


# USA Today

Nkau Yer Lor & Khue Lee

# Heuristic Evaluation

The label for field inputs are right inside the input. Once you click on it, the label will move above the input box.

Input fields should be next to the label.



## Create account


All fields are required.

First name

Last name

Your email

Password


Show 

5-30 characters, no spaces

Create Your Account

- Already have a subscription? [Activate your digital access](#)
- Already have an account? [Sign in.](#)

Or sign up with

 Facebook

[More options](#)


Cancel

There was a default on this form. The default was the other options to sign up with, Facebook. There are many other options too such as Google, which could also be an account people use to sign up with.

### Create Your Account

- Already have a subscription? [Activate your digital access](#)
- Already have an account? [Sign in.](#)

Or sign up with

 Facebook


[More options](#)


[Cancel](#)


### Create Your Account


- Already have a subscription? [Activate your digital access](#)
- Already have an account? [Sign in.](#)


Or sign up with


 Facebook

 Google+

 Twitter

 Yahoo

 Instagram

 LinkedIn

Navigation on the page is not consistent. The top image is the Home Page. The bottom image is inside a link. Both title navigation are different in font and style.

## *Featured Videos*



Animals question our world while in quarantine  
**HAVE YOU SEEN**



4 last-minute Mother's Day gifts  
**PROBLEM SOLVED**



Was that a flush in SCOTUS oral arguments?  
**POLITICS**



Golden Retriever gives snuggles to UPS driver  
**ANIMALKIND**

## *More Top Stories*

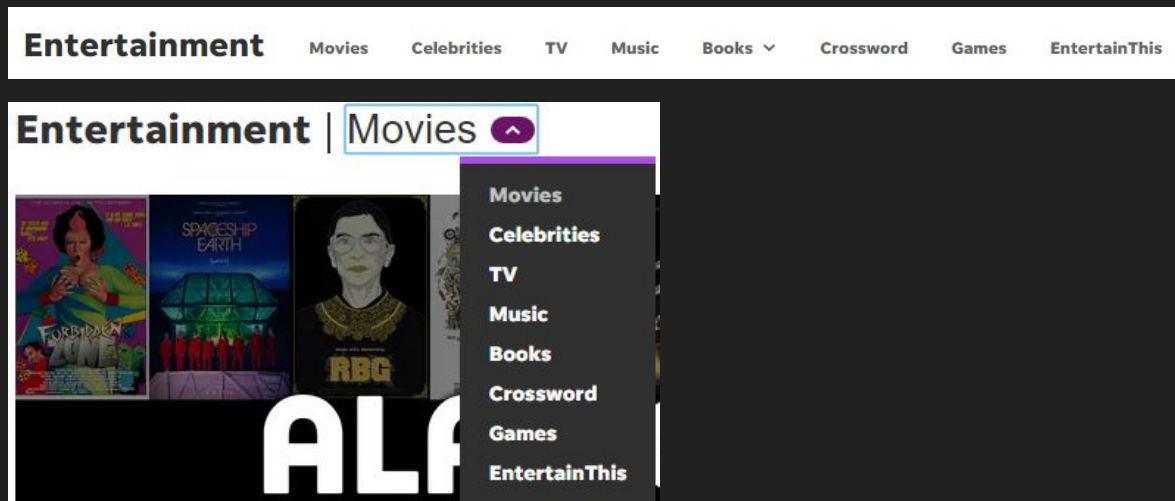
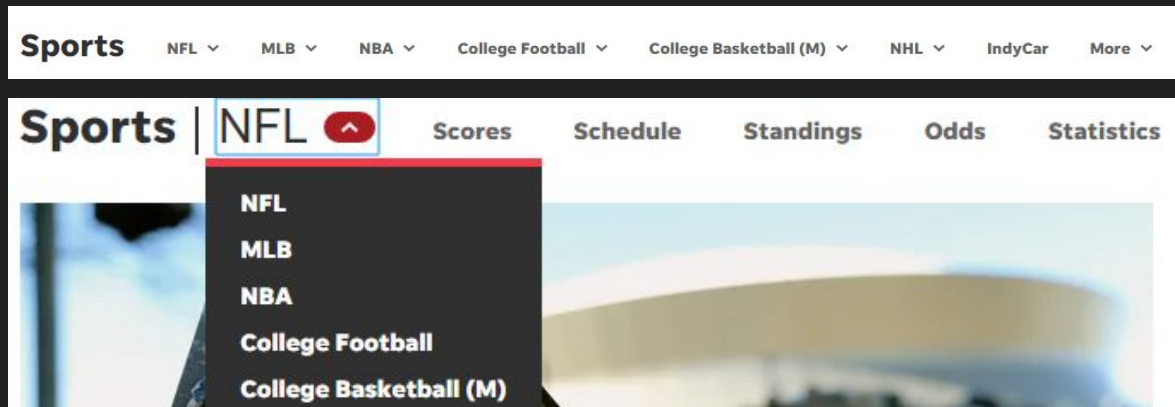
### Featured Video



**Coronavirus testing: CVS, Walgreens, Kroger expand free tests**

**MONEY** from USA TODAY

The navigation for Sports is not consistent with the other tabs. For the Sports navigation, the items do not represent what's to the right, instead it drops down to other contents. All the other main pages have the drop down that corresponds to the content menu to the right like Entertainment.



The navigation is not designed to match the user's mental model. The navigation lives at the top of the page BUT also has extra content and another navigation in the body of the home page. This creates unnecessary scroll.

USA TODAY


10 COVID-19 SCAMS  
Do not fall for these

WHO'S OPENING WHEN?  
State reopening timeline

STAYING APART, TOGETHER  
It's hard right now.

News Sports Entertainment Life Money Tech Travel Opinion


### Coronavirus Updates



- A straight trajectory. Dire models. The US is...
- Salon owner who illegally reopened out of jail on...
- Race for coronavirus vaccine raises ethical...
- After 30 million unemployment claims, many...

More in Coronavirus Updates →


### News



- CDC reopening plans shelved; Trump aide positive...
- What we know about the killing of Ahmaud Arbery...
- This Mother's Day weekend could be colder than...
- DOJ drops case against former Trump adviser...

More in News →


### Sports



- Jim Harbaugh in letter to NFL and NCAA: Change...
- Reigning NBA MVP apologizes after apparent...
- Get ready for college football chaos this summer
- NFL star's wife arrested, allegedly pointed gun...

More in Sports →

### Entertainment



- Beyoncé and Tina Knowles Lawson supporting...
- Bad Company, Ted Nugent singer dies at 66
- Celeb tips for celebrating mom in quarantine
- 'Dead to Me' recap: What to know before Season 2

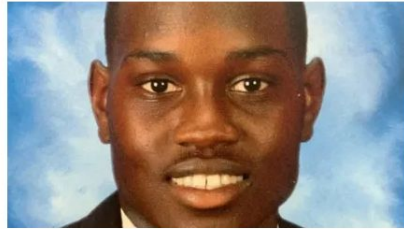
Flexibility: There is a lot of customization for the home page. First you see the Figure 1 as you start to scroll, then to Figure 2, then to Figure 3. For Figure 3, there's at least 3-4 sections that say "Most Popular/Feature Video" until you get to the end.



#### DOJ drops case against former Trump adviser Michael Flynn

The decision, which has revived questions about the AG's relationship with the president, comes a week after Trump claimed FBI notes exonerated Flynn.

**POLITICS** 6:46 p.m. ET May 7



### Why authorities didn't arrest white men who shot Ahmaud Arbery: Memo

The previous Georgia district attorney investigating the shooting of Ahmaud Arbery didn't see grounds for arresting the two white men

May 7

about the killing of Ahmaud Arbery...  
ry's death a killing 'in cold...

### Top Headlines

'Harry Potter' star Rupert Grint welcomes baby

Blocked-bridge power play under Christie not a federal crime, Supreme Court says

Hilton CEO: Hotels likely to recover faster than airlines

What we know about the killing of Ahmaud Arbery, calls for justice

This Mother's Day weekend could be colder than Christmas in some cities

Frontier to start checking passengers' temperatures

COVID-19 stole my opportunity to mourn my brother

10 last-minute Mother's Day gifts that don't require shipping

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### Featured Videos



Animals question our world while in quarantine  
**HAVE YOU SEEN**



4 last-minute Mother's Day gifts  
**PROBLEM SOLVED**



Was that a flush in SCOTUS oral arguments?  
**POLITICS**



Golden Retriever gives snuggles to UPS driver  
**ANIMALKIND**

### More Top Stories



Fact check: Can an image measure stress level?  
**FACT CHECK**



Senate fails to override Trump's veto of Iran war measure  
**WORLD**

Figure 2

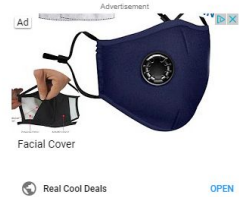
White House staff to be tested daily for coronavirus  
**POLITICS**

#### AD CONTENT

Why This Skin Care Brand Has Nothing Complicated. Nothing Cosmetic.  
**JACK BLACK**



Famous Doctor Reveals Quick Liver Fix  
**1MD LIVER MD SUPPLEMENT**



Facial Cover

 Real Cool Deals

[OPEN](#)

### Most Popular



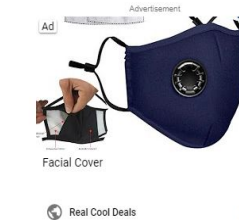
'Gray divorce' trend could lead to fewer home options for millennials  
**MONEY** from USA TODAY



Trump slams 'no talent' late-night hosts; Colbert and Kimmel hit back  
**ENTERTAINMENT** from USA TODAY



Barbara Blatnik: Cleveland, Ohio man arrested in 1987 murder of girl  
**NEWS** from USA TODAY



Facial Cover

 Real Cool Deals

[OPEN](#)

Figure 3

Wheels requests in many places  
**NEWS** from USA TODAY



There are a bunch of ads that can take away the user's attention to the website. Sometimes, some ads can be mistaken as possible articles.

## Featured Videos



Animals question our world while in quarantine  
**HAVE YOU SEEN**



4 last-minute Mother's Day gifts  
**PROBLEM SOLVED**



Was that a flush in SCOTUS oral arguments?  
**POLITICS**



Golden Retriever gives snuggles to UPS driver  
**ANIMALKIND**

## More Top Stories



Fact check: Can an image measure stress level?  
**FACT CHECK**



Senate fails to override Trump's veto of Iran war measure  
**WORLD**



Tara Reade tells Megyn Kelly she wishes Biden would drop...  
**ELECTIONS**



White House staff to be tested daily for coronavirus  
**POLITICS**

## Most Popular



'Gray divorce' trend could lead to fewer home options for millennials  
**MONEY** from USA TODAY



Trump slams 'no talent' late-night hosts; Colbert and Kimmel hit back  
**ENTERTAINMENT** from USA TODAY



Barbara Blatnik: Cleveland, Ohio man arrested in 1987 murder of girl  
**NEWS** from USA TODAY

## Featured Video



Meals on Wheels requests doubled in many places  
**NEWS** from USA TODAY

## AD CONTENT

Tub90ia

Why This Skin Care Brand Has Nothing Complicated. Nothing Cosmetic.

JACK BLACK



Famous Doctor Reveals Quick Liver Fix

1MD LIVER MD SUPPLEMENT



Facial Cover

Real Cool Deals

OPEN



Facial Cover

Real Cool Deals

O

High screen density: The home page and other pages within this site, has a lot of information packed onto it.



**Get ready for college football chaos this summer**

**DAN WOLKEN** 1:04 p.m. ET May 7



**Older dependents won't get coronavirus checks, adding strain to caregivers**

**POLITICS** 2:34 p.m. ET May 7



**Find out why this truck won best of the year**

Story from Cars.com

## Ahmaud Arbery: Memo

The previous Georgia district attorney investigating the shooting of Ahmaud Arbery didn't see grounds for arresting the two white men who shot him.

**NEWS** 6:03 p.m. ET May 7

- What we know about the killing of Ahmaud Arbery...
- Biden calls Arbery's death a killing 'in cold...



**CDC reopening plans shelved; Trump aide positive; lockdown of seniors? – coronavirus updates**

The White House reportedly shelved the CDC's reopening plan. MIT study says a targeted lockdown of seniors would work best. Thursday's news.

**HEALTH** 5:50 p.m. ET May 7



**Salon owner who illegally reopened out of jail on Texas Supreme Court order**

Shelley Luther was sentenced to a week in jail after violating an order to close her salon. The Texas Supreme Court ordered her release.

**NATION** 5:49 p.m. ET May 7



**Woman killed by alligator during home nail appointment**

Cynthia Covert, 58, drowned after an alligator pulled her into a pond on while she was visiting a client for an in-home nail appointment.

**NATION** 1:10 p.m. ET May 7

## Featured Videos

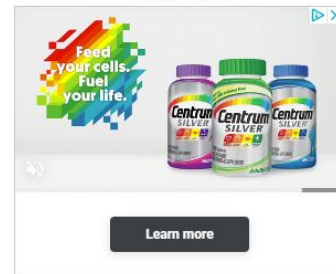
African Americans, Latinos

**This Mother's Day weekend could be colder than Christmas in some cities**

**10 last-minute Mother's Day gifts that don't require shipping**

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### The Short List, in your inbox!

What happened today? We make the long story short in this snappy news roundup.

Email Address



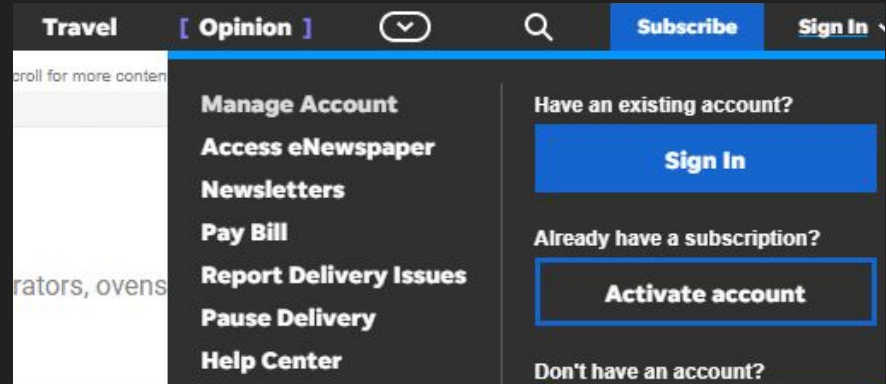
AD CONTENT

If Your Cat Is Over 10 Years Old, This One Thing Could Be

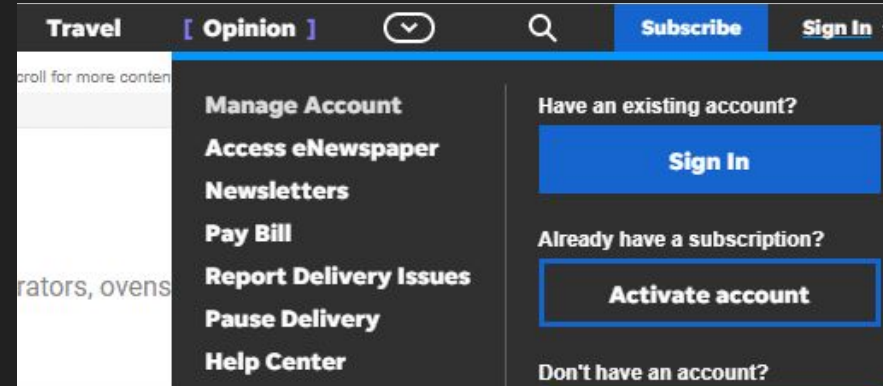


TabCats

Affordances/Color contrast: It's hard to tell if your mouse hovered over a link. Here, you can see that the other links are in white. The first link, "Manage Account," is highlighted in a grey, signifying that it's been hovered over. I would suggest a box to signify the hover.



Affordances - You can see that Opinion has been selected but it's kind of hard to tell that this is selected with just the brackets. I would suggest the box to be hovered in a different color of contrast, not grey.



Affordances - It's hard to tell what is clickable and what isn't. Most of the contents on this page are clickable. This goes for all the pages within USA Today.

10 COVID-19 SCAMS  
Do not fall for these

WHO'S OPENING WHEN?  
State reopening timeline

STAYING APART, TOGETHER  
It's hard right now.

CORONAVIRUS MONEY QUESTIONS?  
The answers you need

News

Sports

Entertainment

Life

Money

Tech

Travel

Opinion

**DOJ drops case against former Trump adviser Michael Flynn**  
The decision, which has revived questions about the AG's relationship with the president, comes a week after Trump claimed FBI notes exonerated Flynn.  
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**POLITICS** 2:34 p.m. ET May 7

**The best pickup truck of 2020 is here**  
Story from Cars.com

**CDC reopening plans shelved; Trump aide positive; lockdown of seniors? - coronavirus updates**  
The White House reportedly shelved the CDC's reopening plan. MIT study says a targeted lockdown of seniors would work best. Thursday's news.  
**HEALTH** 7:10 p.m. ET May 7

**Salon owner who illegally reopened out of jail on Texas Supreme Court order**  
Shelley Luther was sentenced to a week in jail after violating an order to close her salon. The Texas Supreme Court ordered her release.  
**NATION** 5:40 p.m. ET May 7

**Woman killed by alligator during home nail appointment**  
Cynthia Covert, 58, drowned after an alligator pulled her into a pond on while she was visiting a client for an in-home nail appointment.  
**NATION** 1:10 p.m. ET May 7

**Top Headlines**

- 'Harry Potter' star Rupert Grint welcomes baby
- Blocked-bridge power play under Christie not a federal crime, Supreme Court says
- Hilton CEO: Hotels likely to recover faster than airlines
- Reigning NBA MVP apologizes after apparent Twitter hack
- What we know about the killing of Ahmaud Arbery, calls for justice
- Let doctors make the call on what's 'elective'
- Mark Cuban, NBA disagree on testing plans
- 10 last-minute Mother's Day gifts that don't require shipping

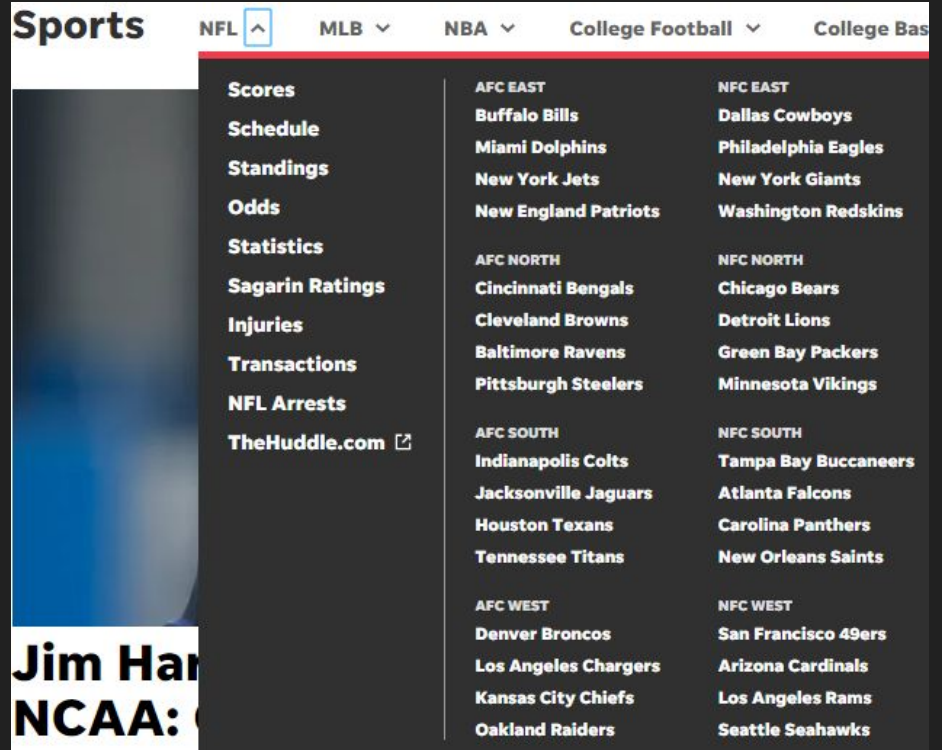
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Advertisement

**WARNING: This product contains nicotine. Nicotine is an addictive chemical.**  
  
**YOUR VAPE. YOUR WAY.**  
Choose the color, taste, and nicotine level.



Font - The font for the pages inside, the navigation links are a bit small.



# Cognitive Walkthrough

# Scenario 1: Finding updates on COVID-19

- Tommy wants to go onto USA Today to stay updated on the COVID-19 pandemic information and track how the US is doing. First, he opens up the homepage of the USA Today website.

The screenshot shows the USA Today homepage with a focus on COVID-19 news. The top navigation bar includes the USA Today logo, a search bar, and links to subscribe. Below the navigation bar, there are several news stories. The main headline is 'White House adopts new coronavirus safety precautions', which mentions that the White House has taken new safety measures to protect President Donald Trump and his staff. Other headlines include 'Hawaii battles record unemployment after tourism shutdown', 'Grim economic predictions; White House starts reopening - coronavirus updates', 'Microsoft enables feature to block 'reply-all' email storms', and 'Pennsylvania state rep defies orders, hosts crowd of 150-plus'. The right sidebar features a 'Top Headlines' section with links to various articles, including one about Ahmaud Arbery and another about the US coronavirus response.

**USA TODAY** 10 COVID-19 SCAMS Do not fall for these WHO'S OPENING WHEN? State reopening timeline STAYING APART, TOGETHER It's hard right now. CORONAVIRUS MONEY QUESTIONS? The answers you need **SUBSCRIBE** Only \$4.99 per

**News Sports Entertainment Life Money Tech Travel Opinion**

**White House adopts new coronavirus safety precautions**  
White House takes new safety precautions to protect President Donald Trump and his staff after two administration aides test positive for coronavirus.  
**POLITICS** 5:11 p.m. ET May 10

**Hawaii battles record unemployment after tourism shutdown**  
**NATION** 2:23 p.m. ET May 10

**'SNL': President Trump gives virtual graduation speech**  
**TV** 3:33 p.m. ET May 10

**Grim economic predictions; White House starts reopening - coronavirus updates**  
A series of developments have brought COVID-19 close to the inner circle of the White House in recent days. Here is the latest news Sunday.  
**HEALTH** 4:40 p.m. ET May 10

**Microsoft enables feature to block 'reply-all' email storms**  
Accidentally replying to everyone who is CC'd on an email clogs inboxes and slows down servers if enough people chime in.  
**TECH** 4:57 p.m. ET May 10

**Pennsylvania state rep defies orders, hosts crowd of 150-plus**  
The state representative launched an attack on Pennsylvania Gov. Wolf at a meeting that defied rules against large gatherings.  
**NATION** 5:23 p.m. ET May 10

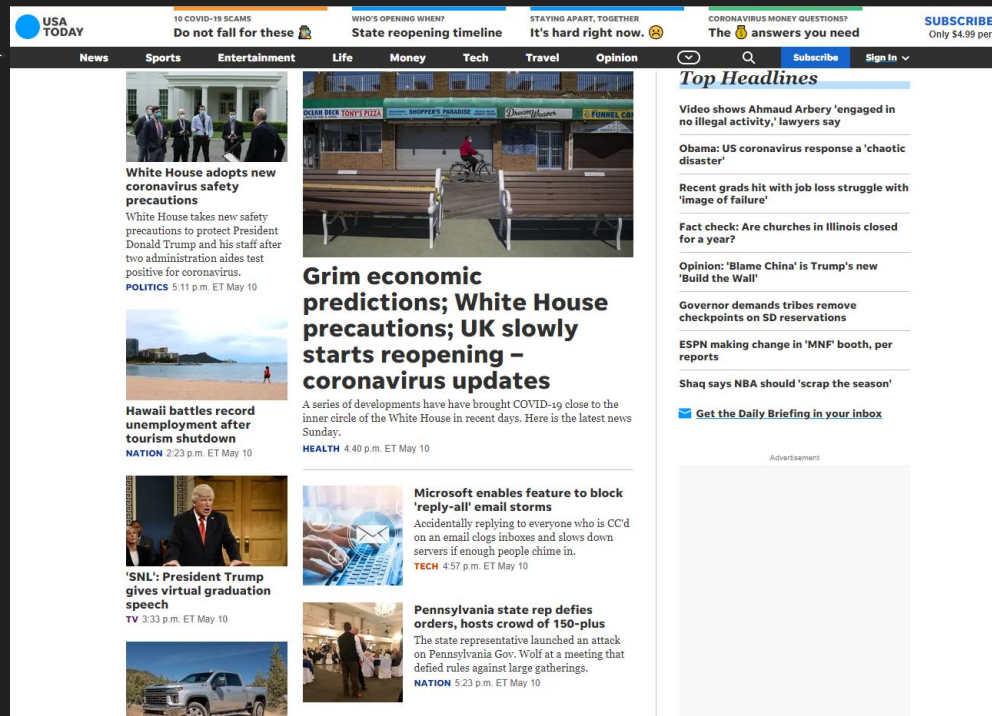
**Top Headlines**  
Video shows Ahmaud Arbery 'engaged in no illegal activity,' lawyers say  
Obama: US coronavirus response a 'chaotic disaster'  
Recent grads hit with job loss struggle with 'image of failure'  
Fact check: Are churches in Illinois closed for a year?  
Opinion: 'Blame China' is Trump's new 'Build the Wall'  
Governor demands tribes remove checkpoints on SD reservations  
ESPN making change in 'MNF' booth, per reports  
Shaq says NBA should 'scrap the season'  
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# Scenario 1: Finding updates on COVID-19

Tommy notices that the menu navigation does not have anything that indicates the COVID-19 updates.



The screenshot shows the USA Today homepage with a navigation bar at the top. The navigation bar includes the USA Today logo, a search icon, and a 'Subscribe' button. Below the navigation bar, there are several news articles and a 'Top Headlines' section.

**Navigation Bar:**

- USA TODAY
- 10 COVID-19 SCAMS: Do not fall for these
- WHO'S OPENING WHEN? State reopening timeline
- STAYING APART, TOGETHER: It's hard right now.
- CORONAVIRUS MONEY QUESTIONS? The answers you need
- SUBSCRIBE: Only \$4.99 per

**News Articles:**

- White House adopts new coronavirus safety precautions**  
White House takes new safety precautions to protect President Donald Trump and his staff after two administration aides test positive for coronavirus.  
POLITICS 5:11 p.m. ET May 10
- Hawaii battles record unemployment after tourism shutdown**  
A series of developments have brought COVID-19 close to the inner circle of the White House in recent days. Here is the latest news Sunday.  
NATION 2:23 p.m. ET May 10
- 'SNL': President Trump gives virtual graduation speech**  
TV 3:33 p.m. ET May 10
- Grim economic predictions; White House precautions; UK slowly starts reopening – coronavirus updates**  
A series of developments have brought COVID-19 close to the inner circle of the White House in recent days. Here is the latest news Sunday.  
HEALTH 4:40 p.m. ET May 10
- Microsoft enables feature to block 'reply-all' email storms**  
Accidentally replying to everyone who is CC'd on an email clogs inboxes and slows down servers if enough people chime in.  
TECH 4:57 p.m. ET May 10
- Pennsylvania state rep defies orders, hosts crowd of 150-plus**  
The state representative launched an attack on Pennsylvania Gov. Wolf at a meeting that defied rules against large gatherings.  
NATION 5:23 p.m. ET May 10

**Top Headlines:**

- Video shows Ahmaud Arbery 'engaged in no illegal activity,' lawyers say
- Obama: US coronavirus response a 'chaotic disaster'
- Recent grads hit with job loss struggle with 'image of failure'
- Fact check: Are churches in Illinois closed for a year?
- Opinion: 'Blame China' is Trump's new 'Build the Wall'
- Governor demands tribes remove checkpoints on SD reservations
- ESPN making change in 'MNF' booth, per reports
- Shaq says NBA should 'scrap the season'

**Footer:**

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# Scenario 1: Finding updates on COVID-19

He then scrolled down and sees a headline about the Coronavirus.

When looking at what's available for that information, he doesn't see anything in regards to the updates.

The screenshot shows the USA Today homepage. At the top, there are several headlines: "10 COVID-19 SCAMS Do not fall for these", "WHO'S OPENING WHEN? State reopening timeline", and "STAYING APART, TOGETHER It's hard right now." Below these are navigation tabs for News, Sports, Entertainment, Life, Money, Tech, Travel, and Opinion. The main content area features several news stories, including "Fey return for Mother's Day...", "Getting LGBTQ people counted in the 2020 census was...", and "Pandemic offers moms something they will never have again". A section titled "Coronavirus In-depth" is highlighted, containing three sub-sections: "CORONAVIRUS RESOURCE CENTER", "Good news stories", and "Which states are opening when?".

**USA TODAY**

10 COVID-19 SCAMS Do not fall for these

WHO'S OPENING WHEN? State reopening timeline

STAYING APART, TOGETHER It's hard right now.

**News Sports Entertainment Life Money Tech Travel Opinion**

**Fey return for Mother's Day...**  
TV

**Getting LGBTQ people counted in the 2020 census was...**  
HEALTH

**Pandemic offers moms something they will never have again**  
NATION

**companies received PPP loans**  
POLITICS

## Coronavirus In-depth


**CORONAVIRUS RESOURCE CENTER**  
USA TODAY


**Your guide to COVID-19** →  
What you need to know about coronavirus, including what to do if you think you might be sick, how to keep you and your family safe and tips on what to do while staying home.

**Good news stories** →  
These powerful, human stories offer some good news: our families, friends and neighbors are moving forward amid coronavirus.


**Which states are opening when?** →  
States have a patchwork of constantly evolving plans to relax social distancing restrictions, plans that often vary by county and even city at times.

# Scenario 1: Finding updates on COVID-19




10 COVID-19 SCAMS  
Do not fall for these 


WHO'S OPENING WHEN?  
State reopening timeline

STAYING APART, TOGETHER  
It's hard right now. 


NewsSportsEntertainmentLifeMoneyTechTravelOpinion




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TV



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HEALTH




companies received PPP loans  
POLITICS




Pandemic offers moms something they will never have again  
NATION


## Coronavirus In-depth



**Your guide to COVID-19** →  
What you need to know about coronavirus, including what to do if you think you might be sick, how to keep you and your family safe and tips on what to do while staying home.



**Good news stories** →  
These powerful, human stories offer some good news: our families, friends and neighbors are moving forward amid coronavirus.



**Which states are opening when?** →  
States have a patchwork of constantly evolving plans to relax social distancing restrictions, plans that often vary by county and even city at times.

Tommy realizes that there's no arrow or option to see what else there is on this section.

# Scenario 1: Finding updates on COVID-19

He scrolled down some further and saw that there is a section about Coronavirus Updates and clicks on “More in Coronavirus Updates.”

LGBTQ Americans, leaving a population already vulnerable to health care and employment discrimination suffering.

## Coronavirus Updates



'Walking on eggshells': Two Americas emerge as...

How Nashville songwriting works during COVID-19

3 children in NY dead from coronavirus-linked...

75th anniversary of V-E Day: Lessons of sacrifice...

[More in Coronavirus Updates](#) →

News

# Scenario 1: Finding updates on COVID-19

USA TODAY

NEWS HAPPENS AT NIGHT, TOO  
🌙 + 📺 = 😊

WHERE'S MY STIMULUS CHECK?  
Why you can't track 💰


STAYING APART, TOGETHER  
It's hard right now. 😞

5 THINGS TO KNOW PODCAST  
Sound on, news on

SUBS Only \$


[ News ] Sports Entertainment Life Money Tech Travel Opinion [ Search ] [ Subscribe ] [ Sign In ]

News | Coronavirus Updates [ Checkmark ] Coronavirus Newsletter Effects on the Body **Track the Outbreak**



**'Walking on eggshells': Two Americas emerge as some cities reopen**

NATION




What are my state's social distancing rules? Here's a full list  
HEALTH 1:57 p.m. ET May 10

Where hand sanitizer is back in stock  
REVIEWED 9:57 a.m. ET May 10

Hawaii battles record unemployment after tourism shutdown  
NATION 2:23 p.m. ET May 10

Mapping coronavirus outbreaks: All of the COVID-19 cases in the US  
GRAPHICS

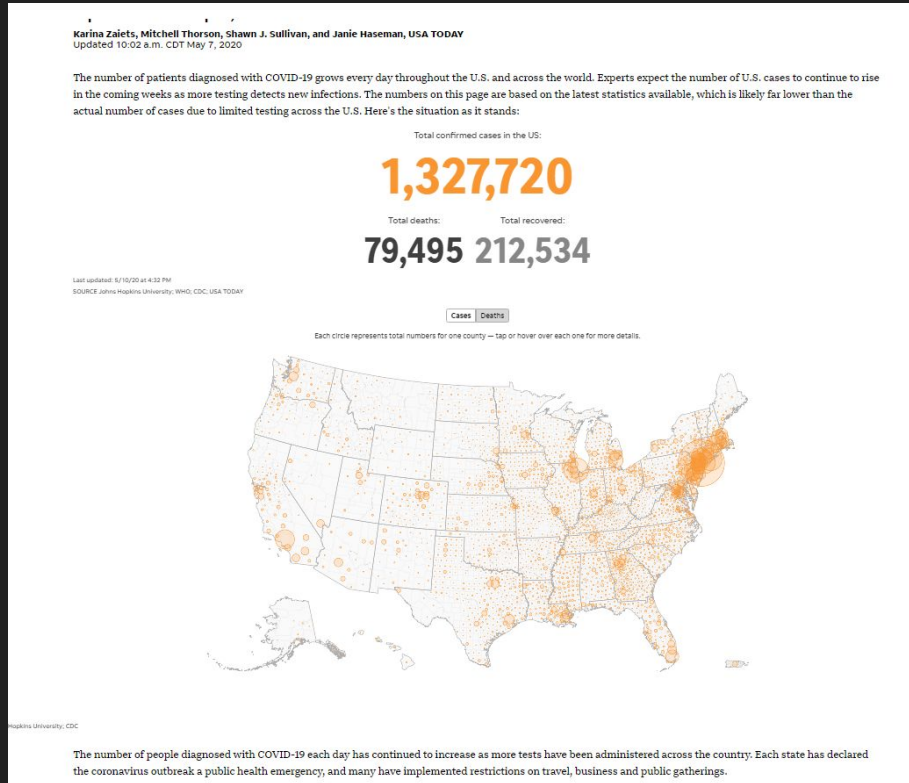
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Learn more

As he clicked on more information, he finally saw that there was a page to track this pandemic.

# Scenario 1: Finding updates on COVID-19



Clicking on “Track the Outbreak,” Tommy was able to successfully find the current information and track by state.