

Usability review

Instructions

Enter the score (Very poor / Poor / Moderate / Good / Excellent) for each guideline and provide a short rationale, such as a description of the issues found, examples of good practice and the likely impact for users. If a guideline isn't applicable then use 'N/A'.

Product:

Score

Comments

Features & functionality

- 1 Features and functionality meet common user goals and objectives.
- 2 Features and functionality support users desired workflows.
- 3 Frequently-used tasks are readily available (e.g. easily accessible from the homepage) and well supported (e.g. short cuts are available).
- 4 Users are adequately supported according to their level of expertise (e.g. short cuts for expert users, help and instructions for novice users).
- 5 Call to actions (e.g. register, add to basket, submit) are clear, well labelled and appear clickable.

Homepage / starting page

6 The Homepage / starting page provides a clear snapshot and overview of the content, features and functionality available.



7 The home page / starting page is effective in orienting and directing users to their desired information and tasks.



8 The homepage / starting page layout is clear and uncluttered with sufficient 'white space'.



Navigation

9 Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).



10 The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.



11 The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, browse by type, browse by name, most recent etc...).



12 The site or application structure is clear, easily understood and addresses common user goals.

13 Links are clear, descriptive and and well labelled.

14 Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.

15 The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).

16 Users can easily get back to the homepage or a relevant start point.

17 A clear and well structure site map or index is provided (where necessary).

Search

18 A consistent, easy to find and easy to use search function is available throughout (where desirable).

19 The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritised results, filtering search results).

20 The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.

21 Search results are relevant, comprehensive, precise, and well displayed.

Control & feedback

22 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).

23 Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before committing (e.g. before placing an order).

24 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

Forms

25 Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages.

26 A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number).

27 Required and optional form fields are clearly indicated.

28 Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.

29 Help and instructions (e.g. examples, information required) are provided where necessary.

Errors

30 Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).

31 Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.

32 Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.

33 Users are able to easily recover (i.e. not have to start again) from errors.

Content & text

34 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

35 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

36 Language, terminology and tone used is appropriate and readily understood by the target audience.

37 Terms, language and tone used are consistent (e.g. the same term is used throughout).

38 Text and content is legible and scannable, with good typography and visual contrast.

Help

39 Online help is provided and is suitable for the user base (e.g. is written in easy to understand language and only uses recognised terms). Where appropriate contextual help is provided.

40 Online help is concise, easy to read and written in easy to understand language.

41 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

42 Users can easily get further help (e.g. telephone or email address).

Performance

43 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

44 Errors and reliability issues don't inhibit the user experience.

45 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.