

Week 1 Lab 1

Group assignment

Test a website according to 10 Heuristics.

Website URL: <https://www.torontocupcake.com/>

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Students in the group:

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Usability Heuristic	Done Well	Needs Improvement
1. Visibility of System Status		Lack of feedback “delete/update successfully” You don’t know how many items already exist in your cart if you are continue shopping
2. Match Between System and the Real World	Simple language to understand	
3. User Control and Freedom		No way to navigate to the cart You will have to add an item to the cart for you to have access to it Returning to the previous page doesn’t show you

		what item you have added before
4. Consistency and Standards	Consistent designs and CTA	<ul style="list-style-type: none"> - Where is the icon to view the cart? This is usually visible on the top left of a page, and not hidden inside a dropdown menu - Place order button is on the right side of the screen rather than the center or the left
5. Error Prevention		The payment section should have red asterisks to indicate required fields before users can click on confirm order.
6. Recognition Rather Than Recall		<p>Page broken if you try to view cart from menu;</p> <p>When you go back to continue shopping, it doesn't indicate what you had already added to your cart</p>
7. Flexibility and Efficiency of Use		<ul style="list-style-type: none"> - Where is the icon to view the cart? - Place order button is on the right side of the screen rather than the center or the left
8. Aesthetic and Minimalist Design	<ul style="list-style-type: none"> - Simplistic design and colours are minimal 	<p>Lack of hierarchy in how information is presented</p> <p>-it can be simplified much more</p> <p>for , “add to cart” changes to “addexample” instead</p>

		The live chat isn't necessary and adds complexity to the site.
9. Help Users Recognize, Diagnose, and Recover from Errors	high-contrast function <ul style="list-style-type: none"> - There is focusing for missing fields on the form 	Fields unfilled can benefit from the red highlight; page errors are unreadable and overwhelming for user
10. Help and Documentation	There are simple instructions for choosing cupcakes	Why is place order on the left side? Generally the left side is for going back, and to continue it is on the right side <ul style="list-style-type: none"> - When selecting 'view cart' from the main menu, the user will break the page and the only way to correct despite instructions is to reload the page. - FAQ not easily found, not in footer where expected.