employed (232) or pursuing an advanced degree (91.5%)
- 13 number of graduates seeking work (5%)
- 5 not seeking work (2%)
- 4 status unknown (1.5%)

Career Office

- Guidance, career planning, career counseling and professional development guidance
- Wide range of job-related programming
- Networking opportunities throughout the year
- Fall and spring interview programs

Alumni

More: www.law.miami.edu/alumni

Miami Law has more than 20,000 alumni represented in all 50 states, the District of Columbia, several territories and 91 countries. See more alumni making an impact.

International & Interdisciplinary

More: www.law.miami.edu/about/interdisciplinary-programs

- Collaboration through 21 joint degrees
- 8 Master of Laws programs (LL.M.)
- 23 international exchange programs in 14 different countries

Past Student Externships

Extensive local, national and international externship possibilities:
ACLU
Atlantic Records
Florida Dept. of Health
BBC Worldwide
Community Justice Project
Federal Communications Commission
Florida Justice Institute
Miami-Dade Public Defender
Miami-Dade State Attorney
Miami Dolphins
Miami Waterkeeper
NASA
Sony Music Entertainment
Ultra Music Festival
U.S. Court of Appeals for 11th Judicial Circuit
U.S. Department of Homeland Security
U.S. District Court, Southern District of Florida
U.S. Securities & Exchange Commission
University of Miami Health System
U.S. Department of Justice

Centers and Institutes

- Center for Ethics & Public Service
- HOPE Public Interest Resource Center
- International Arbitration Institute
- Heckering Institute on Estate Planning

Keeper Description:

Contact information table

Recommendation: This is helpful information for people who might want to contact the school in different ways and who may run into hurdles trying to contact the school in another way. We would recommend adding some white space and typographic emphasis to help make information easier to read. An additional suggestion is to create a grid that is 2x2 rather than one row with 4 sections.

LOCATION:

<https://www.law.miami.edu/admissions/contact-us-plan-a-visit>

Contact Us / Plan A Visit

<p>Office of Student Recruitment Contact Information</p> <p>Email: admissions@law.miami.edu Telephone: 305-284-6746 Fax: 305-284-3084</p> <p><i>LL.M. Inquiry? Click here.</i></p>	<p>Visit Campus</p> <p>Campus Visit Reservation Form Parking and Directions Find Our Campus Through Google Maps Hotel Information Admissions Events Calendar</p>	<p>Mailing Address</p> <p>University of Miami School of Law Office of Admissions & Student Recruitment P.O. Box 248087 Coral Gables, FL 33124-8087</p>	<p>Street/Express Mailing Address</p> <p>University of Miami School of Law Office of Admissions & Student Recruitment 1311 Miller Drive, Room F203 Coral Gables, FL 33146</p>
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Keeper Description:

Essential breakdown of scholarship information

Recommendation: Useful information as student debt is at historical highs and any opportunity that might offer monetary assistance is valuable. We recommend adding more typographic nuance to help with readability especially within the dropdown scholarship items.

LOCATION: <https://www.law.miami.edu/iml/financial-aid/scholarships>

Scholarships: University of Miami School of Law



For Entering J.D. Students

All academic scholarships for incoming students are awarded by the [Office of Admissions](#). Scholarships are highly competitive and granted to admitted students on a rolling basis. The majority of scholarships are awarded between December and February of each admission cycle or until the scholarship funds are exhausted. Competitive applicants who wish to be optimally placed for scholarship consideration should complete their [admission files no later than the first week of January](#).

Notification of an institutional scholarship award usually takes place three to four weeks after admission. Please note that the Miami Scholars Public Interest Program may extend beyond that timeframe to allow for interviews. All inquiries regarding availability of scholarships for incoming students should be directed to the [Office of Admissions](#).

SCHOLARSHIPS WITH SEPARATE APPLICATIONS

- [Miami Scholars Public Interest Program](#)
 - [Veteran Information: Yellow Ribbon Program](#)
-
- #### FULL TUITION SCHOLARSHIPS LISTING
- [Chaplin Family Scholarship](#)
 - [Dean's Scholarships \(*full and partial scholarships*\)](#)
 - [Harvey T. Reid and Soia Mentschikoff Awards](#)
 - [I. Eric and Grace Leef Endowed Scholarship](#)
 - [Miami Scholars Public Interest Program Scholarships](#)
 - [White & Case Scholarship](#)

For Entering LL.M. Students

Each year, a limited number of scholarships are available to outstanding applicants on the basis of skills and achievements. Applications for admissions and scholarships will be considered on a rolling basis by each LL.M. program director.

For International Students

[Click here for Scholarship Information for International Students](#)

Scholarships for Law Students from Other Organizations

A great source of additional financing is available through national and regional scholarship awards offered by philanthropic organizations throughout the U.S. These awards are usually limited to particular populations of students based on geography, class year, area of interest in law, or ethnic background. You can find a compilation of this listing of scholarships in [external organizations that provide scholarships to law students](#). While we make every effort to ensure the accuracy of this information, we encourage you to confirm details with the sponsoring organization.

Scholarship Retention

Each academic year the School of Law reviews scholarship recipients to ensure they have maintained eligibility. Eligibility for scholarships is maintained when students are not on academic oversight (unless stated otherwise in the scholarship offer letter). Currently, students with GPAs below 2.5 are placed on academic oversight. In compliance with Standard 509 of the American Bar Association, Miami Law posts its scholarship retention data as part of the 509 report.

PLEASE NOTE:

Scholarship Limitations: If you are eligible to receive tuition assistance benefits from outside sources (examples would include scholarships/financial assistance you receive from outside providers such as military services, charitable foundations, community groups, and corporations), in addition to your institutional awards, the total amount of all assistance cannot exceed the total amount of tuition and fees due for the current academic year. Adjustments to the amount of institutional awards may be necessary so as to not exceed tuition and fees due after considering these outside sources.

All scholarships are intended for full-time enrollment. **Reduction in course load may result in reduction or cancellation of awarded scholarships.** During the final semester of enrollment, scholarships may be pro-rated if a student's course load is less than full-time; there is **NO exception to this policy.**

Rising students with scholarships, accepted during the Admission process, will be able to view scholarship on his or her current award letter. However, if a student fails to meet the merit requirements of his or her scholarship, a revised notification will be sent with the scholarship **CANCELLED**. Each student should view ComeLink regularly, after Spring grades are posted, for changes in his or her award.

Keeper Description:

“Visitors” navigation label in footer.



Recommendation: “Visitors” navigation label is quick and easy to find. Links to the expected information. We recommend revisiting the context and placement of this link. Perhaps it could be visually emphasized and not grouped with links for current students.

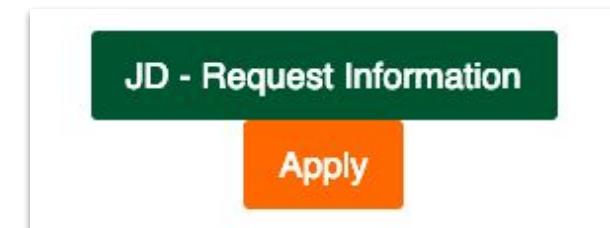
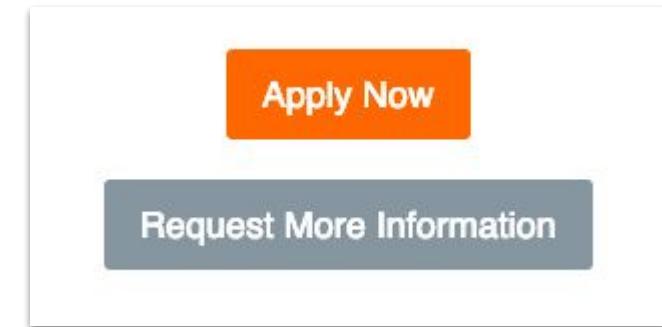
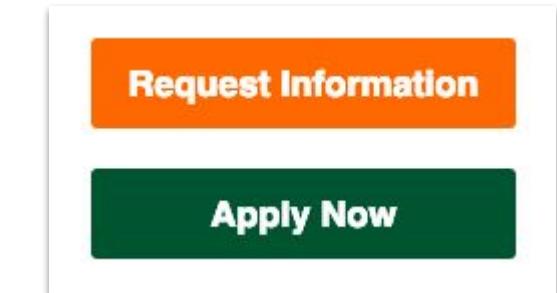
LOCATION: Footer (Global)

Keeper Description:

Large Call to Action (CTA) buttons

Recommendation: The buttons are attention-grabbing and sized to be easy to click; however, we do recommend the buttons be placed with respect to the user's journey and experience as a prospective student. Could emphasize the button as the next step, if the other buttons don't meet the user's goal requirements. Also, style and copywriting consistency is highly recommended based on function.

LOCATION: <https://www.law.miami.edu/admissions>
<https://www.law.miami.edu/academics/jd> |
<https://www.law.miami.edu/about/areas-of-strength>



Keeper Description:

Take The Next Step section and links

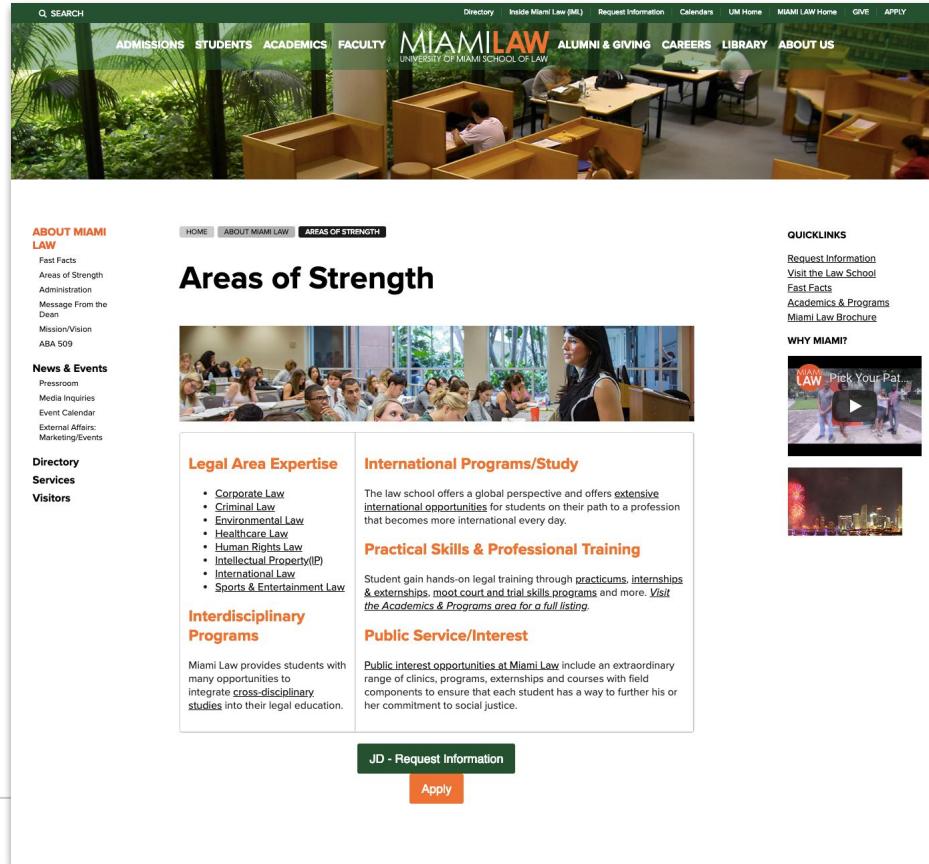
TAKE THE NEXT STEP[Visit Miami Law](#)[JD - Apply](#) | [Recruiting Calendar](#)[LLM - Apply](#) | [See Recruiting Calendar](#)[Request Information](#)

Recommendation: Clear actionable title and links to helpful and additional / related information. We recommend that these links be more prominent and do not compete visually with the rest of the page layout. A more minimalist and clearer hierarchy is needed moving forward.

Keeper Description:

Areas of Strength

Recommendation: The Areas of Strength are highlighted in a bullet-point list. Easy to read and scan. This information is particularly useful for prospective students.



The screenshot shows the University of Miami Law School website's "Areas of Strength" page. At the top, there is a navigation bar with links for Q. SEARCH, ADMISSIONS, STUDENTS, ACADEMICS, FACULTY, MIAMI LAW ALUMNI & GIVING, CAREERS, LIBRARY, and ABOUT US. Below the navigation is a banner image of a study area with students working at desks. The main content area has a breadcrumb trail: HOME > ABOUT MIAMI LAW > AREAS OF STRENGTH. The title "Areas of Strength" is prominently displayed. To the left, there is a sidebar with links for ABOUT MIAMI LAW (Fast Facts, Areas of Strength, Administration, Message From the Dean, Mission/Vision, ABA 509), NEWS & EVENTS (Pressroom, Media Inquiries, Event Calendar, External Affairs: Marketing/Events), and DIRECTORY SERVICES VISITORS. The main content is divided into several sections: "Legal Area Expertise" (with a list of law specialties), "International Programs/Study" (describing global opportunities), "Practical Skills & Professional Training" (mentioning clinics, internships, and moot court), "Interdisciplinary Programs" (describing cross-disciplinary studies), and "Public Service/Interest" (describing opportunities for social justice). At the bottom, there is a "JD - Request Information" button and an "Apply" button. On the right side, there is a "QUICKLINKS" sidebar with links for Request Information, Visit the Law School, Fast Facts, Academics & Programs, and Miami Law Brochure. There is also a "WHY MIAMI?" section with a video thumbnail and a photo of fireworks over a city skyline.

LOCATION: <https://www.law.miami.edu/about/areas-of-strength>

Keeper Description:

Tuition and Aid navigation is prioritized.

Recommendation: The prioritization of this link is generally good. Access to related to page content; however, we recommend the resulting navigation hurdles are minimized by presenting this information on the UM Law website. Currently, a PDF opens and we recommend HTML for an optimized mobile experience. Also, the typographic presentation could be improved so visitors are clear which text are links and which are not.

LOCATION: <https://www.law.miami.edu/academics/jd>
<https://www.law.miami.edu/admissions>

TUITION / AID

[Tuition/Cost of Attendance](#)
[Apply for Graduate Aid](#)
[Scholarships: From Miami Law](#)
[Scholarships: From External Organizations](#)

LL.M.

Tuition & Aid

Student Life

Pre-Law Info

Admitted Students

Contact/Visit

Request Information

UNIVERSITY OF MIAMI LAW SCHOOL WEBSITE : HEURISTIC EVALUATION

HEURISTIC EVALUATION RESULTS

RESULTS » By-the-numbers

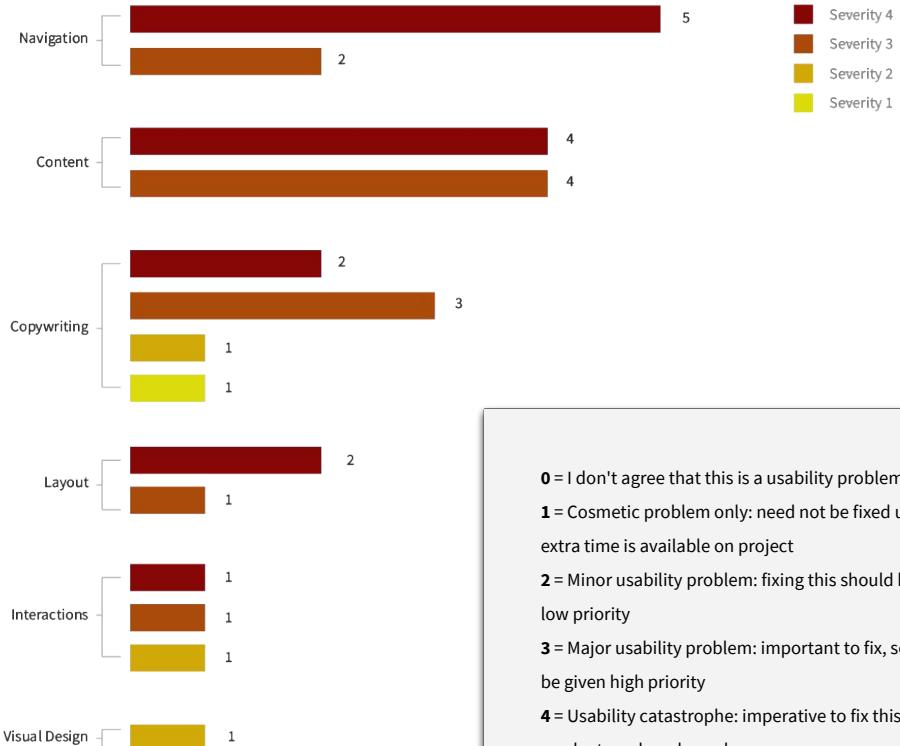
Total number of problems found:

29

Prioritization of Problems by Category:

- » Navigation
- » Content
- » Copywriting
- » Layout
- » Interactions
- » Visual Design

NUMBER OF PROBLEMS PER CATEGORY AND THE MEAN OF SEVERITY AMONG EVALUATORS



0 = I don't agree that this is a usability problem at all
1 = Cosmetic problem only: need not be fixed unless extra time is available on project
2 = Minor usability problem: fixing this should be given low priority
3 = Major usability problem: important to fix, so should be given high priority
4 = Usability catastrophe: imperative to fix this before product can be released

*Severity Ratings for Usability Problems, 1994

USER INTERFACE: TOTAL SEVERITY		29 PROBLEMS	SEVERITY: 4	SEVERITY: 3	SEVERITY: 2	SEVERITY: 1
NAVIGATION	7 PROBLEMS	5 PROBLEMS	2 PROBLEMS	--	--	
CONTENT	8 PROBLEMS	4 PROBLEMS	4 PROBLEMS	--	--	
COPYWRITING	7 PROBLEMS	2 PROBLEMS	3 PROBLEMS	1 PROBLEM	1 PROBLEM	
LAYOUT	3 PROBLEMS	2 PROBLEMS	1 PROBLEM	--	--	
INTERACTIONS	3 PROBLEMS	1 PROBLEM	1 PROBLEM	1 PROBLEM	--	
VISUAL DESIGN	1 PROBLEM	--	--	1 PROBLEM	--	

TOTAL HEURISTIC (USABILITY) VIOLATIONS	29 PROBLEMS
RECOGNITION VS. RECALL <i>Expectation: "Make information easy to discover."</i>	10 PROBLEMS
CONSISTENCY & STANDARDS <i>Expectation: "Same interface and language throughout."</i>	9 PROBLEMS
AESTHETIC AND MINIMALIST DESIGN <i>Expectation: "Provide only necessary information in an elegant way."</i>	5 PROBLEMS
MATCH BETWEEN SYSTEM & REAL WORLD <i>Expectation: "Use familiar metaphor and language."</i>	2 PROBLEMS
FLEXIBILITY AND EFFICIENCY OF USE <i>Expectation: "Make advanced tasks flexible and efficient."</i>	1 PROBLEM
VISIBILITY OF SYSTEM STATUS <i>Expectation: "Show system status, tell what's happening."</i>	1 PROBLEM
USER CONTROL AND FREEDOM <i>Expectation: "Provide good defaults and undo." (User must not feel trapped by the system, i.e. cancel requirement.)</i>	1 PROBLEM

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow [platform conventions](#).

Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

Flexibility and efficiency of use

Accelerators — unseen by the novice user — may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

NAVIGATION - HEURISTIC VIOLATIONS	7 PROBLEMS	SEVERITY: 4	SEVERITY: 3
CONSISTENCY & STANDARDS <i>Expectation: "Same interface and language throughout."</i>	3 PROBLEMS	2 PROBLEMS	1 PROBLEM
MATCH BETWEEN SYSTEM & REAL WORLD <i>Expectation: "Use familiar metaphor and language."</i>	2 PROBLEMS	2 PROBLEMS	--
FLEXIBILITY AND EFFICIENCY OF USE <i>Expectation: "Make advanced tasks flexible and efficient."</i>	1 PROBLEM	1 PROBLEM	--
RECOGNITION VS. RECALL <i>Expectation: "Make information easy to discover."</i>	1 PROBLEM	--	1 PROBLEM

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4 = Usability catastrophe: imperative to fix this before product can be released

USABILITY EXPECTATION: “Same interface and language throughout.”

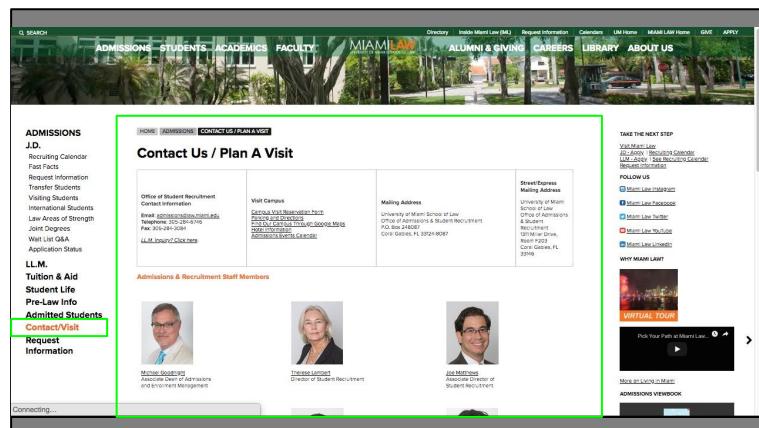
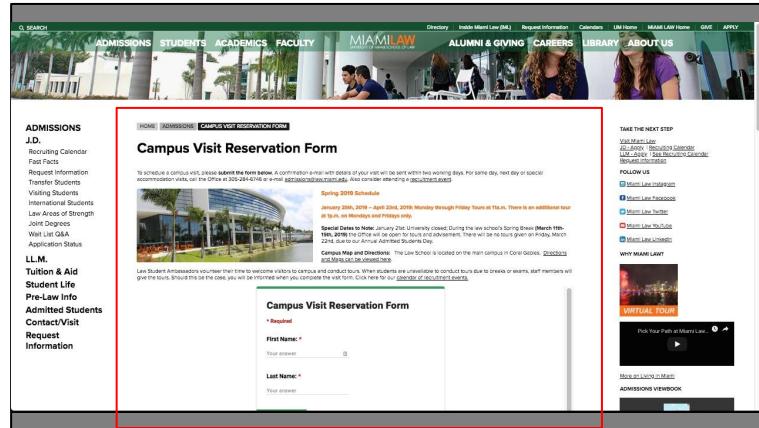
PERSISTENCE: Local

LOCATION: Admissions > Visit Campus

Problem: Does not show you main contact page.
Brings user to a form to schedule a visit, but not the general main contact page.

(Main contact page currently found within “Visit Campus” sidebar navigation item “Contact/Visit”)

Recommendation: Redirect “Visit Campus” link on Admissions page to link to main contact page.



USABILITY EXPECTATION: “Same interface and language throughout.”

PERSISTENCE: Local and Global

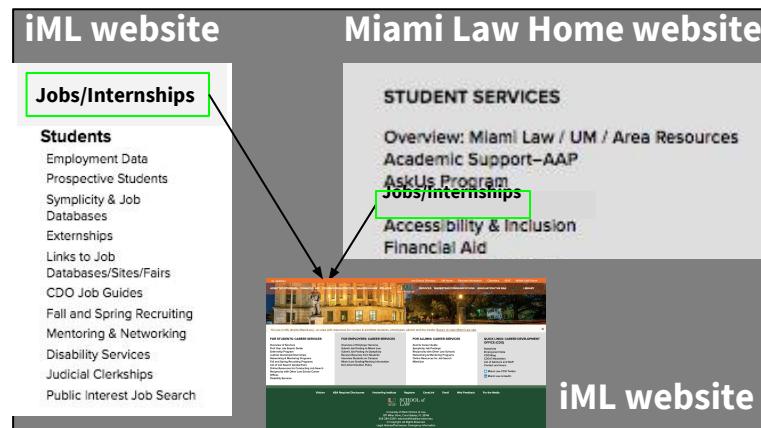
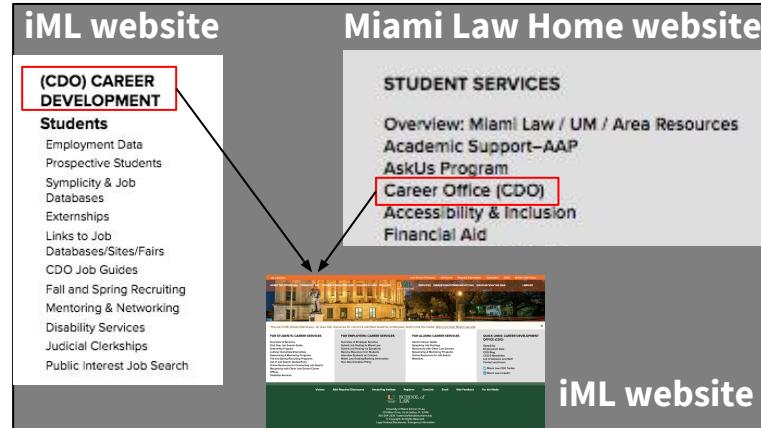
LOCATION: Careers > For Students: Career Services > Overview of Services > (CDO) Career Development (sidebar navigation)

Problem: Headline navigation titles are inconsistent. Also a greater problem for International Students.

- “Careers” page - titled “Overview of Students” under section titled “For Students: Career Services” in iML website) - (CDO) CAREER DEVELOPMENT
- “Students” page - titled “Career Office (CDO)” in Miami Law Home website

Recommendation: Keep terminology consistent across page navigation, i.e. rename “Careers” or “Jobs / Internships”

Keep sidebar navigation consistent with top bar navigation labels.



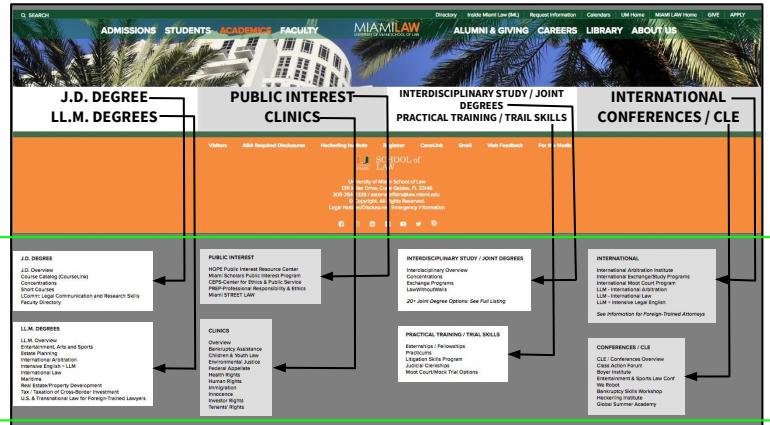
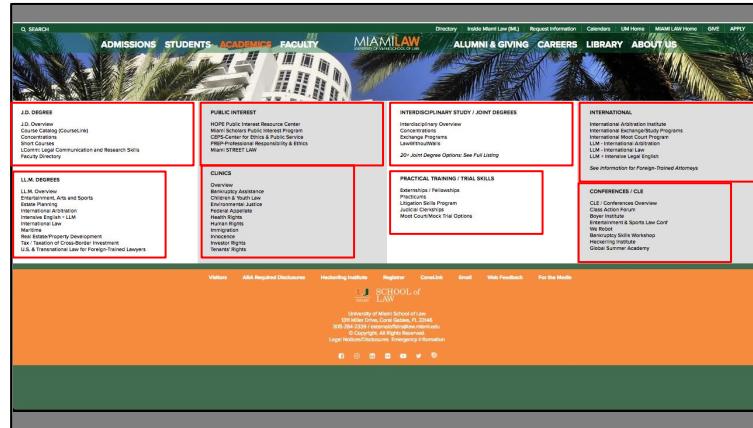
USABILITY EXPECTATION: “Same interface and language throughout.”

PERSISTENCE: Global

LOCATION: Admissions

Problem: Too much navigation information (referring to gray navigation)

Recommendation: Make “Academics” page organized with large navigation buttons per section title; upon click of button title, then open into a page with pertinent navigation available in the main body of the page.



USABILITY EXPECTATION: “Use familiar metaphor and language.”

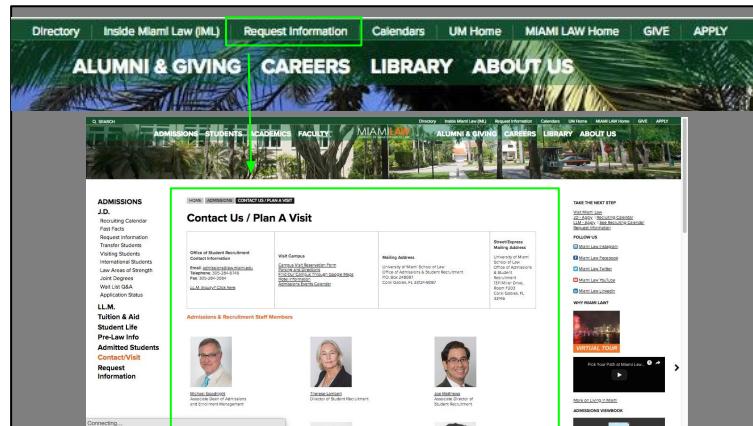
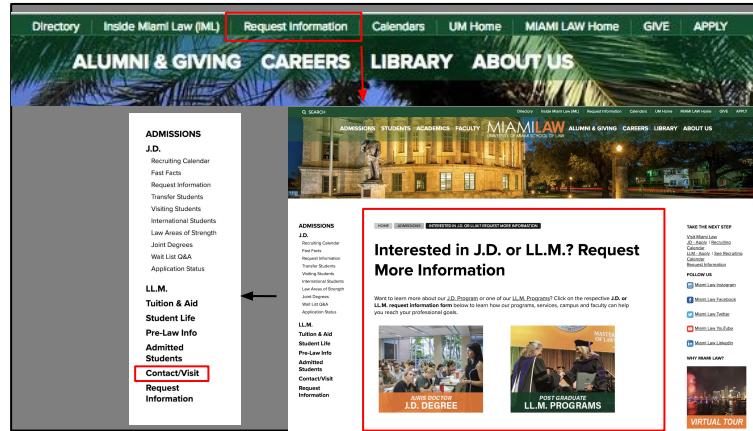
PERSISTENCE: Global

LOCATION: Top top navigation > Request Information

Problem: Too many hurdles to find the appropriate contact.

- All department information not gathered together; many different terminology across pages and navigation to access the main contact page.
- Top top navigation uses “Request Information” and links to subpage instead of “Contact / Visit” main contact page which is in the sidebar navigation of “Request Information”

Recommendation: Keep terminology consistent, rename “Request Information” to “Contact” and link to main contact page (“Contact / Visit”)



USABILITY EXPECTATION: “Use familiar metaphor and language.”

PERSISTENCE: Global

LOCATION: Admissions > Tuition / Aid > Apply for Graduate Aid, and Students > Financial Aid

Problem: Financial aid terminology not consistent, and navigation issue by directing users to a subpages instead of the overall finance page (iML).

- Currently termed “Apply for Graduate Aid” and links to FAFSA page from Admissions, not main finance page.

Recommendation: Make consistent terminology, i.e. “Financial Aid” across pages, and redirect to main finance page (iML).

- “Financial Aid” in Students page links to main finance page (iML); make consistent across website.

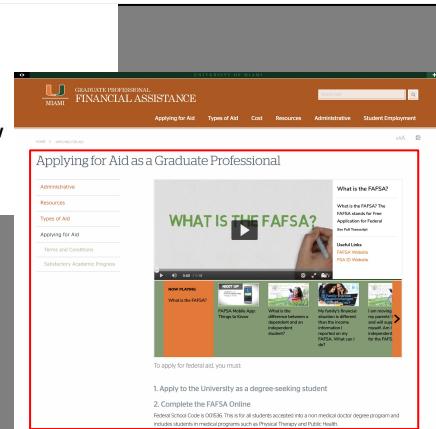
TUITION / AID

Tuition/Cost of Attendance

[Apply for Graduate Aid](#)

Scholarships: From Miami Law

Scholarships: From External Organizations



STUDENT SERVICES

Overview: Miami Law / UM / Area Resources

Academic Support—AAP

AskUs Program

Career Office (CDO)

Accessibility & Inclusion

[Financial Aid](#)

Graduation & the Bar

Information Technology

Military & Veterans

HOPE

Student Development Program

[Tuition & Fees](#)

[Cost of Attendance \(Student Budget\)](#)

[FINANCIAL AID](#)

Applying for Graduate School Aid

FAFSA

Satisfactory Academic Progress

Military & Veterans Resources

International Students Resources

[SCHOLARSHIPS](#)

Miami Law Scholarships

External Organization Scholarships

For Low Income Students

International Student Scholarship Information

[PUBLIC INTEREST: AID INFORMATION](#)

Miami Scholars Public Interest Program Scholarships

HIP Program Scholarships

Summer Public Interest Fellowships

Public Interest Financial Support & Loan Forgiveness

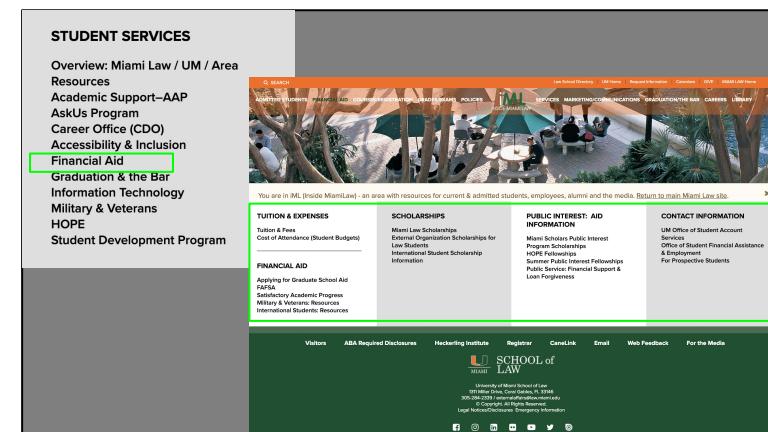
[CONTACT INFORMATION](#)

Liaison Office of Student Account Services

Office of Student Financial Assistance

Office of Student Financial Assistance

For Prospective Students



USABILITY EXPECTATION: “*Make advanced tasks flexible and efficient.*”

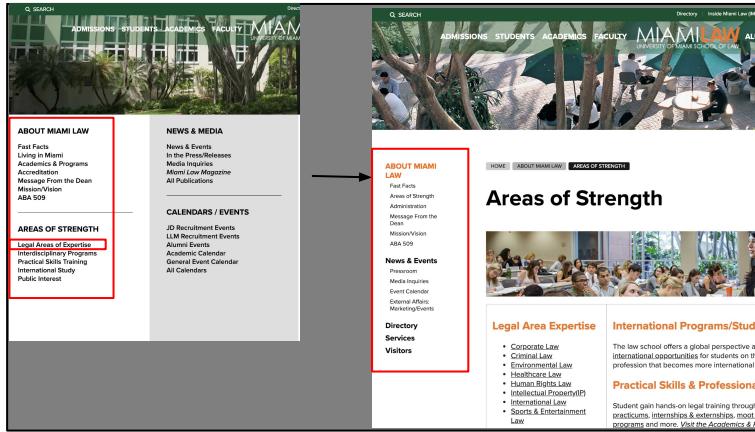
PERSISTENCE: Global

LOCATION: About Us > Areas of Strength > Legal Areas of Expertise

Problem: Brings user to another page and eliminates the previous page navigation. Traps user into a new navigation sidebar menu.

- User has to go back to get initial navigation options again.

Recommendation: Keep initial navigation at bottom of main body in the next page; modify initial sidebar navigation to ensure consistent topics and headline titles with initial navigation.



USABILITY EXPECTATION: “*Make information easy to discover.*”

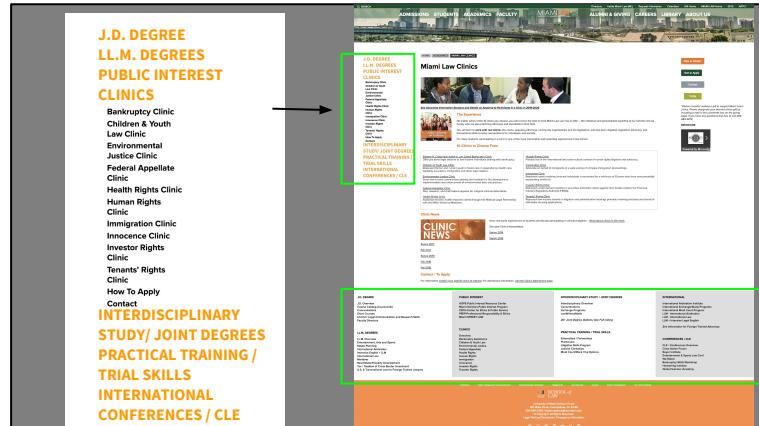
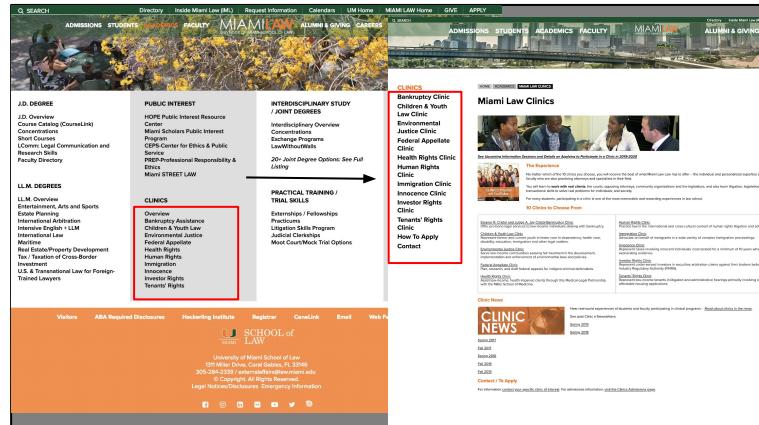
PERSISTENCE: Global

LOCATION: Academics > Clinics > Overview > Sidebar Navigation

Problem: Brings user to another page and eliminates the previous page navigation. Traps user into a new navigation sidebar menu.

- Heading changes according to initial choice, however overview of initial navigation makes users lost in interface.

Recommendation: Keep initial navigation at bottom of main body in the next page; modify initial sidebar navigation to ensure consistent topics and headline titles with initial navigation.



USER INTERFACE FOCUS: CONTENT	8 PROBLEMS	SEVERITY: 4	SEVERITY: 3
RECOGNITION VS. RECALL <i>Expectation: "Make information easy to discover."</i>	4 PROBLEMS	3 PROBLEMS	1 PROBLEM
AESTHETIC AND MINIMALIST DESIGN <i>Expectation: "Provide only necessary information in an elegant way."</i>	3 PROBLEMS	1 PROBLEM	2 PROBLEMS
CONSISTENCY & STANDARDS <i>Expectation: "Same interface and language throughout."</i>	1 PROBLEM	--	1 PROBLEM

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow [platform conventions](#).

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

* Jakob Nielsen's *Ten Usability Heuristics for Interface Design*, 1994

*Severity Ratings for Usability Problems, 1994

USABILITY EXPECTATION: “*Make information easy to discover.*”

PERSISTENCE: Local

LOCATION: Admissions > Contact / Visit > JD > Main visit page

Problem:

Incomplete information on main Contact page.

- Main Contact page only has JD info, not LLM info

Recommendation:

All of the programs contact information in one location

USABILITY EXPECTATION: “*Make information easy to discover.*”

PERSISTENCE: Local

LOCATION: Students >Careers > Overview and Judicial Clerkships

Problem: Detailed information (Internships) is hidden, difficult to find.

- Information you want is hidden under accordion lists and sub page navigation; "List of Judicial Clerkship Directories"

Recommendation: Refer to this as “Judicial Clerkships/Internships” on both pages

You are in IML [Inside MiamiLaw] - an area with resources for current & admitted students, employees, alumni and the media. [Return to main Miami Law site](#)

FOR STUDENTS: CAREER SERVICES

- Overview of Employer Services
- First Year Job Search Guide
- Externships Program
- Judicial Clerkships/Internships**
- Mentoring Programs
- Fall and Spring Recruiting Programs
- List of Job Search Guides/Fairs
- Online Resources for Conducting Job Searches
- Reciprocity with Other Law School Career Offices
- Disability Services

(CDO) CAREER DEVELOPMENT

- Students**
- Employment Data
- Prospective Students
- Symplicity & Job Databases
- Externships
- Links to Job Database/Sites/Fairs
- CDO Job Guides
- Fall and Spring Recruiting
- Mentoring & Networking
- Disability Services
- Judicial clerkships/internships**
- Public Interest Job Search

FOR ALUMNI: CAREER SERVICES

- Alumni Career Guide
- Symplicity Job Postings
- Reciprocity with Other Law Schools
- Networking & Mentoring Programs
- Online Resources for Job Search
- MiamiLaw

QUICK LINKS: CAREER DEVELOPMENT OFFICE (CDO)

- Symplicity
- Employment Data
- CDO Job
- CDO E-Newsletter
- List of Advisors and Staff
- Contact and Hours
- [Miami Law CDO Twitter](#)
- [Miami Law LinkedIn](#)

Federal Court Clerkships: Federal judicial clerkship opportunities include United States Courts of Appeal, United States District Courts (District and Magistrate Judges), United States Bankruptcy Courts, Administrative Law Judges and specialty courts such as United States Claims Court, United States Tax Court, United States Court of Military Appeals, United States Court of Veterans Appeals and United States Court of International Trade. The [Online System for Clerkship Application and Review \(OSCAR\)](#) is helpful in researching judges who are hiring clerks (however, not all federal judges participate on OSCAR).

State Court Clerkships: State court clerkship opportunities include Highest State Courts, Intermediate Appellate Courts and Trial Courts. For more information on applying to state court clerkships, please see the [Vermont Guide to State Judicial Clerkship Procedures](#) available online and in the Career Development Office Resource Room. For online login information, please contact the Career Development Office at cdo@law.miami.edu or call 305-284-2668.

> List of Judicial Clerkship Directories/Sites

For More Information

For students interested in working as a judicial law clerk after graduation, please contact the Karen Warren, Director of Judicial Clerkships, at kwarren@law.miami.edu or (305) 284-2668

(CDO) CAREER DEVELOPMENT

- Students**
- Employment Data
- Prospective Students
- Symplicity & Job Databases
- Externships
- Links to Job Database/Sites/Fairs
- CDO Job Guides
- Fall and Spring Recruiting
- Mentoring & Networking
- Disability Services
- Judicial clerkships/internships**
- Public Interest Job Search

Alumni

Employers

Contact CDO

Federal Court Clerkships: Federal judicial clerkship opportunities include United States Courts of Appeal, United States District Courts (District and Magistrate Judges), United States Bankruptcy Courts, Administrative Law Judges and specialty courts such as United States Claims Court, United States Tax Court, United States Court of Military Appeals, United States Court of Veterans Appeals and United States Court of International Trade. The [Online System for Clerkship Application and Review \(OSCAR\)](#) is helpful in researching judges who are hiring clerks (however, not all federal judges participate on OSCAR).

State Court Clerkships: State court clerkship opportunities include Highest State Courts, Intermediate Appellate Courts and Trial Courts. For more information on applying to state court clerkships, please see the [Vermont Guide to State Judicial Clerkship Procedures](#) available online and in the Career Development Office Resource Room. For online login information, please contact the Karen Warren, Director of Judicial Clerkships, at kwarren@law.miami.edu or (305) 284-2668.

List of Judicial Clerkship Internship Directories

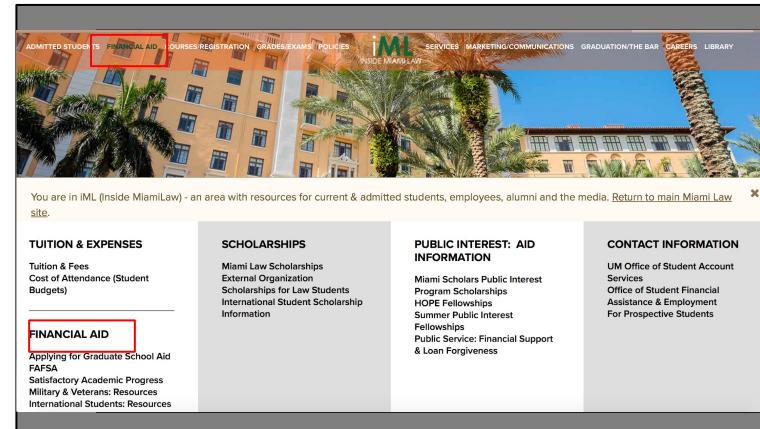
USABILITY EXPECTATION: “*Make information easy to discover.*”

PERSISTENCE: Global

LOCATION: Students > Financial Aid (Main finance navigation page)

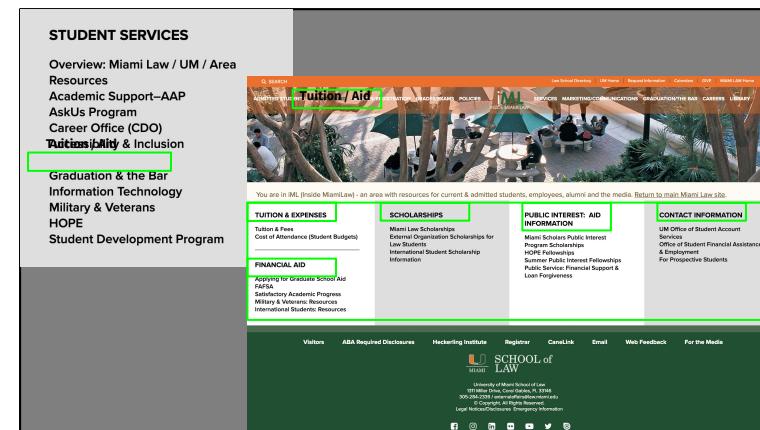
Problem: Lack of Content

- Lack of focus, i.e. visual content in body of page to give a general recap of financial overview



Recommendation: Move gray navigation to bottom of page, and insert body content to provide a better overall experience.

Rename navigation tab AID & TUITION



USABILITY EXPECTATION: “*Make information easy to discover.*”

PERSISTENCE: Global

LOCATION: Admissions > “JD / LL.M - Prospective Students” sections

Problem: Insufficient information to take action (Apply)

- Lack of context and assumptions; titles are not concise; current display of information is not easy to discover due to lists design

The screenshot displays two pages from the Miami Law website:

- LLM PROGRAMS Page:** This page lists various LLM programs under categories like Entertainment, Business, English + LLM, Estate Planning, International Arbitration, International Law, Maritime, Real Property Development, Tax, Taxation Of Corporate Income Investment, Taxation Of Foreign Income, and Tax For Foreign Transferees. A red box highlights the "Contact" link at the bottom right of the program descriptions.
- J.D.- Juris Doctor Degree Page:** This page features a large "Apply Now" button. A red box highlights the "Request Information" link located below the main application button.

Recommendation: Provide “JD-Prospective Students” and “LLM-Prospective Students” program information as visual content in accessible and consistent place.

The screenshot shows a proposed layout for the Miami Law website, indicated by a blue arrow pointing from the recommendation text above to the new design:

- Left Sidebar (Program Pages):** A sidebar on the left contains links for the J.D. Program, LLM Program, and ABA Required Disclosures, each with its own “Apply Now” button.
- Right Content Area:** The main content area displays the “J.D.- Juris Doctor Degree” page, which includes a large “Apply Now” button and a “Request Information” link. The original “Request Information” link from the first screenshot has been replaced by a larger, more prominent “Request Information” button.

USABILITY EXPECTATION: “Provide only necessary information in an elegant way.”

PERSISTENCE: Local

LOCATION: About Us > About Miami Law > Fast Facts

Problem:

(Fast Facts) Irrelevant content.

- Too much information in body of page; not visually appealing

J.D. Class 2021 Entering GPA/ LSAT

343 entering students, all data as of August 9, 2018

Average GPA/LSAT: 3.47/158
Median GPA/LSAT: 3.43/158
25% GPA/LSAT: 3.37/155
75% GPA/LSAT: 3.52/161

For admission: highest LSAT score given most weight; also considered extracurriculars, community service, work experience, personal statement, and recommendations

Financial Aid/ Scholarships

More: www.miami.edu/admissions

Federal loan assistance is available. Direct Consolidation and Graduate PLUS loans available.

Wide variety of merit-based scholarships available.

Full-tuition scholarships awarded through Mac Schwars Public Interest Scholarships

ABOUT MIAMI LAW

Fast Facts
About Miami Law
Administration
Maurice Finkelstein
Library
Ask UML

News & Events

Press Releases
Miami Law News
Event Calendar
Alumni News
Advertising/PR

Directory Services

Virtues

Courses

More: www.miami.edu/academics

- Honor Roll for Employment Results in Pre-Law Magazine (Fall 2018)
- Top 25 law schools for environmental law - Environmental Law Institute (June 2018)
- #1 for Public Interest Law in Pre-Law Magazine (July 2017)
- #3 best school for Hispanic students in Hispanic Law School Guide (July 2017)
- One of 12 leading schools for music law in Billboard Magazine (July 2017)
- One of 120 Most Innovative Law Schools in U.S. News & World Report (July 2017)

Rankings

- Honor Roll for Employment Results in Pre-Law Magazine (Fall 2018)
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- #3 best school for Hispanic students in Hispanic Law School Guide (July 2017)
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- One of 120 Most Innovative Law Schools in U.S. News & World Report (July 2017)

Fast Facts / Class Profile

At a Glance - 2018 Entering Class

80% Male
80% Female
Age range: 19-49

Our Students

38 U.S. states, 30+ territories represented
62 international represented
124 undergraduate schools represented
63% out of undergraduate school one year or more
80% speaks one or more foreign language
50% identify as a member of diverse group

Recommendation: Eliminate amount of hyperlinks/information and put the information into separate navigation tabs- too cluttered

J.D. Program

Request Information
Apply Now

- Overview
- Recruiting Calendar
- Transfer Students
- International Students
- Visiting Students
- Joint Degrees
- Application Status
- Wait List Q&A

ABOUT US/ PRE-LAW INFO

Fast Facts
Law Areas of Strength
Pre-Law Information Headquarter

LL.M Program

Request Information
Apply Now

STUDENT LIFE

ALL ADMITTED STUDENTS
TUITION/ AID
VISIT/ CONTACT
Request Information

ABA REQUIRED DISCLOSURES

ABOUT US/ PRE-LAW INFO

Fast Facts

ABOUT US/ PRE-LAW INFO

Courses

More: www.miami.edu/academics

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For admission: highest LSAT score given most weight; also considered extracurriculars, community service, work experience, personal statement, and recommendations

USABILITY EXPECTATION: “Provide only necessary information in an elegant way.”

PERSISTENCE: Global

LOCATION: Admissions > "JD / LL.M - Prospective Students" sections

Problem:

Insufficient information to take action (Apply).

- Only a navigation links page

The screenshot shows two pages from the Miami Law website. The left page is titled 'JD / LL.M - Prospective Students' and lists various LLM programs and their requirements. It features several 'Apply' buttons, some of which are highlighted with red boxes. The right page is titled 'J.D.- Juris Doctor Degree' and provides a more visual and user-friendly overview of the program, including images of the campus and a 'Virtual Tour' button.

Recommendation: Provide necessary information in an elegant way, i.e. provide visual imagery and brief content in body of page

The screenshot shows the same two pages from the Miami Law website. The left page is now highlighted with a cyan border around its content area. A blue arrow points from the 'Request Information' button on the main page to the 'Request Information' button on the detailed 'J.D.- Juris Doctor Degree' page, illustrating the recommendation to move action items to the main page.

USABILITY EXPECTATION: “Provide only necessary information in an elegant way.”

PERSISTENCE: Local

LOCATION: Students >Careers > Overview and Judicial Clerkships

Problem:

Detailed information (Internships) is hidden, difficult to find

- Information you want is hidden under accordion lists and sub page navigation;
"List of Judicial Clerkship Directories"

The screenshot shows a sidebar menu for '(CDO) CAREER DEVELOPMENT' with sections for Students, Alumni, Employers, and Contact CDO. The 'Students' section contains links to Employment Data, Prospective Students, Symplicity & Job Databases, Externships, Links to Job Databases/Sites/Fairs, CDO Job Guides, Fall and Spring Recruiting, Mentoring & Networking, Disability Services, Judicial Clerkships, and Public Interest Job Search. Below this is a 'Federal Court Clerkships' section. A red box highlights the 'List of Judicial Clerkship Directories/Sites' link under the 'Students' section. To the right is a 'State Court Clerkships' section. At the bottom is a footer with issuu branding and a 'Publish for Free' button.

Recommendation:

Style information with visual design

The screenshot shows the same sidebar menu as the previous version. A large green box highlights the 'List of Judicial Clerkship/Internship Directories' link under the 'Students' section. To the right is a 'Federal Court Clerkships' section. A green note at the bottom right says '*See next page for content in this section'. The rest of the page content is visible but not highlighted.

USABILITY EXPECTATION: "Same interface and language throughout."

PERSISTENCE: Local

LOCATION: Academics > J.D. Degree > Overview ("First Year Course Details" Drop Down to view)

Problem: Curriculum is hidden by dropdown accessibility. This is barely visible and can easily be overlooked with all the other information on the page

- "First Year Course Details" -- first year course details in hidden under JD

Recommendation: This dropdown is inconsistent with the rest of the site.

- Isolate information, make it bigger instead of having this in a dropdown menu.
- Or list information in full view (not hidden)

The screenshot shows a dropdown menu for 'First Year Course Details'. The menu is located on the right side of the page, overlapping the main content area. It contains two sections: 'First Semester: Courses Credit Hours' and 'Second Semester: Courses (Credit Hours)'. Both sections list various courses such as Contracts or Property, Civil Procedure, Constitutional Law, and Legal Communication & Research Skills. Below these sections are two buttons: 'First Year Course Details' and 'First Year Course Details' (with a red border).

This screenshot is similar to the previous one but includes a large green rectangular border around the main content area where the dropdown menu is located. This highlights the inconsistency between the dropdown's location and the rest of the page's layout.

COPYWRITING - HEURISTIC VIOLATIONS	7 PROBLEMS	SEVERITY: 4	SEVERITY: 3	SEVERITY: 2	SEVERITY: 1
RECOGNITION VS. RECALL <i>Expectation: "Make information easy to discover."</i>	4 PROBLEMS	1 PROBLEMS	2 PROBLEMS	1 PROBLEM	--
CONSISTENCY & STANDARDS <i>Expectation: "Same interface and language throughout."</i>	3 PROBLEMS	1 PROBLEM	1 PROBLEM	--	1 PROBLEM

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow [platform conventions](#).

*Jakob Nielsen's *Ten Usability Heuristics for Interface Design*, 1994

0 = I don't agree that this is a usability problem at all

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4 = Usability catastrophe: imperative to fix this before product can be released

**Severity Ratings for Usability Problems*, 1994

USABILITY EXPECTATION: “*Make information easy to discover.*”

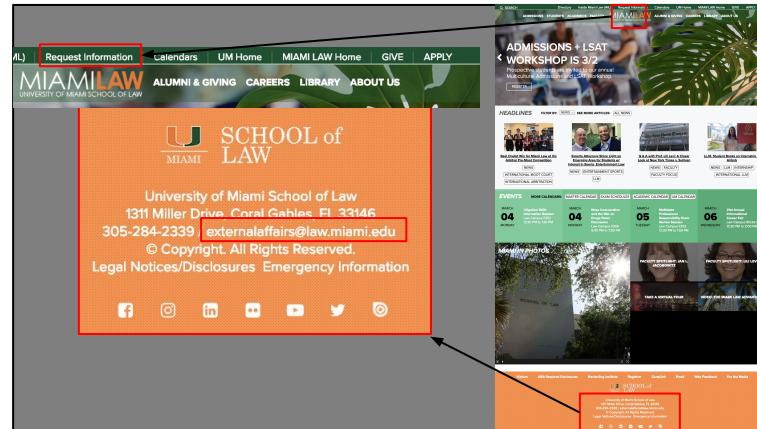
PERSISTENCE: Global

LOCATION: Footer of website

Problem:

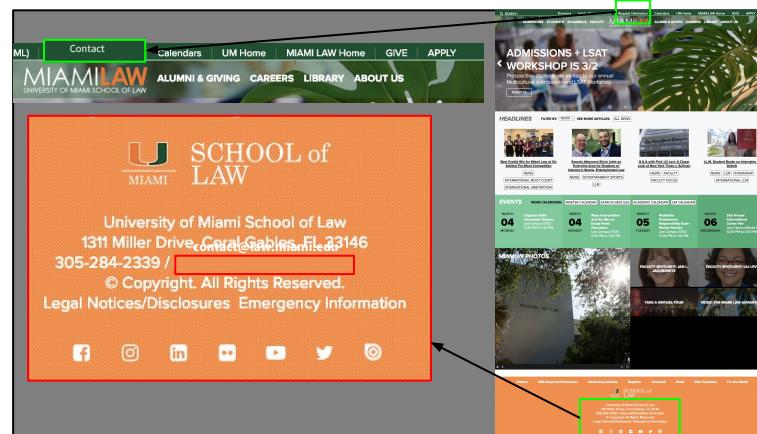
Contact email address is too specific.

- Email in footer navigation is not general and overall encompassing; misleading
(externalaffairs@law.miami.edu)



Recommendation:

- Phone and email to be a general email (i.e. info@law.miami.edu or contact@law.miami.edu).
- Rename top navigation “Request Information” to “Contact” in order to also have contact options at top of page

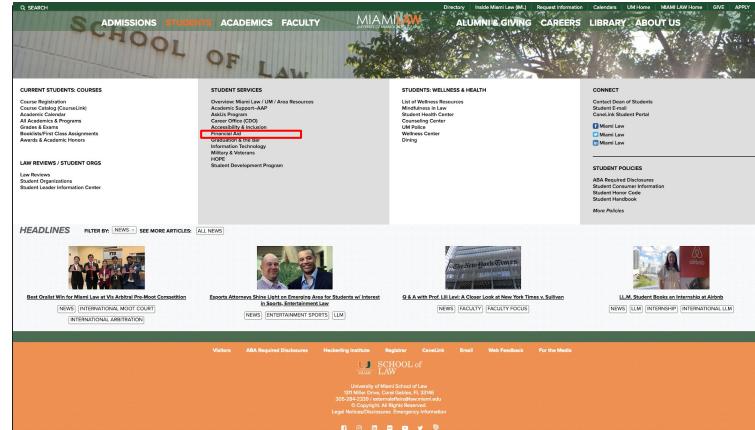


USABILITY EXPECTATION: “*Make information easy to discover.*”

PERSISTENCE: Local and Global

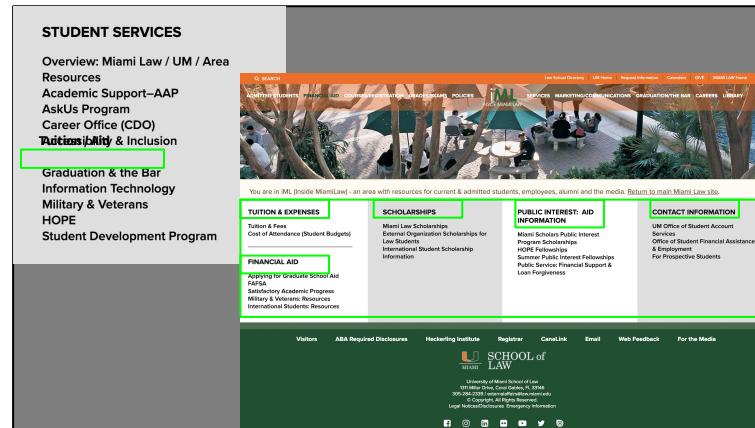
LOCATION: Students > Financial Aid > Main Finance page

Problem: Only link to main financials page on “Students” page is titled “Financial Aid” only, and does not encompass all items in the linked main financials page.



Recommendation: Rename as “Tuition / Aid” or “Financials”; should have consistent title across website.

- Title should encompass all main financial page items: Tuition, Financial Aid, Scholarships, Graduate Aid, etc.



USABILITY EXPECTATION: “*Make information easy to discover.*”

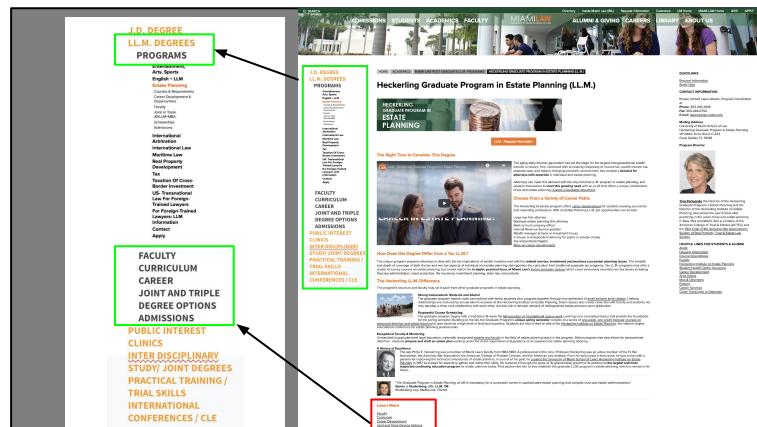
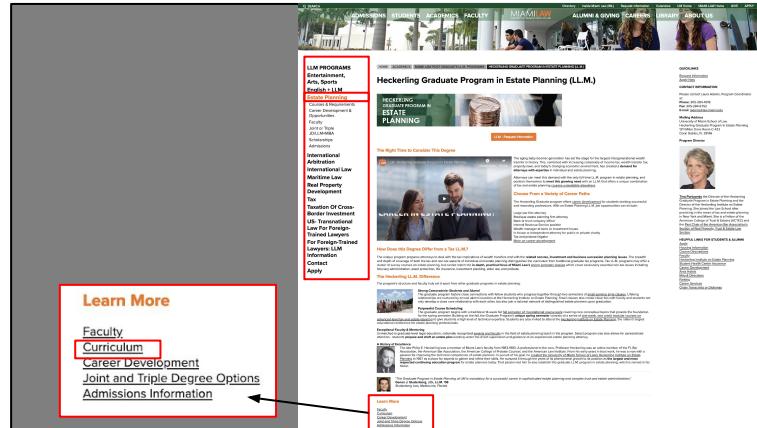
PERSISTENCE: Global

LOCATION: LLM Programs Sidebar Navigation Pages (i.e. (Estate Planning”))

Problem: “Learn More” bottom page navigation inconsistent across Program pages.

- For example, “Curriculum” link in bottom page of some program LLM Programs, but not others.

Recommendation: Include “Learn More” navigation into sidebar navigation under LLM program; integrate with main navigation (gray) in sidebar navigation to build master navigation across website.



USABILITY EXPECTATION: “*Make information easy to discover.*”

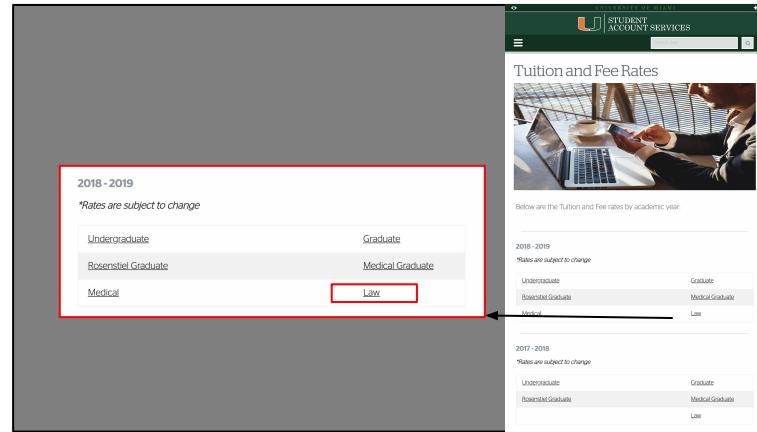
PERSISTENCE: Local

LOCATION: Admissions > Tuition/Cost of Attendance > Office of Student Account Services > Main Finance page

Problem: “Law” tuition title in linked UM Tuition website is hard to identify

- Says “Law” below “Undergraduate” and “Graduate” options, which can be misleading

Recommendation: Define clearer sections by adding headers per section

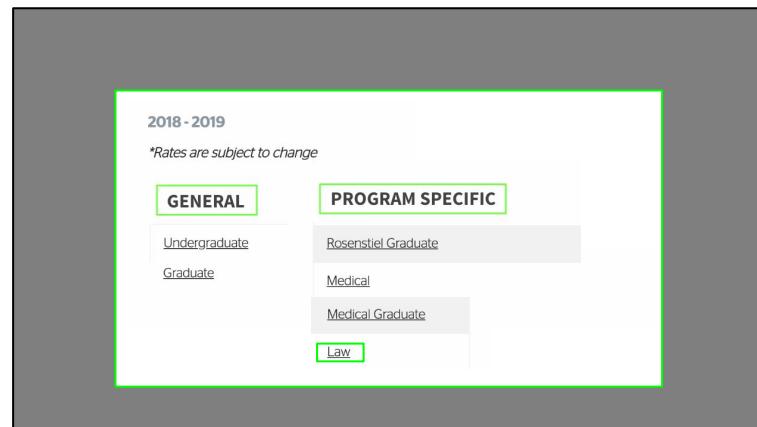


2018 - 2019
*Rates are subject to change

Undergraduate	Graduate
Rosenstiel Graduate	Medical Graduate
Medical	Law

2017 - 2018
*Rates are subject to change

Undergraduate	Graduate
Rosenstiel Graduate	Medical Graduate
Medical	Law



2018 - 2019
*Rates are subject to change

GENERAL	PROGRAM SPECIFIC
Undergraduate	Rosenstiel Graduate
Graduate	Medical
	Medical Graduate
	Law

USABILITY EXPECTATION: “Same interface and language throughout.”

PERSISTENCE: Local

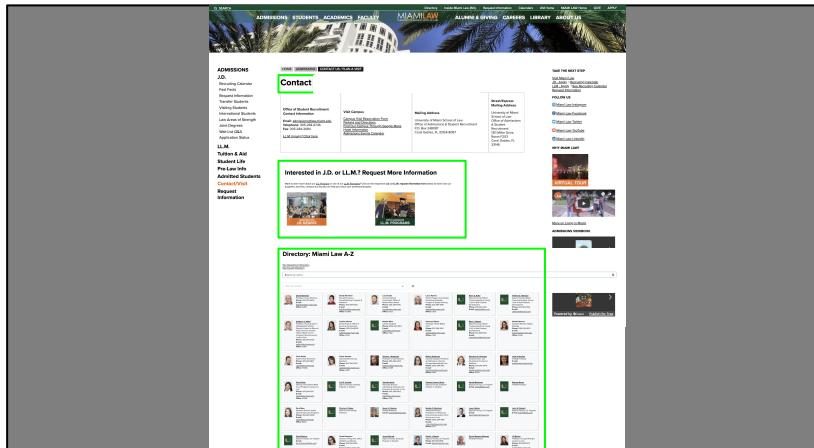
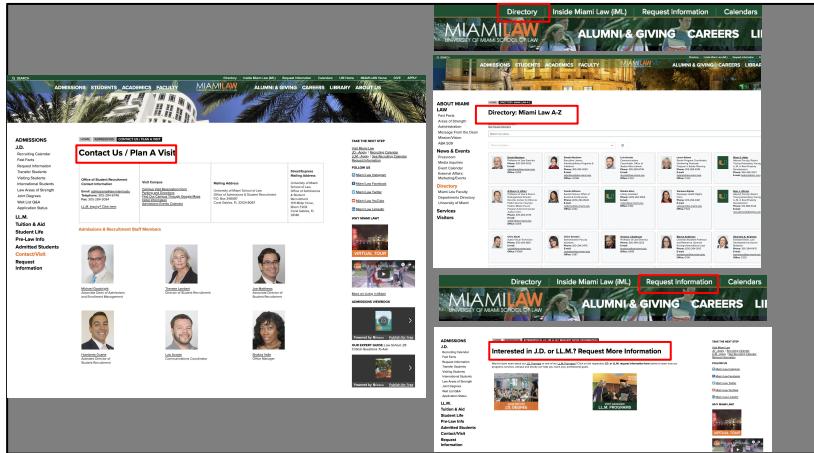
LOCATION: Admissions > Top top navigation > Request Information > Sidebar Navigation > Contact / Visit

Problem: Terminology “Request Information” or “Contact Us” or “Contact/Visit”

- “Directory” all contacts not together with contact information by department

Recommendation:

- Merge “Directory”, “Contact / Visit”, and “Request Information” page info into one page.
- Rename “Request Information” to one consistent title, i.e. “Contact”



USABILITY EXPECTATION: “Same interface and language throughout.”

PERSISTENCE: Global

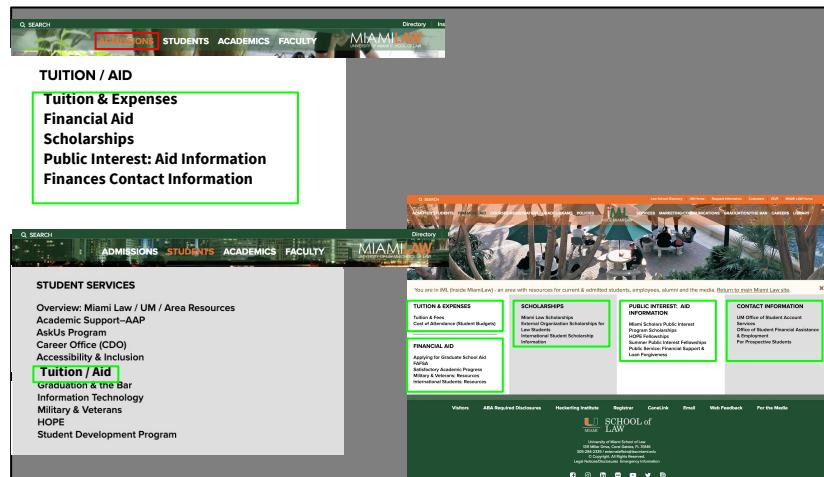
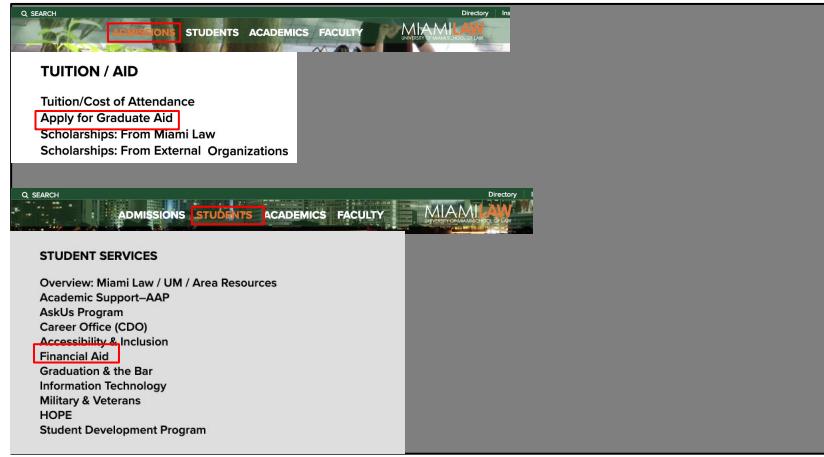
LOCATION: Admissions > Tuition / Aid > Apply for Graduate Aid, and Students > Student Services > Financial Aid

Problem: Terminology inconsistent across pages

- Admissions - “Graduate Aid”; should encompass all Financial Aid programs, not only graduate
- Students - “Financial Aid”; only finance link on the page, should not be limited to aid
- All should link to main finance page

Recommendation:

- Term all links to main finance page to read “Tuition / Aid”
- More global navigation.



USABILITY EXPECTATION: “Same interface and language throughout.”

PERSISTENCE: Global

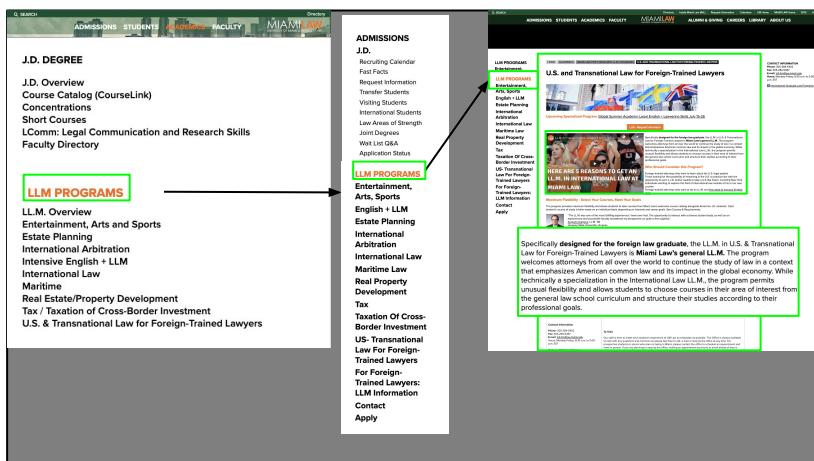
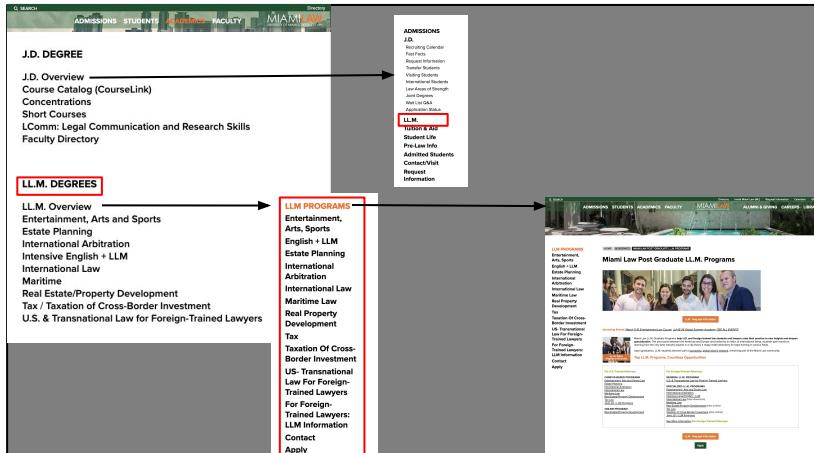
LOCATION: Admissions (or Academics) > Overview JD > Areas of Strength (Sidebar Navigation)

Problem: LLM terminology not consistent across website; hard to find definition of LLM.

- Titled “LLM Degrees” in Admissions main page nav.
- Titled “LLM” in Admissions sidebar nav.
- Titled “LLM Programs” in sidebar navigation,

Recommendation:

- Reroute LLM main page to this page: “U.S. and Transnational Law for Foreign-Trained Lawyers”; provides clear definition of LLM program, general overview, contact information, and video. **J.D. DEGREE**
- Make consistent terminology across navigation menus.



LAYOUT - HEURISTIC VIOLATIONS	3 PROBLEMS	SEVERITY: 4	SEVERITY: 3
RECOGNITION VS. RECALL <i>Expectation: "Make information easy to discover."</i>	1 PROBLEM	1 PROBLEM	--
VISIBILITY OF SYSTEM STATUS <i>Expectation: "Show system status, tell what's happening."</i>	1 PROBLEM	1 PROBLEM	--
AESTHETIC AND MINIMALIST DESIGN <i>Expectation: "Provide only necessary information in an elegant way."</i>	1 PROBLEM	--	1 PROBLEM

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

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3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

* Jakob Nielsen's *Ten Usability Heuristics for Interface Design*, 1994

*Severity Ratings for Usability Problems, 1994

Problem: Hard to find among list of text navigation on sidebar.

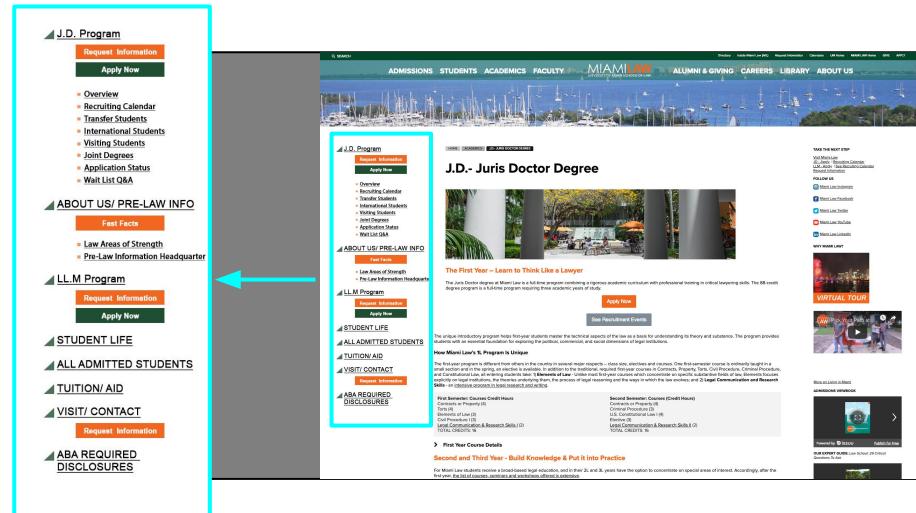
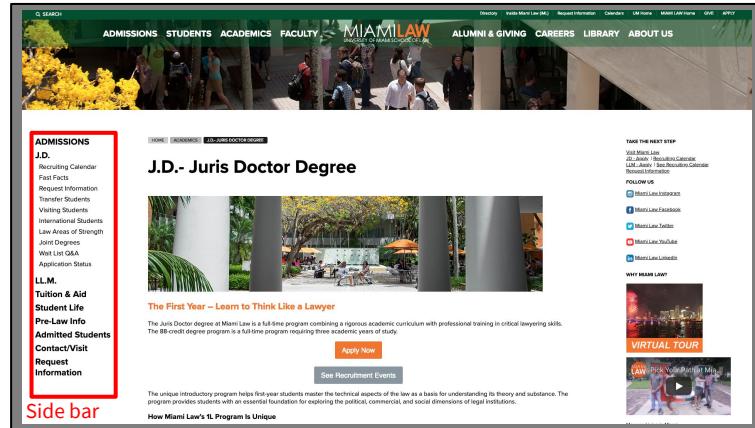
UI FOCUS: Layout

PERSISTENCE: Global

LOCATION: Admissions (or Academics) > Overview JD > Sidebar Nav > Areas of Strength

Recommendation: Add a line under each line of text on sidebar with a bullet on the left side to indicate more clearly that they are mutually independent hyperlinks.

HEURISTIC VIOLATION: Visibility of System Status



Problem: Inability to locate the information about "School's Population Class Size" under Fast Fact.

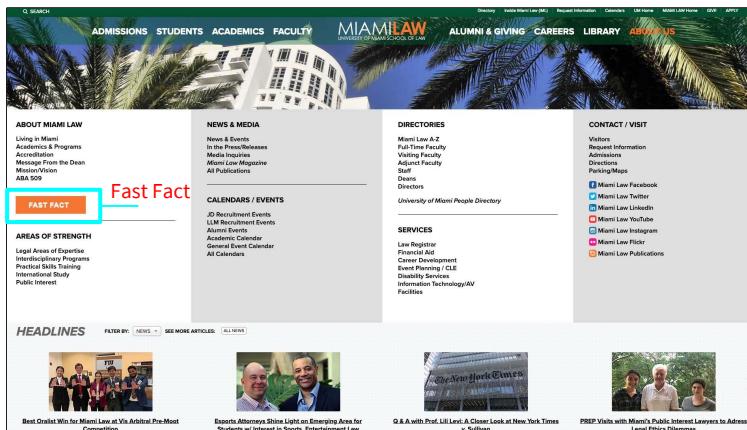
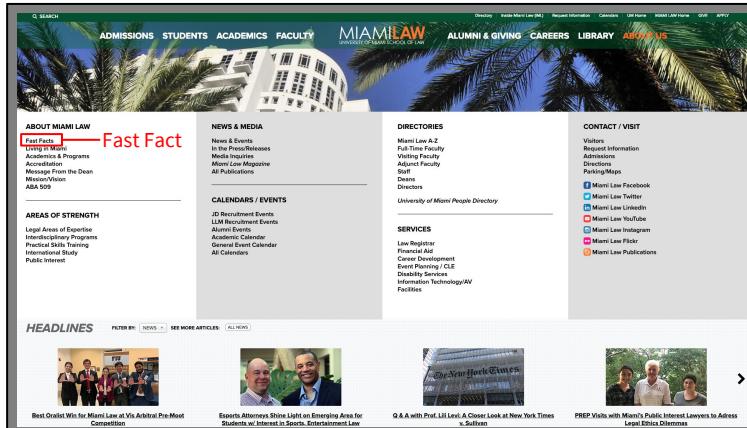
UI FOCUS: Layout

PERSISTENCE: Global

LOCATION: About Us > About Miami Law > Fast Facts

Recommendation: Have the "fast facts" available in About Us section as an article (section) in the body of the page, among other key About Us content (titles from the Contact/Visit gray nav page).

HEURISTIC VIOLATION: Recognition vs Recall



Problem: Visit form not emphasized on main contact page.

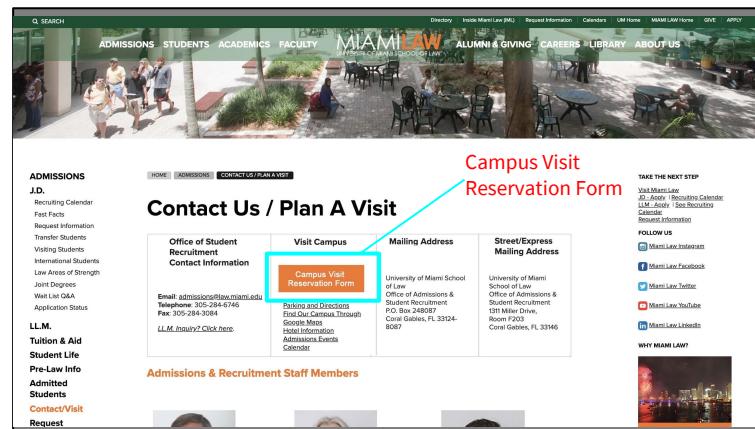
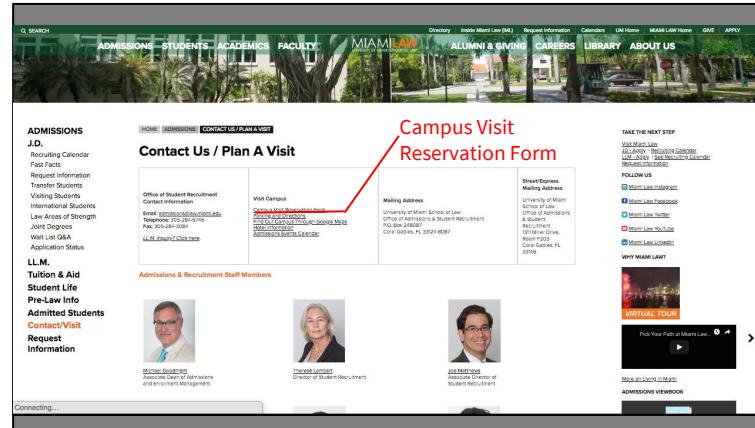
UI FOCUS: Layout

PERSISTENCE: Local

LOCATION: Admissions > Visit Campus > Campus Visit Form

Recommendation: Make the link "Campus Visit Reservation Form" a clickable icon on the page highlighting the information of visit form.

HEURISTIC VIOLATION: Aesthetic and Minimalist Design



INTERACTIONS - HEURISTIC VIOLATIONS	3 PROBLEMS	SEVERITY: 4	SEVERITY: 3	SEVERITY: 2
CONSISTENCY & STANDARDS <i>Expectation: "Same interface and language throughout."</i>	1 PROBLEM	1 PROBLEM	--	--
AESTHETIC AND MINIMALIST DESIGN <i>Expectation: "Provide only necessary information in an elegant way."</i>	1 PROBLEM	--	1 PROBLEM	--
USER CONTROL AND FREEDOM <i>Expectation: "Provide good defaults and undo." (User must not feel trapped by the system, i.e. cancel requirement.)</i>	1 PROBLEM	--	--	1 PROBLEM

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow [platform conventions](#).

Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released

*Jakob Nielsen's *Ten Usability Heuristics for Interface Design*, 1994

*Severity Ratings for Usability Problems, 1994

USABILITY EXPECTATION: “Provide good defaults and undo.”

PERSISTENCE: Local

LOCATION: Home>Inside Miami Law>Careers>Judicial Clerkship>

Problem:

Content is only available in PDF format.

- Links to content that is only available in PDF format, which “traps” user in interface.

Recommendation: A link that redirects you to the previous page.

- Must allow for a back button and not take you out of the site. This makes it very hard for people viewing it on a mobile device. Or add a link in PDF for user to go back to initial navigation.

The screenshot shows a dark-themed web page. At the top, there's a header with the University of Miami logo and text. Below the header, there's a large, dark rectangular area containing a PDF document. The PDF is mostly white with some black text and a few small images. A green rectangular box highlights a specific section of the PDF content.

The screenshot shows a dark-themed web page. At the top, there's a header with the University of Miami logo and text. Below the header, there's a large, dark rectangular area containing a PDF document. To the right of the PDF, there's a callout box with a green border. Inside the box, it says "Click this link to go back:" followed by a URL. A green arrow points from the "back" link in the callout box to the back button icon at the top left of the PDF document.

USABILITY EXPECTATION: “Provide only necessary information in an elegant way.”

PERSISTENCE: Global

LOCATION: Home>Admission>Campus Visit Reservation Form

Problem: Poor responsive media queries. The content needs to be optimized for viewing on smaller screens like mobile device and tablets.

- Also Google Form with content above takes time to load, and may not be recognized by user due to content scroll.

Recommendation: A separate page dedicated to show the form on a full page would make it better to view on a smaller screen. Optimization for smaller screen is highly recommended

The screenshot shows a desktop view of the Miami Law website's admission section. On the left, there's a sidebar with links for Admissions, J.D., LL.M., and various student services. The main content area features a large image of a modern building complex. To the right, there's a sidebar with news and a 'Virtual Tour' video player. The central form area is highlighted with a red border.

This screenshot shows the same page as above, but with a simplified layout. The sidebar links and the right-hand sidebar have been removed, leaving only the main form area and the large image on the left. The main form area is highlighted with a green border.

USABILITY EXPECTATION: “Same interface and language throughout.”

PERSISTENCE: Global

LOCATION: Home>Academics>Clinics>Overview

Problem: It does not seem apparent that the video is clickable. The interactions on the main contents of the page are confusing, i.e. it prompts youtube video on the page, however it is very hard to find that particular video.

Recommendation: A link that directs people to the youtube playlist is more convenient.

- Highlighting the key features and the main contents is necessary. The website is vast and for a prospective student, the video does not seem engaging to click. Highlighting it in a good and an attractive manner is important. Having a link rather than something that looks more like a picture is more convenient, or making sure the image has a clickable identifier to “play.”

Clinics

- Bankruptcy Clinic
- Children & Youth Law Clinic
- Environmental Justice Clinic
- Federal Appellate Clinic
- Health Rights Clinic
- Human Rights Clinic
- Immigration Clinic
- Innocence Clinic
- Investor Rights Clinic
- Tenants' Rights Clinic
- How To Apply
- Contact

Miami Law Clinics

See Upcoming Information Sessions and Details on Applying to Participate in a Clinic in 2019-2020

The Experience

CLINICS Playlist on YouTube

No matter which of the 10 clinics you choose, you will receive the best of what Miami Law has to offer – the individual and personalized expertise of our full-time clinic faculty who are also practicing attorneys and specialists in their field. You will learn to work with real clients, the courts, opposing attorneys, community organizations and the legislature, and also litigate, legislative advocacy, and transactional skills to solve real problems for individuals, and society. For many students, participating in a clinic is one of the most memorable and rewarding experiences in law school.

10 Clinics to Choose From

Elazar R. Cristol and Justice A. Jay Cristol Bankruptcy Clinic
Offer pro bono legal services to low-income individuals dealing with bankruptcy.

Children & Youth Law Clinic
Represent former and current youth in foster care in dependency, health care, disability, education, immigration and other legal matters.

Environmental Justice Clinic
Serve low-income communities seeking fair treatment in the development, implementation and enforcement of environmental

Human Rights Clinic
Practice law in the international and cross-cultural context of human rights litigation and advocacy.

Immigration Clinic
Advocate on behalf of immigrants in a wide variety of complex immigration proceedings.

Innocence Clinic
Represent cases involving innocent individuals incarcerated for a minimum of 10 years who have now potentially exonerating evidence.

*Please consider making a gift in support Miami Law and its clinics. Your gift will provide much-needed funding to make a real difference in the lives of the clinics and the students they serve. Please give online at http://www.yes-take.com/playlist?list=PL5cQGzdy02lmGRDsaN_f6Jnky_.

BRONFMAN

Powered by ISSUU

Clinics

- Bankruptcy Clinic
- Children & Youth Law Clinic
- Environmental Justice Clinic
- Federal Appellate Clinic
- Health Rights Clinic
- Human Rights Clinic
- Immigration Clinic
- Innocence Clinic
- Investor Rights Clinic
- Tenants' Rights Clinic
- How To Apply
- Contact
- FAQs

Miami Law Clinics

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No matter which of the 10 clinics you choose, you will receive the best of what Miami Law has to offer – the individual and personalized expertise of our full-time clinic faculty who are also practicing attorneys and specialists in their field. You will learn to work with real clients, the courts, opposing attorneys, community organizations and the legislature, and also litigate, legislative advocacy, and transactional skills to solve real problems for individuals, and society. For many students, participating in a clinic is one of the most memorable and rewarding experiences in law school. Here is our playlist that will show all our clinics: http://www.yes-take.com/playlist?list=PL5cQGzdy02lmGRDsaN_f6Jnky_

10 Clinics to Choose From

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BRONFMAN

Powered by ISSUU

VISUAL DESIGN - HEURISTIC VIOLATIONS	1 PROBLEM	SEVERITY: 2
CONSISTENCY & STANDARDS <i>Expectation: "Same interface and language throughout."</i>	1 PROBLEM	1 PROBLEM

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

*Jakob Nielsen's *Ten Usability Heuristics for Interface Design*, 1994

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4 = Usability catastrophe: imperative to fix this before product can be released

**Severity Ratings for Usability Problems*, 1994

Problem: Visual inconsistency with button colors and presentation order.

UI FOCUS: Visual Design

PERSISTENCE: Local

LOCATION: (A) Academics > JD Overview > “JD-Juris Doctor Degree”

(B) Academics > LLM Overview > “Miami Law Post-Graduate LL.M Programs”

Recommendation: Determine which colors will be used to signal a particular action and apply consistently throughout the website. If a style guide has not been created, a living (CSS) style guide is highly recommended over a print (PDF) version. We also recommend that buttons and their specific functions (e.g. “Apply Now”) are presented consistently throughout the site.

Apply Now

Request More Information

Buttons from J.D. Page

LLM - Request Information

Apply

Buttons from LL.M page

Apply Now

Apply Now

Request J.D. Information

Request LL.M Information

UNIVERSITY OF MIAMI LAW SCHOOL WEBSITE : HEURISTIC EVALUATION

CONCLUSION

In conclusion, the evaluators believe the University of Miami's Law website would benefit from a re-evaluation of the information architecture which would help resolve some of the mission critical problems identified within the navigation, content, and layout categories.

The group also recommends the following:

- Address navigation problems immediately.
- Resolve copywriting inconsistencies.
- Reduce the information density of the primary landing pages for each top level navigation.
- Provide clearer hierarchy of information per page.
- Minimize hurdles in accessing priority information for prospective students.
- Greater attention to typesetting and white space to increase readability and minimize overwhelm.
- Stronger attention to consistency between function and presentation.

The University of Miami Law School website is chock-full of helpful information with great stories. We believe usability testing would be the next step in making informed decisions.

MAIN USABILITY PROBLEMS

1. "Consistency and Standards" is a violation of:

- *Contact information is hard to find.*
- *Headline navigation titles are inconsistent.*
- *Too much navigation information across pages, not enough visual content.*
- *Basically a large navigation site.*

3. "Flexibility and Efficiency of Use" is a violation of:

- *Navigation is not fluid across pages, traps user into new set of navigation and eliminates initial navigation (gray navigation), should keep both sidebar navigation and main navigation on main tab bar pages available as a footer in body of page in the next page that the user is directed.*

2. "Match between System and Real World" is a violation of:

- *Inconsistent heading titles across navigation, although leading to the same page.*
- *Heading titles across navigation not linking to main page, or heading titles being named a subgroup of information, and not one all-encompassing term, i.e. "Finance" or "Contact"*

i.e. "Request Information" (top top navigation bar) and "Contact / Visit" (sidebar navigation), and Directory (top top navigation), as well as "JD Overview" which directs you to the "Contact/Visit" page, however "LLM Overview" does not have contact information merged together with "Contact/Visit" page. Therefore inconsistent information across pages and misleading headlines, not consistent match to user's understanding that contact information should all be available in one main page. (Yield to mismatch of expectations when user perceives some page information incomplete because it only yields user to explore more navigation, and feel lost in the hierarchy of options on the website.)

4. "Recognition versus Recall" is a violation of:

- *Heading changes across navigation and eliminates initial submenu item choices.*
- *Keep initial navigation in sidebar or as (gray navigation).*
- *Ensure consistent headline titles throughout website.*

REDESIGN - MAIN PAGES

CURRENT PAGE STRUCTURE ACROSS WEBSITE



EXAMPLE TO MAKE CONSISTENT ACROSS MAIN PAGES,
I.E. ADMISSIONS, STUDENTS, CAREERS, ABOUT US, ETC.

MOVE THIS NAVIGATION STRUCTURE TO THE BOTTOM OF THE MAIN
PAGE BODY (ABOVE MAIN WEBSITE FOOTER) AND ADD VISUAL
CONTENT BY MAKING HEADERS OF NAVIGATION AS IMAGE
BUTTONS.

REDESIGN



REDESIGN - MAIN PAGES - BREAKDOWN



MAKE NAVIGATION TAB CONSISTENT ACROSS ACROSS UM LAW WEBSITE (STANDARD IMAGE), AS IML WEBSITE ALREADY REQUIRES MANDATORY CHANGES

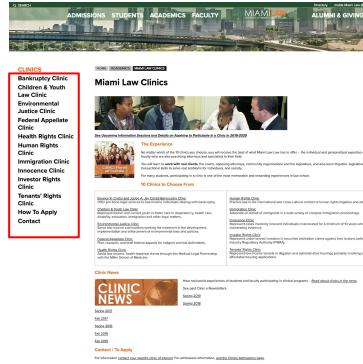
KEEP AN H1 HEADER OF LOCATION IN WEBSITE ON EVERY PAGE

ADD IMAGES OF PAGE NAVIGATION HEADLINERS OR CONTENT OF THE APPROPRIATE PAGE

PROVIDE CURRENT AT THE BOTTOM OF MAIN BODY OF PAGE

REDESIGN - SIDEBAR NAVIGATION

CURRENT SUBPAGE STRUCTURE ACROSS WEBSITE



J.D. DEGREE LL.M. DEGREES PUBLIC INTEREST CLINICS

- Bankruptcy Clinic
- Children & Youth Law Clinic
- Environmental Justice Clinic
- Federal Appellate Clinic
- Health Rights Clinic
- Human Rights Clinic
- Immigration Clinic
- Innocence Clinic
- Investor Rights Clinic
- Tenants' Rights Clinic
- How To Apply
- Contact

(FOR PAGES AVAILABLE FROM MAIN PAGE
REDESIGN HEADLINE BUTTONS)

- MAKE SIDEBAR NAVIGATION HAVE INITIAL MENU OPTIONS IN SIDEBAR (ORANGE)
- PROVIDE THE SPECIFIC PAGE NAVIGATION OPTIONS IN SIDEBAR (BLACK) UNDER THE INITIAL MENU OPTION (ORANGE)
- KEEP INITIAL NAVIGATION STRUCTURE IN BOTTOM OF THE PAGE BODY

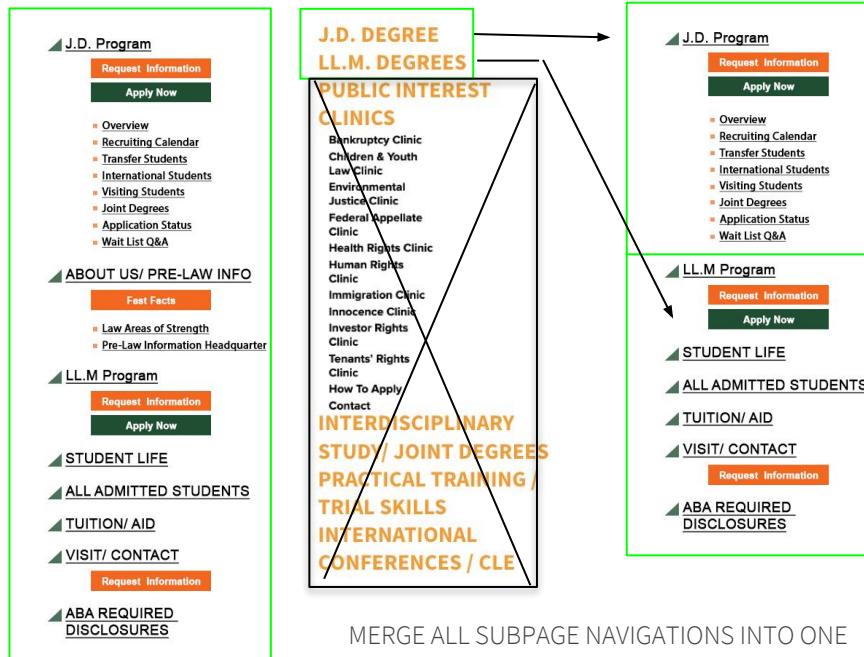
INTERDISCIPLINARY STUDY/ JOINT DEGREES PRACTICAL TRAINING / TRIAL SKILLS INTERNATIONAL CONFERENCES / CLE

REDESIGN



REDESIGN - SIDEBAR NAVIGATION - CONTINUED

CURRENT SUBPAGE STRUCTURE ACROSS WEBSITE



MERGE ALL SUBPAGE NAVIGATIONS INTO ONE PRIMARY SIDEBAR NAVIGATION.

MAKE A PRIMARY SIDEBAR NAVIGATION;
HAVE QUICK BUTTONS IN SIDEBAR NAVIGATION.

REDESIGN - (CONSIDERATION) - MAIN PAGE AND SIDEBAR NAVIGATION MERGE / CONSISTENCY

THERE IS A NEED FOR OVERALL CONSISTENT NAVIGATION ACROSS INTERFACE.

IT IS IMPORTANT TO FIND MERGE SOLUTION FOR USERS TO ACCESS THE MAIN PAGE NAVIGATION WHILE STILL NAVIGATING THROUGH PAGES WITH SIDEBAR NAVIGATION...

MAIN PAGES (I.E. ADMISSIONS, ACADEMICS, ETC.) HAVE AN INITIAL SET OF HORIZONTAL PAGE BODY NAVIGATION (GRAY NAVIGATION), WHILE SUBPAGES HAVE ANOTHER SET OF SIDEBAR NAVIGATION, AND ELIMINATES INITIAL HORIZONTAL NAVIGATION.

The image shows two screenshots of the Miami Law website. The left screenshot is the main homepage, featuring a large banner image of the school building, followed by horizontal navigation links: ADMISSIONS, STUDENTS, ACADEMICS, FACULTY, and MIAMI LAW UNIVERSITY OF MIAMI. Below this is a sidebar with sections like ABOUT MIAMI LAW, NEWS & MEDIA, CALENDARS / EVENTS, and AREAS OF STRENGTH. The right screenshot is a subpage titled "Areas of Strength", which has its own set of sidebar navigation links: ABOUT MIAMI LAW, AREAS OF STRENGTH, NEWS & MEDIA, CALENDARS / EVENTS, DIRECTORIES, SERVICES, and CONTACT/VISIT. This illustrates the inconsistency where the main page uses horizontal navigation, while subpages use sidebar navigation.

REDESIGN

FOR LANDING PAGES AFTER THE MAIN PAGE REDESIGN, CREATE A PAGE TEMPLATE THAT HIGHLIGHTS INFORMATION AND UTILIZES A SIDEBAR REDESIGN BASED ON THE CURRENT NAVIGATION STRUCTURE.

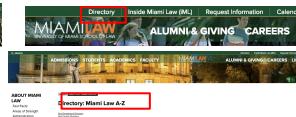
THIS NAVIGATION AND VISUAL DESIGN PATTERN SHOULD PERSIST THROUGHOUT THE WEBSITE TO MATCH VISITOR EXPECTATIONS.

CURRENT MAIN PAGES NAVIGATION COULD BE USED AS SECONDARY NAVIGATION AT THE BOTTOM OF THE REDESIGNED PAGE TEMPLATE.

The image shows a redesigned version of the Miami Law website. It features a header with a search bar and navigation links: ADMISSIONS, STUDENTS, ACADEMICS, FACULTY, and MIAMI LAW UNIVERSITY OF MIAMI. The main content area has a large banner image. To the right is a sidebar with sections: ABOUT MIAMI LAW, AREAS OF STRENGTH, NEWS & MEDIA, CALENDARS / EVENTS, DIRECTORIES, SERVICES, and CONTACT/VISIT. At the bottom of the page is a secondary navigation bar with links: ABOUT MIAMI LAW, NEWS & MEDIA, DIRECTORIES, and CONTACT / VISIT. This design integrates the main page navigation with the subpage sidebar navigation, creating a consistent user experience.

REDESIGN - “CONTACT” INFORMATION

CURRENT SEVERAL GENERAL INFO CONTACT PAGES ACROSS WEBSITE
ACCESSED BY DIFFERENT NAVIGATION TITLES

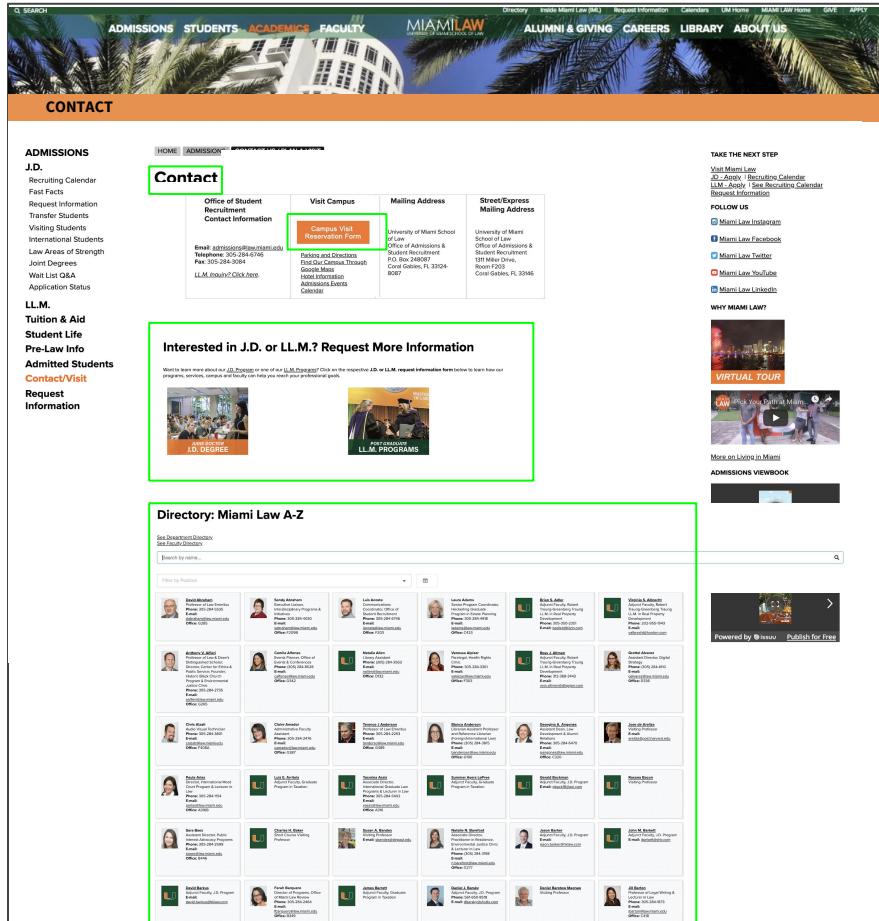


MERGE ALL TERMINOLOGY INTO “CONTACT” (DIRECTORY,
CONTACT/VISIT, JD/LLM OVERVIEW CONTACT INFO) AND OTHERS

MERGE ALL CONTACT LANDING PAGES INTO ONE MAIN PAGE

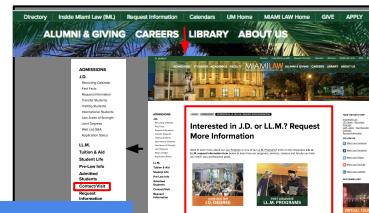
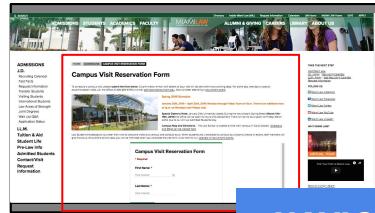
- PROVIDE GENERAL CONTACT INFORMATION AT TOP OF PAGE
- HIGHLIGHT CONTACT FORM BUTTON TO REQUEST VISIT
- PROVIDE JD AND LLM CONTACT INFORMATION IN THE MAIN OVERALL CONTACT PAGE
- PROVIDE DIRECTORY (A-Z) IN MAIN CONTACT PAGE

REDESIGN

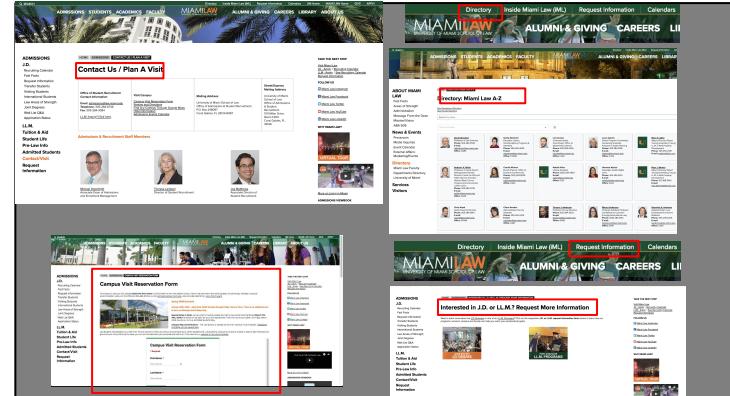
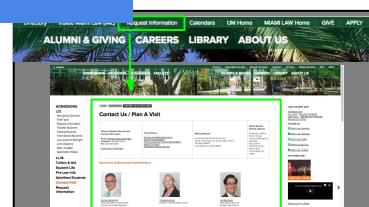
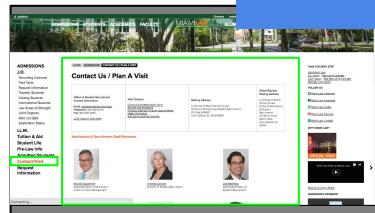


The redesigned contact page features a top navigation bar with links for ADMISSIONS, STUDENTS, ACADEMICS, FACULTY, ALUMNI & GIVING, CAREERS, LIBRARY, and ABOUT US. Below the navigation is a large banner image of the Miami Law building. The main content area is titled "CONTACT". It includes sections for ADMISSIONS (with a "Campus Visit Reservation Form" button), J.D. (with a "Contact" button), LL.M. (with a "Contact" button), and other academic programs like Pre-Law Info and Admitted Students. There is also a "Request More Information" section with two video thumbnails. A "Visit Campus" section provides directions and a "Mailing Address" section. On the right side, there are sections for "TAKE THE NEXT STEP" (including links to Apply, Recruit, and Financial Aid), "FOLLOW US" (social media links), and "WHY MIAMI LAW?" (with a "VIRTUAL TOUR" video thumbnail). At the bottom, there is a "Directory: Miami Law A-Z" section with a grid of faculty profiles and a "Powered by issuu" footer.

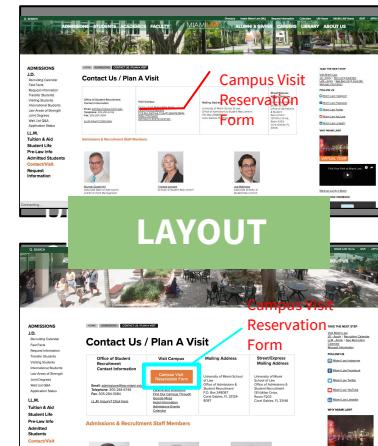
REDESIGN - “CONTACT” INFORMATION



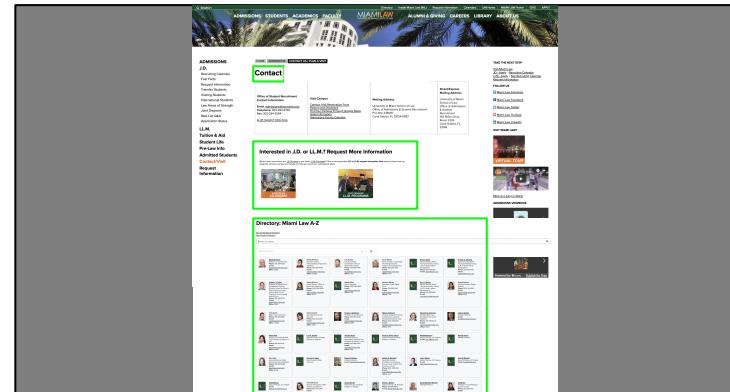
NAVIGATION



COPYWRITING

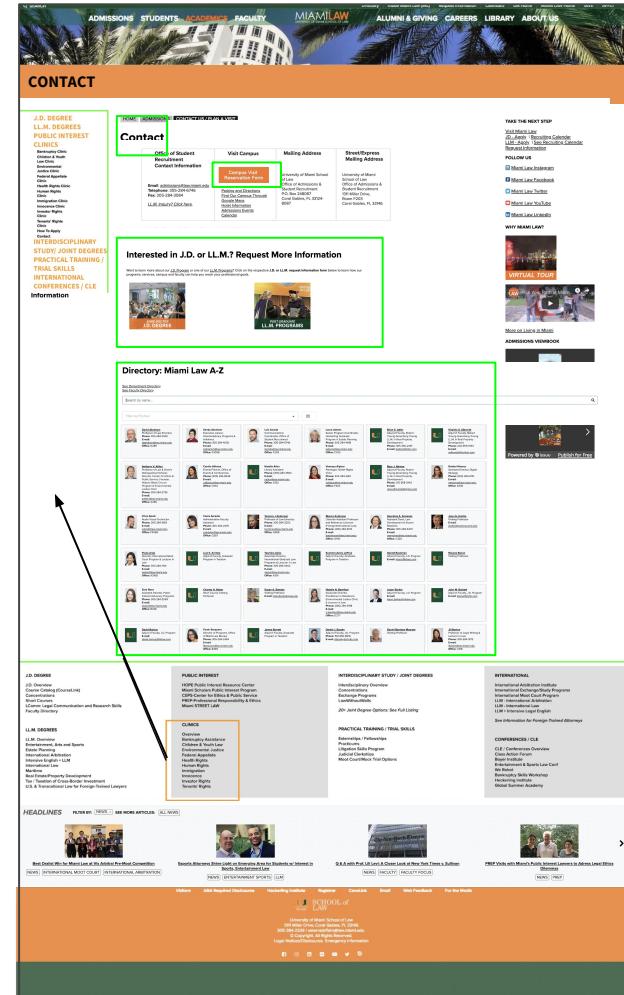
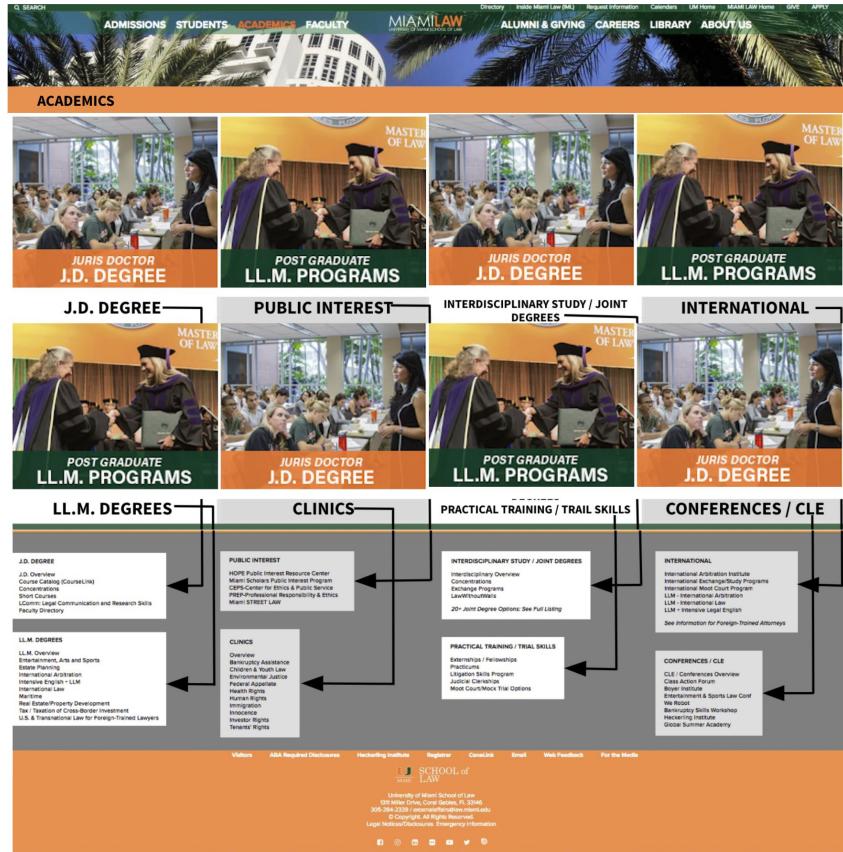


LAYOUT



REDESIGN - OVERALL

MAIN PAGES / SUBPAGES MERGE
(NAVIGATION, CONTENT, COPYWRITING, LAYOUT, INTERACTIONS, VISUAL DESIGN)



UNIVERSITY OF MIAMI LAW SCHOOL WEBSITE : HEURISTIC EVALUATION

APPENDIX

TEAM_Aggregated ISSUES

A	B	C	D	E	F	G	H	I	J	K	L
Evaluator	Task	Global or Local	UI Focus	Other	Heuristic Violation	Problem Title	Problem Description	Problem Location	Problem Screenshot	Problem Severity	Suggestion for Improvement
Amrada (Blue)	Apply to the UM law school										
Amrada (Blue)	Apply to the UM law school	Global	= Navigation	=	Aesthetic and Minimalist Design	= too much information	plus press admissions are immediately infused with the much information. It also should be on the home page/more isolated apply button	under admissions		3 + Major usability problem: important to fix so should be given high priority 2 + Minor usability problem: fixing this should be given low priority	= unnecessary information- why is student life here = Take a prospective law student through a journey. Information about the programs more interaction.
DKS (Purple)	Apply to the UM law school	Global	= Navigation	=	Aesthetic and Minimalist Design	= Lack of context and assumptions	This page has a lot of extraneous information and price the bar for prospective students who may not even know what they are looking for. The navigation options add to the visual noise of an already overwhelming page. Emphasis is misplaced though helpful in another context.	Admissions		2 + Minor usability problem: fixing this should be given low priority	
DKS (Purple)	Apply to the UM law school	Global	= Navigation	=	Consistency and Standards	= Inefficiency to apply to program of interest.	Redirecting to the same cluttered page is inefficient for those who already know which program to which they want to apply	Top Bar Navigation		2 + Minor usability problem: fixing this should be given low priority	= This global apply button could be more direct and increased in visibility given its prospective students who already know their want to apply, in apply.
DKS (Purple)	Apply to the UM law school	Global	= Context	=	Consistency and Standards	= Conflicting colors	The colors of the buttons of "apply" and "request more information" on the LLM page are different from the colors of the same buttons on the JD page	ACADEMIC		= Cosmetic problem only: need not be fixed unless extra time is available on project	= Change the colors of these buttons to be consistent
	Apply to the UM law school										
Daunter	Apply to the UM law school	Global	= Navigation	=	User Control and Freedom	= A separate option saying "Apply" must be present	It would make things easier for the applicant if "Apply" is a separate option. The admissions page can contain information about the program and the "Apply" option can direct the student directly to the application portal	Admissions Page		2 + Minor usability problem: fixing this should be given low priority	= "Apply" option can be placed right next to the "Admissions" option.
VICTORIA	Apply to the UM law school	Local	= Content	=	Match Between System and Real World	= JD - Prospective Students vs. LLM - Prospective Students	How to know the difference between JD or LLM Prospective Students ?	Admissions "JD / LLM - Prospective Students"		2 + Minor usability problem: fixing this should be given low priority	
Yuan	Apply to the UM law school-1	Local	= Content	=	Recognition vs Recall	= Titles are concise, layout is ugly	How titles of info in different sections aren't concise enough. And different sections are not clustered in an intuitive way	Admission-Apply Now		2 + Minor usability problem: fixing this should be given low priority	
Yuan	Apply to the UM law school-2	Global	= Layout	=	Consistency and Standards	= the forms are not consistent;	the forms of application info of JD and LLM expressed in completely different way;	Admission-Apply Now		3 + Major usability problem: important to fix so should be given high priority	= Apply Control Variable Method, using a consistent general layout for both sections, w/ controls of JD and LLM.
Amrada (Blue)	Discover internship opportunities										
Amrada (Blue)	Discover internship opportunities	Global	= Context	=	Flexibility and Efficiency of Use	= hard to find	dropdowns to get the helpful links to internships, far down the page and not straight when you press the links	Career development		3 + Major usability problem: important to fix so should be given high priority	= dropdown menus should be more visible/organized
Yuan	Discover internship opportunities	Global	= Navigation	=	Recognition vs Recall	= hard to find the location	Can't find the section focusing on info about internship opportunities. Users might be confused that they can't find it in the section "Careers".	Careers		4 + Usability catastrophe: imperative to fix before product can be released	= It can add a section named "Internship at UMLaw" beneath "Student Life" in the "A" menu
DKS (Purple)	Discover internship opportunities	Local	= Copywriting	=	Consistency and Standards	= Mismatch of navigation link and page title/headline	After clicking on "Judicial Clerkships/internships", reader may not understand they are on the correct location. The destination page has a heading of "Judicial Clerkships" but nothing about internships and main page where a small link is located about internships.	Judicial Clerkships		2 + Minor usability problem: fixing this should be given low priority	
DKS (Purple)	Discover internship opportunities	Local	= Layout	=	Recognition vs Recall	= Lack of hierarchy and adding of information	Like many other landing pages, this has too much information noise. There is no hierarchy of information. The title lacks focus. The title is that visitors may not want to click around.	Careers		3 + Major usability problem: important to fix so should be given high priority	= Identify and create hierarchy of information specific to main navigation and primary landing page could be used to be optimised for SEO and user visitors to the com.
DKS (Purple)	Discover internship opportunities	Local	= Context	=	Consistency and Standards	= Primary content in PDF format	Information about internships is only available through a PDF. This is a problem for mobile devices	Judicial Clerkships		2 + Minor usability problem: important to fix so should be given high priority	= Just like the Clerkship information, internship information could be presented in HTML



Issues - Desk - DPD

Keepers-Desk - DPD

TEAM-Aggregated-ISSUES

TEAM-Aggregated-KEEPERS

TEAM-PRIORITIZED-and-MEAN

(UI focus) TEAM-PRIORITIZED-and-



TEAM_Aggregated KEEPERs

A	B	C	D	E	F	G	H	I	J	K	L	M
Name	Task	Global or Local	UI Format	Other	Keeper Title	Keeper Description	Keeper Location	Keeper Screenshot	Why is it good?	Suggestions		
3 Jeff	Apply to the UM Law school	Local	- Layout	-	Apply Now	Large call to action button, "Apply Now"	Academics > Miami Law Post Graduate LLM program https://www.law.miami.edu/academics/llm		Apply now button is within context of information (landing page)			
2 Ananda	Discover internship opportunities	Local	- Content	-	helpful info	Helpful Information						
4 Victoria	Discover internship opportunities	Local	- Navigation	-	Careers > "Judicial Clerkships/internships"							
5 Jeff	Find out about school's population/class size	Local	- Content	-	Fast Facts - class size/statistics	More statistics and specifics provided for admission information. Information about ranking, class sizes, recognition, where students are from, different concentrations, student, etc.	Fast Facts / Class Profile (then Admissions)		Good because in the "Career" page has tab, and linked with keyword "internships"	N/A		
6 Ananda	How to contact the UM Law School	Global	- Content	- new	Easy to find the ways to contact.	admissions contact info should add numbers It is easy to find the link to contact UMLaw School and there are many information and one links.	Admissions - Tuition & Aid https://www.law.miami.edu/admissions-financial-aid		Lots of great and helpful information. Layout could be improved			
7 Victoria	Learn about Financial Aid packages and Scholarships	Local	- Content	-	Admissions > Tuition > Cost of Attendance + "Apply for Graduate Ad" > "Scholarships..."	"Visitor" navigation label is quick and easy to find. Links to the expected value.	https://www.law.miami.edu/about/fast-facts/ request info -inquiry https://www.law.miami.edu/about		you can see how many students had what types of grades: calculate your chances of getting in			
8 Jeff	Schedule a visit to the UM Law School	Global	- Content	-	Visitors Navigation Link easy to locate info	essential breakdown of scholarship information	Main Law Post Graduate LL.M. Programs https://www.law.miami.edu/mflmfinancial-aid/scholarships		Important in contact information because there is only the admissions number above that			
9 Jeff	Schedule a visit to the UM Law School	Global	- Navigation	-	Next Steps Links	Helpful title and links to helpful information	Slider (on right) ID overview page		Good because available in Admissions page			
10 Victoria	View the areas of law offered at UM Law	Local	- Navigation	-	About Us > Law School Areas of Strength	areas are highlighted in bullet point list	https://www.law.miami.edu/about/areas-of-strength		It does pretty well in terms of "Navigation vs. Layout and Aesthetic and Minimal Design". But the layout is not very clear, and the design is not very good.	Suggest to merge Scholarships pages		
11 Ananda	View the Law School curriculum	Local	- Navigation	-	Admissions > JD /LLM Prospective Student	program new bar You can easily be manipulated to the "areas of strength" and the way of category	https://www.law.miami.edu/about/areas-of-strength		Good because efficient in the Admit Six page, and the Admissions page – which are key pages for prospective student skills			
12 Victoria	View the Law School curriculum	Local	- Layout	-	Admissions > JD /LLM Prospective Student	links to "Areas of Strength" > "Apply Now" button > First link easy to locate info	Admissions - Tuition/ Aid https://www.law.miami.edu/admissions-financial-aid		Good because available in the first navigation link under the program "Apply Now" button that is listed with "Quick Links".			
13 Yuan	What is tuition and total cost to attend UM Law	Global	- Navigation	-	easy to locate info	1) It has an independent section in the "Admission", which is easy to find; 2) The new area on the leftside, expressing info effectively in terms of both content and item.			It does pretty well in terms of "Navigation vs. Layout"			
14			-	-					However, the "Law School" page could be an "Admit Six" page.			
15			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
16			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
17			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
18			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
19			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
20			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
21			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
22			-	-					Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			
									Layout could be better, and the "Law School" page doesn't have a "Talk to another student" button.			

Add 1000 more rows at bottom.



TEAM_PRIORITIZED and MEAN

Please use these heuristics and severity scale: https://docs.google.com/document/d/13gCPnviCpGEMOjV6a_12x9vtGjz53uwojCledvfpvgd/edit																			
Please use these heuristics and severity scale: https://docs.google.com/document/d/13gCPnviCpGEMOjV6a_12x9vtGjz53uwojCledvfpvgd/edit																			
Note: This sheet is to be filled out during discussions. Need to identify and agree on problems. If there is a problem that was missed by others, it needs to be rated by those who missed it. Then, the mean is determined. This will determine the source of prioritization and strategy.																			
Severity Scale																			
1 = I don't agree that this is a credibility problem at all 2 = Credibility is only partially met or needs extra time is available on project 3 = Minor credibility problem. Fixing this should be given one priority 4 = Moderate credibility problem. Fixing this should be given two priorities 5 = (Usability) catastrophe. Impossible to fix this before product can be released.																			
1	UI FOCUS	TASK	KEY PROBLEM	Heuristics Violations	Persistence	Owner	Victoria	Amynda	Yuan	Jing	Deb	Mean (Severity)	Categories	Location	Problem/Supportive Information	Recommendation	Screenshots		
1	Contact	- Apply to LLM Law School	Institutional information to take action (apply)	Recognition vs Recall	-	-	2 ~	3 ~	3 ~	4 ~	3 ~	3 ~	3.00	Contact	Admissions > JD / LLM - Prospective Students	Lack of context and associations (there are no concise, current display of information to help user to discern what to do here based on their current state)	Provide "JD Prospective Students" program and "LLM Prospective Students" program links on the page, move navigation (gray) to bottom of page.		
1	Contact	- Apply to LLM Law School	Institutional information to take action (apply)	Aesthetic and Minimalist Design	-	-	3 ~	4 ~	3 ~	3 ~	4 ~	3 ~	3.33	Contact	Academics > JD / LLM - Prospective Admissions	Only navigation links page	Provide necessary information in an elegant way i.e. provide visual imagery and brief context in body of page.		
1	Visual Design	- Apply to LLM Law School	Visual inconsistency with Apply Future	Consistency and Standards	-	-	3 ~	1 ~	2 ~	2 ~	2 ~	3 ~	1.67	Visual Design	Academics > LLM Overview > "Match Law Prof Graduate LLM Programs"	Buttons are not consistent colors, the terms are not consistent.			
1	Navigation	- Discover Internship Opportunities	Navigation label and primary links on the landing page is inconsistent with the rest of the page	Consistency and Standards	-	-	4 ~	3 ~	3 ~	4 ~	4 ~	3 ~	3.50	Layout	Careers > "For Students: Career Services" > "Internships" > "How to Apply" > "CCDO (Career Development Office)"	Headline is inconsistent. Problem of "Change title 'Jobs' to 'Internships' or 'Discover Internships' and make consistent with Students page nav bar (title 'Community' 'Career Office (CCDO)')			
1	Contact	- Discover Internship Opportunities	Detailed information (internships) is hidden, difficult to find	Recognition vs Recall	-	Global	-	4 ~	3 ~	4 ~	4 ~	4 ~	3 ~	3.67	Contact	Careers > "For Students: Career Services" > "Judicial Clerkships/Internships"	Information you want to hidden under detailed sub nav (page navigation) List of Judicial Clerkships/Internships		
1	Contact	- Discover Internship Opportunities	Detailed information (internships) is hidden, difficult to find	Aesthetic and Minimalist Design	-	-	2 ~	3 ~	3 ~	3 ~	4 ~	4 ~	3.17	Contact	Careers > Overview and Judicial Clerkships	Information you want to hidden under detailed sub nav and sub page navigation; List of Judicial Clerkships/Internships			
1	Interactions	- Discover Internship Opportunities	Content is only available as PDF's	User Control and Freedom	-	-	4 ~	4 ~	4 ~	3 ~	4 ~	4 ~	3.83	Copying/Printing	PDF	PDF	Should allow for a back button, and not take you out of the site for mobile users. Consider PDF viewer.		
1	Contact	- Find out about Schulich's Education Class Size	(Fact/Facts) Incomplete content	Aesthetic and Minimalist Design	-	-	4 ~	4 ~	4 ~	4 ~	4 ~	4 ~	4.00	Contact	About Us > About Miami Law > Fact Facts	Too much information in body of page, not visually appealing			
1	Layout	- Find out about Schulich's Education Class Size	(Fact/Facts) Incomplete content	Recognition vs Recall	-	-	4 ~	4 ~	4 ~	4 ~	4 ~	4 ~	4.00	Layout	About Us > About Miami Law > Fact Facts	As an international student, fact facts is difficult to understand; includes visual information about the university profile	Have the "fact facts" available in About Us section as an article (section) in the footer. Add a link from the footer to the About Us content (links from the Contact/Info gray box page).		
1	Navigation	- How to Contact LLM Law School	The contact form doesn't fit the appropriate screen size	Mobile Interaction and Real World	-	-	4 ~	4 ~	4 ~	4 ~	4 ~	4 ~	4.00	Navigation	Top top navigation > Request Information > Contact/Visit OR Select Degree (JD / LLM) > Contact/Visit	No phone numbers, handles	Have contact phone numbers in one place. Merge "Directory page" and "Contact/Visit" page, or contact information in one place.		
1	Copying/Printing	- How to Contact LLM Law School	Technology "Distracted" or "Distracted"	Consistency and Standards	-	-	4 ~	4 ~	3 ~	2 ~	4 ~	4 ~	3.50	Copying/Printing	Top top navigation > Request Information > Side bar navigation > Contact/Visit	Top top navigation > Request Information > Side bar navigation > Contact/Visit	Phone and email in contact is GOOD. Remove side bar navigation. Remove "Contact/Visit" from footer.		
1	Contact	- How to Contact LLM Law School	Contact email address too specific	Recognition vs Recall	-	-	4 ~	3 ~	4 ~	3 ~	4 ~	3 ~	3.00	Copying/Printing	Footer	Information on side bar is missing	Information on side bar is missing. Move to Contact Top Navigation		
1	Navigation	- Learn about Schulich's Academic Programs	Match system and real world	Local	-	-	4 ~	4 ~	4 ~	3 ~	4 ~	4 ~	3.83	Navigation	Admissions (graduate/future)	Linking issues and lack of focus	Add clearer hierarchy and begin w/ at least some information about financial aid.		
1	Copying/Printing	- Learn about Schulich's Academic Programs	Terminology - Incomplete	Consistency and Standards	-	-	4 ~	3 ~	3 ~	3 ~	4 ~	2 ~	3.17	Copying/Printing	Admissions	Says "Graduate Ad" instead of "Financial Aid".	Says "Graduate Ad" instead of "Financial Aid".		
1	Contact	- Learn about Schulich's Academic Programs	Lack of Content	Recognition vs Recall	-	-	4 ~	4 ~	4 ~	3 ~	3 ~	3 ~	3.00	Contact	Lack of focus, i.e., visual content in body of page to give a general sense of financial overview	Main Contact page only has JD info, not LLM info	Move gray navigation to bottom of page. Add JD and LLM info to main contact to provide a better overall experience		
1	Navigation	- Learn about Schulich's Academic Programs	Navigation trap: New content page	Consistency and Standards	-	-	4 ~	4 ~	4 ~	3 ~	4 ~	4 ~	3.83	Navigation	Admissions > Visit Campus > Bring to form to schedule a visit but not the general visit contact information	Does not show Me Contact page	Does not show Me Contact page		
1	Layout	- Learn about Schulich's Academic Programs	Visit form not emphasized on main page	Aesthetic and Minimalist Design	-	-	4 ~	3 ~	3 ~	3 ~	4 ~	3 ~	3.33	Layout	Admissions > Visit Campus > Campus Map	Main Contact page does not have the form	Main Contact page does not have the form		
1	Contact	- Schedule a Visit	Incomplete information on man page	Recognition vs Recall	-	-	4 ~	4 ~	4 ~	3 ~	4 ~	3 ~	3.67	Contact	Admissions > Contact / Visit > JD / Main visit page	On smaller screens, information is not aligned	On smaller screens, information is not aligned		
1	Interactions	- Schedule a Visit	Poor responsive design	Aesthetic and Minimalist Design	-	-	3 ~	3 ~	3 ~	3 ~	4 ~	3 ~	3.17	Copying/Printing	To be optimized for mobile viewing	To be optimized for mobile viewing	To be optimized for mobile viewing		
1	Navigation	- View the areas of interest	Navigation traps the flexibility of use	Flexibility and Ease of Use	-	-	4 ~	4 ~	4 ~	4 ~	4 ~	4 ~	4.00	Navigation	About Us > Areas of Strength > "Areas of Express."	Brings you to another page and removes the previous page navigation options again	Offer previous navigation (gray) as feature in the next page (including side bar navigation).		
1	Layout	- View the areas of interest	View the areas of incomplete	Visibility of Status	-	-	4 ~	4 ~	4 ~	4 ~	4 ~	4 ~	4.00	Layout	Admissions > Financial Aid > Overview > "Title III Status & Areas of Strength"	After side bar navigation (gray) design	It does not have areas of strength as an		

(UI focus) TEAM_PRIORITIZED and MEAN

=HYPERLINK("https://docs.google.com/document/d/13gCPnviCpGEMOjV6a_12x9VtGjz53uwojCledvfpvgd/edit","Please use these heuristics and severity scale: https://docs.google.com/document/d/13gCPnviCpGEMOjV6a_12x9VtGjz53uwojCledvfpvgd/edit")											
A	B	C	D	E	F	G	H	I	L	M	N
1	Does user like interface and penalty scale: https://uxpin.com/documents/151/ProveIt/MOVA_dXfH0JLCherryCardedesign.pdf										
2	Note: this sheet is to be filled by acting members. Need to identify and agree on problems. If there is a problem that was raised by others, it needs to be noted by those who raised it. Then, the issue is closed. This sheet references the source of prioritization and design.										
	Severity Scale										
1	- I don't agree this is a existing problem - all										
2	- Existing problem, may not be fixed unless extra time is available on project										
3	- Minor existing problem. Fixing this should be given low priority										
4	- Major existing problem. Fixing this should be given high priority										
5	- Usability catastrophe. Immediate fix before product can be released										
	UI FOCUS	TASK	KEY PROBLEM	Heuristic Violation	Persistence	Mean (Severity)	Categories	Location	Problem/Supportive Information	Recommendation	Screenshots
1	Contact	Find out about School's Contact Class	Irrelevant content	Aesthetic and Minimalist Design	-	-	4	Contact	About Us > About Miami Law > Faculty	Too much information in body of page; not visually appealing	
2	Contact	- Visit the Law School	Irrelevant content	Aesthetic and Minimalist Design	-	-	4	Contact	Admissions > Contact / Visit / JD > Main Help page	More Contact page only has JD info, not All of the law school contact information in one page	
3	Contact	Discover Internship Opportunities	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	4	Contact	Admissions > For Students/Career Services > Internships	Information you want is hidden under accordion lists and sub page navigation; "Law School Internships" is not visible	
4	Contact	- Financial Aid and Scholarships	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	4	Contact	Studies > Financial Aid (Main Finance navigation page)	Lack of focus, i.e. visual context in body of page to give a general recap of financial aid	
5	Contact	Apply to UM Law School	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Admissions > JD / LLM - Prospective Students section	More gear navigation to bottom of page, and insert body content to make navigation more relevant	
6	Contact	Discover Internship Opportunities	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Career > Overview and Judicial Clerkships	Only a negative page	
7	Contact	Apply to UM Law School	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Admissions > JD / LLM - Prospective Students section	Information you want is hidden under accordion lists and sub page navigation; "List of Judicial Clerkships Directorial"	
8	Contact	Discover Internship Opportunities	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Career > Overview and Judicial Clerkships	Style information with visual design	
9	Contact	Apply to UM Law School	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Admissions > JD / LLM - Prospective Students section	Provide necessary information in an elegant i.e. provide visual imagery and brief content in body of page	
10	Contact	Discover Internship Opportunities	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Career > Overview and Judicial Clerkships	Information you want is hidden under accordion lists and sub page navigation; "List of Judicial Clerkships Directorial"	
11	Contact	Apply to UM Law School	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Admissions > JD / LLM - Prospective Students section	Lack of context and semantics; titles are not descriptive enough, and navigation not easy to discern due to lack of style	
12	Contact	Discover Internship Opportunities	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	Admissions > JD Degree > Overview	Style information with visual design	
13	Contact	Curriculum	Irrelevant information (Irrelevance)	Aesthetic and Minimalist Design	-	-	3	Contact	"First Year Course Details" - first year course details is hidden under JD Overview	Provide necessary information in an elegant i.e. provide visual imagery and brief content in body of page	
14	Navigation	Use the areas of law offered at UM Law School	Navigation traps the user	Consistency and Standards	-	-	4	Navigation	About Us > Areas of Strength > Legal Areas of Expertise	Bring up to another page and direct user to the previous page navigation; offer previous navigation (prev/next) button to the next page (including side bar navigation)	
15	Navigation	How to Contact UM Law School	Too many hurdles to take to get to main page	Consistency and Standards	-	-	4	Navigation	Top bar navigation > Request Information / Side bar navigation > Contact/Visit	No phone numbers, names	
16	Navigation	Learn about Financial Aid and Scholarships	Irrelevant information (Irrelevance)	Consistency and Standards	-	-	4	Navigation	Admissions > Financial Aid > Financial Aid and Scholarships	Have contact phone numbers in one phone (phone)	
17	Navigation	Schedule a Visit through the Law School	Too many hurdles; Navigation to login page is not consistent with main page	Consistency and Standards	-	-	4	Navigation	Admissions > Visit Campus > Bring to Law School	Linking issues and lack of focus	
18	Navigation	Discover Internship Opportunities	Irrelevant information (Irrelevance)	Consistency and Standards	-	-	4	Layout	Career > For Students/Career Services > Overview Services > Internship Development (Internship navigation)	Linking issues and lack of focus	
19	Navigation	Programs are Offsite	Side-navigation bar not consistent with class	Consistency and Standards	-	-	3	Navigation	Academics > Clinics > Overview > Side bar navigation	Does not show Main Contact page	
20	Navigation	Navigation Home	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Navigation	Academics	Headline title is inconsistent, Problem of interactive students	
21	Navigation	How to Contact UM Law School	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Navigation	Change the "Jobs / Internships" or "Careers" keep terminology consistent with Student Affairs, not the title (currently "Career Office (COO)"	Change the "Jobs / Internships" or "Careers" keep terminology consistent with Student Affairs, not the title (currently "Career Office (COO)"	
22	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Navigation	When click a site bar navigation option, it takes you to another page, not descriptive enough, and navigation not easy to discern due to lack of style	When click a site bar navigation option, it takes you to another page, not descriptive enough, and navigation not easy to discern due to lack of style	
23	Navigation	How to Contact UM Law School	Contact small schools too specific	Consistency and Standards	-	-	4	Copywriting	Email in Footer Navigation, external@law.miami.edu	Merge "Contact page" and "Contact page" link, all contact information in one page	
24	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	-	-	4	Copywriting	Footer	Phone and email in contact is GOOD, but address is missing; "Email" is good; "Phone" is missing	
25	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Copywriting	Say "Graduate Ad" instead of "Financial Ad"	Say "Graduate Ad" instead of "Financial Ad"	
26	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Copywriting	Term "Finance" or "Tuition" / Financial Ad / Scholarships	Term "Finance" or "Tuition" / Financial Ad / Scholarships	
27	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Copywriting	Should have consistent for Finance, Tuition, and Scholarships	Should have consistent for Finance, Tuition, and Scholarships	
28	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Copywriting	Academics > Financial Aid > Financial Aid and Scholarships	Academics > Financial Aid > Financial Aid and Scholarships	
29	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Copywriting	"Contact Us" link in bottom of page in some programs, but not others	"Contact Us" link in bottom of page in some programs, but not others	
30	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	3	Copywriting	LLM Programs side bar navigation	LLM Programs side bar navigation	
31	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	2	Copywriting	Admissions > TuitionCost of Attendance > Overview of Student Account Services website	Only says "Law below Undergraduate" or "Graduate" can be misleading	
32	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	1	Copywriting	Admissions > Academics > Overview	LLM does not show areas of strength in side bar navigation	
33	Navigation	What is the tuition and total cost of attendance?	Irrelevant information (Irrelevance)	Consistency and Standards	Global	-	1	Copywriting	JD > Side bar nav > Areas of Strength	JD does not have areas of strength in side bar navigation, because the entire side bar of LLM are areas of strength	
34	Layout	How to Effectively Use Test Navigation	Irrelevant information (Irrelevance)	Visibility of System Status	-	-	4	Layout	Better side bar navigation (left design)	Add a line under each line of text on side bar with a bullet on the left side to indicate the bullet points are mutually independent hyperlinks	

(Heuristic/ UI focus) TEAM_PRIORITIZED and MEAN

	+ https://docs.google.com/document/d/13gCPnviCpGEMOjV6a_12x9VtGjz53uwojCLedvfpvdg/edit													
	Please use these heuristics and severity scale: https://docs.google.com/document/d/13gCPnviCpGEMOjV6a_12x9VtGjz53uwojCLedvfpvdg/edit													
	Consistency and Relevance - Aesthetic and Usability Design - Mean Impact - System and Real World - Probability - Visibility of System Status - User Control and Freedom													
	TASK	KEY PROBLEM	Heuristic Violation	Persistence	Mean (Severity)	Categories	Location	Problem	Supportive Information	Recommendation	Screenshots			
1	Schedule a Visit or Call to Law School	Insufficient information on main page	Recognition vs Recall	-	3.87	Content	Admissions > Contact / Visit > Main visit page	Main content page only has JD info, not LLM info	All of the law school contact information is on one page					
2	Discover Internships - Opportunities	Delayed information (internships) is hidden in footer	Recognition vs Recall	Global	3.87	Content	Careers > Students: Career Services > Judicial Clerkships navigation	Information you want to be hidden under accordion tabs and sub-page navigation, "Law School Internships" is not visible						
3	Find Financial Aid and Scholarships	Lack of Content	Recognition vs Recall	Global	3.90	Content	Students > Financial Aid (Main finance page)	Lack of focus, i.e. visual context in body of page to give a general recap of financial aid						
4	Apply to UM Law School	Insufficient information to take action (Apply)	Recognition vs Recall	-	3.00	Content	Admissions > JD / LLM - Prospective Students	Too much information in body of page; not visually appealing						
5	Find out about School's Population Class	Irrelevant content	Aesthetic and Usability Design	-	4.00	Content	About Us > About Miami Law > Fast Facts	Only a navigation link	Provide necessary information in an accessible and visually appealing way					
6	Apply to UM Law School	Insufficient information to take action (Apply)	Aesthetic and Usability Design	-	3.93	Content	Admissions > JD / LLM - Prospective Students	Information you want to be hidden under accordion tabs and sub-page navigation; "Law of Judicial Clerkships Overview"						
7	Discover Internships - Opportunities	Delayed information (internships) is hidden, difficult to find	Aesthetic and Usability Design	-	3.17	Content	Careers > Overview and Judicial Clerkships	Style information with visual design						
8	Visit the Law School	Curriculum is hidden by dropdown accessibility	Consistency and Relevance	-	4.00	Content	Academics > JD, Degree > Overview ("First Year Course Details" - first year course details are hidden under JD)							
9	Find out about School's Curriculum	-	Consistency and Relevance	-	4.00	Content								
10	27.33													
11	UI FOCUS	KEY PROBLEM	Heuristic Violation	Persistence	Mean (Severity)	Categories	Location	Problem	Supportive Information	Recommendation	Screenshots			
12	Schedule a Visit or Call to Law School	Insufficient information on main page	Recognition vs Recall	-	3.87	Content	Admissions > Contact / Visit > Main visit page	Main content page only has JD info, not LLM info	All of the law school contact information is on one page					
13	Discover Internships - Opportunities	Delayed information (internships) is hidden in footer	Recognition vs Recall	Global	3.87	Content	Careers > Students: Career Services > Judicial Clerkships navigation	Information you want to be hidden under accordion tabs and sub-page navigation, "Law School Internships" is not visible						
14	Find Financial Aid and Scholarships	Lack of Content	Recognition vs Recall	Global	3.90	Content	Students > Financial Aid (Main finance page)	Lack of focus, i.e. visual context in body of page to give a general recap of financial aid						
15	Apply to UM Law School	Insufficient information to take action (Apply)	Recognition vs Recall	-	3.00	Content	Admissions > JD / LLM - Prospective Students	Too much information in body of page; not visually appealing						
16	Find out about School's Population Class	Irrelevant content	Aesthetic and Usability Design	-	4.00	Content	About Us > About Miami Law > Fast Facts	Only a navigation link	Provide necessary information in an accessible and visually appealing way					
17	Apply to UM Law School	Insufficient information to take action (Apply)	Aesthetic and Usability Design	-	3.93	Content	Admissions > JD / LLM - Prospective Students	Information you want to be hidden under accordion tabs and sub-page navigation; "Law of Judicial Clerkships Overview"						
18	Discover Internships - Opportunities	Delayed information (internships) is hidden, difficult to find	Aesthetic and Usability Design	-	3.17	Content	Careers > Overview and Judicial Clerkships	Style information with visual design						
19	Visit the Law School	Curriculum is hidden by dropdown accessibility	Consistency and Relevance	-	4.00	Content	Academics > JD, Degree > Overview ("First Year Course Details" - first year course details are hidden under JD)							
20	Find out about School's Curriculum	-	Consistency and Relevance	-	4.00	Content								
21	27.33													
22	UI FOCUS	KEY PROBLEM	Heuristic Violation	Persistence	Mean (Severity)	Categories	Location	Problem	Supportive Information	Recommendation	Screenshots			
23	Schedule a Visit or Call to Law School	Task navigation, Navigation label and header are not aligned	Consistency and Relevance	-	3.83	Navigation	Admissions > Visit Campus > Bring to campus	Consistency problem between the task navigation and the general visit context homepage						
24	Discover Internships - Opportunities	Navigation label and header are not aligned	Consistency and Relevance	-	3.50	Layout	Careers > For Students: Career Services > Overview of Services > "GOALS" > "Employment" (sidebar navigation)	Headline title is inconsistent, Problem of International Students	Change title "Global Internships" or "Career" to keep terminology consistent with Students page new name (currently "Career Office (CDO)")					
25	Find out about School's Curriculum	Navigation label and header are not aligned	Consistency and Relevance	Global	4.00	Navigation	Academics	Too much navigation info when you press academics (referring to the gray bar now)	No phone numbers, hurdles					
26	Navigation	(Contact UM Law - Top Left)	Mean Between System and Real World	-	4.00	Navigation	Top navigation > Request Information > Contact Us > Contact Us > Contact Us for Selected Degree (JD / LLM)	No phone numbers, hurdles						
27	Navigation	Learn about financial aid and scholarships	Mean Between System and Real World	Local	3.83	Navigation	Admissions > Student / Ad > Apply for Graduate	Linking issue and lack of focus gratitude	Have contact phone numbers in one place					
28	View the areas of Law Offered at UM Law	Navigation traps the user	Facility and Efficiency of Use	-	4.00	Navigation	About Us > Areas of Strength > "Legal Areas of Expertise"	Brings you to another page and eliminates the previous page navigation; brings back to the main page	Add clearer hierarchy and begin with at least some information about financial aid					
29	Navigation	Navigation traps the user	Facility and Efficiency of Use	-	4.00	Navigation								
30	When Clinical Programs are Offered	Side navigation bar is not customized for clinical	Recognition vs Recall	-	3.33	Navigation	Academics > Clinics > Overview > Side bar navigation	Offer previous navigation (gray) as default for each page (including side bar navigation)						
31	Navigation	Side navigation bar is not customized for clinical	Recognition vs Recall	-	3.00	Navigation								
32	26.33													
33	UI FOCUS	KEY PROBLEM	Heuristic Violation	Persistence	Mean (Severity)	Categories	Location	Problem	Supportive Information	Recommendation	Screenshots			
34	How to Contact UM Law School	Contact email address is too long	Copying and Pasting	-	3.50	Copying	Foobar	Email in Footer Navigation, external links email.edu is missing	Phone and email in contact is GOOD (KEEP IT)					
35	What is the tuition and total cost to attend the Law School	Terminology - does not say Tuition, only says Total Cost	Copying and Pasting	-	3.17	Copying	Students > Financial Aid > Main Finance page	Should have consistent title for Financial Aid, Scholarships, Graduate Ad, etc.	Move to Contact Tab Navigation					
36	Visit the Law School	Inconsistent information from different sources of information	Copying and Pasting	-	3.00	Copying		"Curriculum" link in bottom of page in some programs, not others						
37	26.33													
38	UI FOCUS	KEY PROBLEM	Heuristic Violation	Persistence	Mean (Severity)	Categories	Location	Problem	Supportive Information	Recommendation	Screenshots			
39	How to Contact UM Law School	Contact email address is too long	Copying and Pasting	-	3.50	Copying	Foobar	Email in Footer Navigation, external links email.edu is missing	Phone and email in contact is GOOD (KEEP IT)					
40	What is the tuition and total cost to attend the Law School	Terminology - does not say Tuition, only says Total Cost	Copying and Pasting	-	3.17	Copying	Students > Financial Aid > Main Finance page	Should have consistent title for Financial Aid, Scholarships, Graduate Ad, etc.	Move to Contact Tab Navigation					
41	Visit the Law School	Inconsistent information from different sources of information	Copying and Pasting	-	3.00	Copying		"Curriculum" link in bottom of page in some programs, not others						

Individual Review

Gaurav

ISSUES

KEEPERS

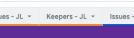
Individual Review

Victoria

ISSUES

Task	Procedure	Global or Local UI/Fence	Other	Navigation/Mutation	Problem Title	Problem Description	Problem Location	Keeper Screenshot	Problem Severity	Suggestion for Improvement
Apply to the UMLaw school					I-0 - Prospective Students	How to know the difference between UMLaw and Real World	I-0 - Prospective Students		2 = Minor problem, bring the user to the right place	Remove title "Prospective Law - 1st Year" from the page, add "Prospective Students" to the page title.
View the Law School curriculum	Admissions > "I-0: View First Year Curriculum" button	Local	Contact		I-0 - Prospective Students	Match between UMLaw and Real World	I-0 - Prospective Students		2 = Minor problem, bring the user to the right place	Remove title "Prospective Law - 1st Year" from the page, add "Prospective Students" to the page title.
What is tuition and total cost to attend UMLaw	View the areas of law offered at UMLaw	Local	Interactions		I-0 - Prospective Students	First year Degree Drop-down	I-0 - Prospective Students		2 = Minor problem, bring the user to the right place	Showed but have to scroll view or click on a button, is possible to show it directly on the page.
Learn about Financial Aid Packages and Scholarships	Admissions > "Admissions > Financial Aid" button	Local	Navigation		I-0 - Prospective Students	Recognition vs Real World	I-0 - Prospective Students		2 = Minor problem, bring the user to the right place	Should be removed as content is not the admissions page, and move to another page with changes for a broad audience.
Discover internship opportunities	Admissions > "Admissions > Internships" button	Local	Contact		I-0 - Prospective Students	Australian and International Degree	I-0 - Prospective Students		N/A	N/A
Find an alternative population index size	About Us > "About Us"	Local	Navigation		I-0 - Prospective Students	Financial Aid & Scholarships	I-0 - Prospective Students		2 = Minor problem, bring the user to the right place	Site has Financial Aid to Head "Financial Aid & Scholarships", then specify by "Financial Aid" and "Scholarships" under editor.

KEEPERS

Task	Procedure	Global or Local UI/Fence	Other	Keeper Title	Keeper Description	Keeper Location	Keeper Screenshot	Why is it bad?	Suggestion for Improvement
Schedule a visit to the UMLaw School				Keepers - GNP	"Schedule" in footer of website	Keepers - GNP		Good because a new prospective student would expect to see a "Schedule" button in the footer.	N/A
How to contact the UMLaw School	Global	Navigation		Keepers - VV	"Contact" in footer of website	Keepers - VV		Good because a new prospective student would expect to see a "Contact" button in the footer.	N/A
Apply to the UMLaw school				Keepers - JL	Contact in footer of website	Keepers - JL		Good because a new prospective student would expect to see a "Contact" button in the footer.	N/A
View the Law School curriculum	Local	Layout		Issues - JL	Admissions > "Apply Now" button	Issues - JL		Good because it links away from homepage and immediately see "Apply Now".	Identify and include the relevant "Curriculum" in the other sections like the footer or the next step. If the other sections don't have the user's goal, then remove them.
What is tuition and total cost to attend UMLaw	View the areas of law offered at UMLaw	Local	Layout	Issues - AB	Admissions > Law School Areas of Practice	Issues - AB		Good because available on the "Law School Areas of Practice" page, but navigation is under the "About Us" section, which is titled with "Overview".	Outline to emphasize the "Overview" J1 / UMLaw page, so that the user can quickly click on the "Law School Areas of Practice" button, to provide a quicker view to Curriculum.

Individual Review

Jinqi

ISSUES

KEEPERS

Individual Review

Amanda

ISSUES

Task	Global or Local UI Focus	Other	HeadsUp Vital Problem Title	Problem Description	Problem Location	Problem Screenshot	Problem Severity	Suggestion for Improvement
Schedule a visit to the UM Law School	Global	- Layout -	+ navigation + aesthetic + money and unclear layout	The information on the website is not properly aligned and looks like something is missing.		Office of Student Recruitment Contact Information Email: administrative@um.edu Fax: +13052315748 http://www.law.miami.edu/admissions/contact-information	Visit Campus Census Admissions Parking and Drop-off Find Our Office Through Google Maps Information Admissions Events Calendar	Mailing Address University of Miami School of Law P.O. Box 248073 Miami, FL 33196 Street/Express Address University of Miami School of Law P.O. Box 248073 Miami, FL 33196
How to contact the UM Law School	Local	- Layout -	+ navigation + aesthetic + messy and unclear layout	specific question that has to be asked multiple times, easier to find other contact information from here.		related information -> click on the link to schedule a visit		3 - Major usability problem - why is student life here
Apply to the UM law school	Global	- Content -	+ Recognition + flexibility and - only	Recruitment office number under admissions				3 - Major usability problem - unnecessary information - why is student life here
View the Law School curriculum	Global	- Navigation -	+ Aesthetic and - too much info	you press admissions are sending you to a different page about admissions. It should be on the homepage. It should be located under button		admissions page name also is located under admissions		4 - Usability vulnerability - you click on something and it could bring you to a wrong place
What is tuition and total cost to attend UM Law	Global	- Navigation -	+ match between Consistency - find this	right recognition category is areas of strength		about us		3 - Major usability problem - areas of study there should be a navigation

KEEPERS

Task	Global or Local UI Focus	Other	Keeper Title	Keeper Description	Keeper Location	Keeper Screenshot	Why is it good?
Schedule a visit to the UM Law School	Global	- Visual Design -	+ reservation fees	information under visit campus			easy to access the reservation form
How to contact the UM Law School	Local	- Visual Design -	-	-			easy to access the reservation form
Apply to the UM law school	Local	- Content -	-	additional contacts that should and /number			request info -> contacts
View the Law School curriculum	Global	- Visual Design -	-	apply and respond information			info are clearly visible and easy to find
What is tuition and total cost to attend UM Law	Local	- Content -	-	areas of strength			gives user good insight into the program
Learn about Financial Aid Packages and Scholarships	Local	- Content -	-	imbalances			easy to comprehend/navigate after you click that, you should maybe add some navigation available to you

Individual Review

Yuan

ISSUES

KEEPERS

Individual Review

Deb

ISSUES

Task	Global or Local	ID Pages	Other	Aesthetic & Microsite Design	Problem Title	Problem Description	Problem Location	Priority and/or Impact	Priority Screened	Priority Severity	Suggestion for Improvement
Schedule a visit to the UM Law School	Local	Layout	Copypoint	Consistency and Standards	Mismatch in expectations — Visit Campus vs the Law School (University)	Visiting McLaren takes priority over Admissions website because for prospective students, it's important to see what the law school looks like.	Admissions	2+ Minor usability problem: bring this should be given low priority	Consider replacing this section with a placeholder when visiting the site. It's important to see what the law school looks like in person.		
Schedule a visit to the UM Law School	Local	Layout	Copypoint	Consistency and Standards	Uncertainty in messaging	What area "Visiting Students" event? It seems it's intended to be a general visit to the law school, but the link takes you to a page for visiting students, which is nothing from another law school.	Admissions	2+ Major usability problem: bring this should be given high priority	Consider adding "Visiting Students" information to the law school's website to make it clear what it is.		
Schedule a visit to the UM Law School	Local	Layout	Copypoint	Aesthetic and Microsite Design	Too many choices	Overwhelming number of choices in a list view. Does the user know what to click to find what they need or are they more likely to click elsewhere?	Admissions	3+ Major usability problem: bring this should be given high priority	Make it easier for visitors to focus on the law school's website when they visit the School.		
How to contact the UM Law School	Global	Interactions	Context	Match Interaction System and Real World	Wrong email address	Clicking on "Email" launches Mailto: which has the wrong email address associated with it.	Feder	4+ Usability catastrophe: bring this should be given high priority	Email communicates that a visit to the law school is important, but the wrong contact information can be released.		
How to contact the UM Law School	Global	Context	Content	Consistency and Standards	Feder Navigation Purpose Order	There is a mix of content types for Feder: the navigation bar, the footer, and the body.	Feder	4+ Usability catastrophe: bring this should be given high priority	Since it is a public page, it must be accessible to all users, including screen readers. This needs to be addressed.		

KEEPERS

Task	Global or Local	ID Pages	Other	Keeper Title	Keeper Value	Keeper Footer	Keeper Screened	Priority and/or Impact	Why is it important?	Value	Value
Schedule a visit to the UM Law School	Global	Content	Layout	Values	Visitors	Visitors	Visitors	2+ Minor usability problem: bring this should be given low priority	Visitors	Visitors	Visitors
Schedule a visit to the UM Law School	Global	Navigation	Layout	Next Step Labels	Links to the navigation page	Navigation	Navigation	2+ Minor usability problem: bring this should be given low priority	Navigation	Navigation	Navigation
How to contact the UM Law School	Local	Layout	Content	Apply Now button	Large call to action button: "Apply now!"	Academic > Master Law Post Graduate program	Academic > Master Law Post Graduate program	3+ Major usability problem: bring this should be given high priority	Academic > Programs, Academic Opportunities	Academic > Programs, Academic Opportunities	Academic > Programs, Academic Opportunities
Apply to the UM law school	Local	Layout	Content	Apply Now button	Large call to action button: "Apply now!"	Academic > Master Law Post Graduate program	Academic > Master Law Post Graduate program	3+ Major usability problem: bring this should be given high priority	Academic > Programs, Academic Opportunities	Academic > Programs, Academic Opportunities	Academic > Programs, Academic Opportunities
Value the Law School curriculum	Local	Content	Content	Page Footer	Information about parking, directions, and accessibility	Page Footer / Class Profile	Page Footer / Class Profile	Low priority	Page Footer	Page Footer	Page Footer
Value the level of law offered at UM Law	Local	Content	Content	Page Footer	Information about parking, directions, and accessibility	Page Footer / Class Profile	Page Footer / Class Profile	Low priority	Page Footer	Page Footer	Page Footer
What is tuition and fees to attend UM Law School	Local	Content	Content	Page Footer	Information about parking, directions, and accessibility	Page Footer / Class Profile	Page Footer / Class Profile	Low priority	Page Footer	Page Footer	Page Footer
Find out diversity opportunities	Local	Content	Content	Page Footer	Information about parking, directions, and accessibility	Page Footer / Class Profile	Page Footer / Class Profile	Low priority	Page Footer	Page Footer	Page Footer
Find out about school population class size	Local	Content	Content	Page Footer	Information about parking, directions, and accessibility	Page Footer / Class Profile	Page Footer / Class Profile	Low priority	Page Footer	Page Footer	Page Footer

EXECUTIVE REPORT

HEURISTICS / SEVERITY SUPPLEMENTAL RESOURCE

University of Miami Law Website - Heuristics (Usability) Evaluation 2019 Executive Summary

Goal: Find usability problems to be addressed as part of an iterative design process for the University of Miami School of Law website (www.law.miami.edu)

Evaluators: 6 University of Miami School of Communications, Graduate-Level Students in the Interactive Media, Masters in Fine Arts Program (User Centered Design Course, CIM 644)

Procedure:

1. Accessed the website – <http://www.law.miami.edu> – to understand the depth and breadth of the product.
2. Identified primary user audience
3. Defined core, high-level tasks to guide heuristic review
4. Created a standardized data collection sheet with data validation options for UI Focus, Heuristic violation, Persistence, and Keepers. Provided overall website redesign recommendations.
5. Conducted the heuristic review individually and entered findings directly to the data collection sheet. Both keepers and problems were identified. Severity scores were assigned. Screenshots were also included.
6. Results were aggregated. Mean of severity ratings per problem were established. Evaluators met to discuss, review and prioritize problems and keepers.
7. Each key problem was identified in a usability report with recommendation redesigns per problem.
8. Three general user interface (UI) groupings, "Navigation, Content, Copywriting, Layout, Interactions, Visual Design" were summarized in an overall website redesign.
9. Formal documentation was created and delivered.

Results: A total of 29 individual problems encountered while attempting to achieve 10 standard tasks as a prospective student on the UN Law website

- **Problem Groupings by User Interface (UI) and Severity Scores:** The general user interface (UI) groupings, "Navigation, Content, Copywriting, Layout, Interactions, Visual Design" were summarized in an overall website redesign.

- Navigation - 7 problems (Overall severity, levels 4-3)
- Content - 8 problems (Overall severity levels 4-3)
- Copywriting - 7 problems (Overall severity, levels 4-1)
- Layout - 3 problems (Overall severity, levels 4-3)
- Interactions - 3 problems (Overall severity, levels 4-2)
- Visual Design - 1 problem (Overall severity, level 2)

Severity Scale:

- 0 - I don't agree that this is a usability problem at all
- 1 - Cosmetic problem only; need not be fixed unless extra time is available on project
- 2 - Minor usability problem: fixing this should be given low priority
- 3 - Major usability problem: important to fix, so should be given high priority
- 4 - Usability catastrophe: imperative to fix this before product can be released

- **Total Heuristics (Usability) Violations:**
 - 10 problems - **Recursion vs. Recall** - make information easy to discover
 - Headline changes across navigation and eliminates initial submenu item choices
 - Keep initial (gray) navigation as bottom page navigation in next page, and in sidebar navigation.
 - 8 problems - **Consistency and Standardization** - same interface and language throughout
 - Headline navigation titles are inconsistent
 - Too much navigation information across pages, not enough visual context
 - Navigation has a large dropdown site
 - 5 problems - **Aesthetics and Minimalist Design**
 - 2 problems - **Match between System and Real World**
 - 1 problem - **Flexibility and Efficiency of Use**
 - 1 problem - **Visibility of System Status**
 - 1 problem - **User Control and Freedom**

Overall Recommendations: See full report for specific recommendations.

- Address navigation problems immediately.
- Resolve copywriting inconsistencies.
- Reduce the information density of the primary landing pages for the top 10 most popular.
- Provide clearer hierarchy of information per page.
- Minimize hurdles in accessing priority information for prospective students.
- Greater attention to negative and white space to increase readability and minimize overwhelm.
- Stronger attention to consistency between function and presentation.

* Jakob Nielsen's Ten Usability Heuristics for Interface Design, 1994
** Severity Ratings for Usability Problems, 1994

CIM 622 "UX RESEARCH METHODS" RESOURCES UNIVERSITY OF MIAMI, IMFA PROGRAM, PROFESSOR B. MILLET Heuristics (Usability) Evaluation 2019

Severity Scale

0. I don't agree that this is a usability problem at all
1. Cosmetic problem only; need not be fixed unless extra time is available on project
2. Minor usability problem: fixing this should be given low priority
3. Major usability problem: important to fix, so should be given high priority
4. Usability catastrophe: imperative to fix this before product can be released

Heuristic Evaluations

1. **Visibility (Visibility of System Status)**
 - a. Show system status, tell what's happening
2. **Mapping (Match between System and Real World)**
 - a. Use familiar metaphor and language
 - b. Must match user's natural language
3. **Freedom (User Control and Freedom)**
 - a. Provide good defaults and undo
 - b. User's must not be trapped by interface, i.e. "cancel" requirement
4. **Consistency (Consistency and Standards)**
 - a. Use same interface and language throughout
 - b. i.e. navigation bar / modals consistent across interface
5. **Error Prevention (Helps users recognize, diagnose, and recover from errors)**
 - a. Help users avoid making mistakes
 - b. Confirmation for unrecoverable actions, i.e. Microsoft Word exit "save / cancel" prompt
6. **Recognition (Recognition vs Recall)**
 - o Make information easy to discover
 - o i.e. Microsoft Word font in all Arial font; decrease memory load
7. **Flexibility (Flexibility and Efficiency of Use)**
 - o Make advanced tasks flexible and efficient
 - o i.e. shortcut controls
8. **Minimalism (Aesthetic and Minimalist Design)**
 - o Provide only necessary information in an elegant way
 - o If aesthetically pleasing shows perception of ease of usability
9. **Error Recovery (Help recognize/diagnose/recover from Errors)**
 - o System provides feedback with instructions to fix problems
10. **Help (Help and Documentation)**
 - o Use proactive and in-place hints to guide users
 - o User's don't read manual anymore
 - o Make so easy to search for info that they want