

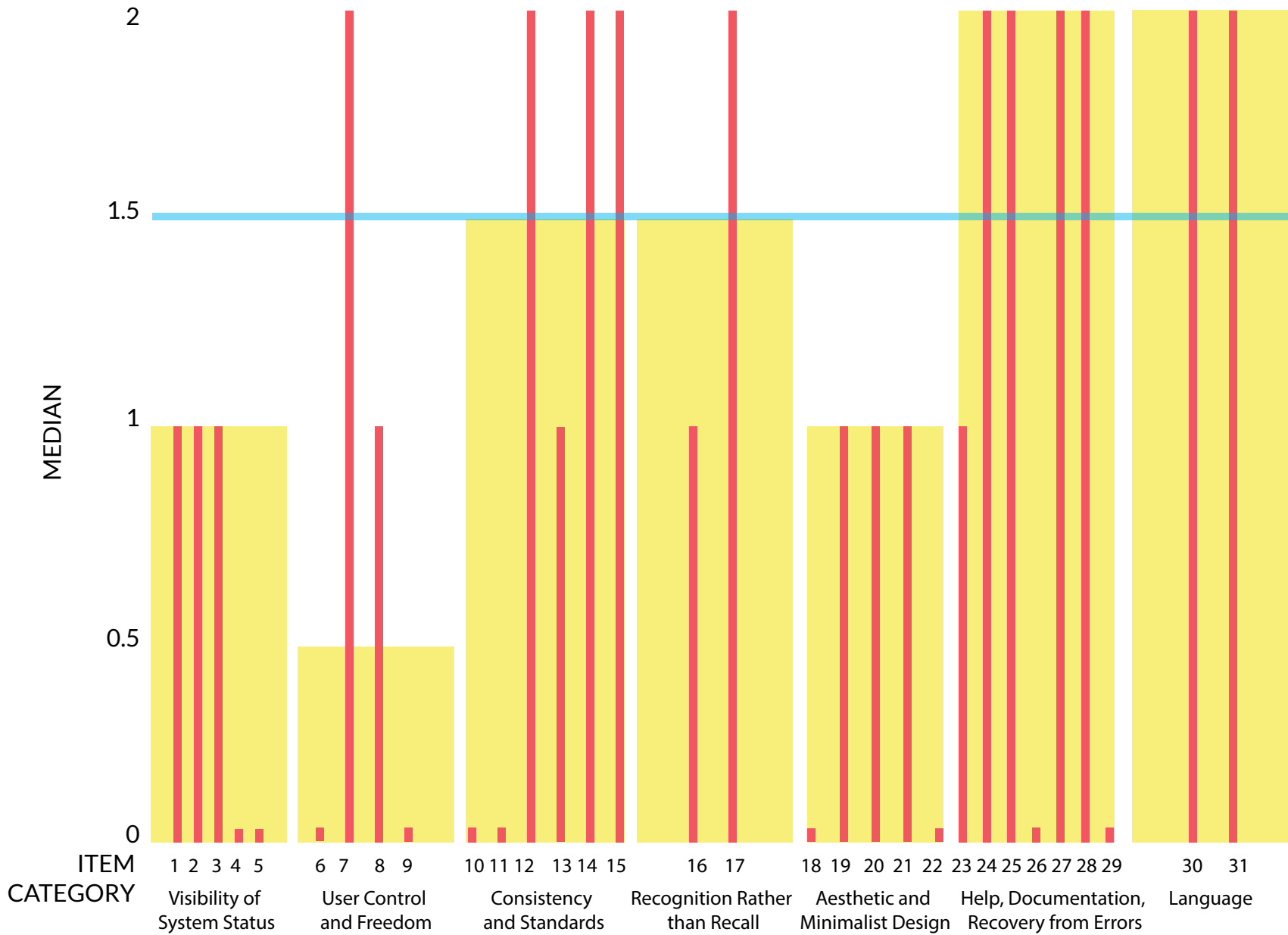
Heuristic Evaluation

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IAKM 60120

	Quantitative				Qualitative (Comments)		
	Kainu	Hawkes	Krebs	Median	Kainu	Hawkes	Krebs
Visibility of System Status							
1. It is easy to know the current location within the overall map of the site.	1	1	1	1	You know where you are but it can be overloaded with text	The amount of options is overwhelming. The page feels cluttered	
2. It is clear what information is available at the current location.	0	1	1	1			
3. The current information matches what you expect to find.	1	1	1	1			
4. It is clear where you can go from the current location.	0	0	1	0			
5. It is always clear what is happening from each action you perform.	1	0	0		For example, you can click on CRNs you are searching for but that does not give you the idea that what you are clicking will give you more info on the class though it could be assumed.		
<i>Medians</i>	1	1	1	1			
User Control and Freedom							
6. It is always easy to return to the Home Page.	0	0	0	0	No clear definition of what the home page is. No options that state "HOME" or anything similar.	Difficult to reaccess the home page, there isn't anything that states how to return specifically.	If you get out of Registration tougher to return
7. It is easy to access all major portions of the site from the Home Page.	2	2	2	2			
8. No unnecessary technologies are used.	1	1	2	1			
9. Graphic links are also available as text links.	0	0	0	0			
<i>Medians</i>	0.5	0.5	1	0.5			Would like to see more technology to help guide
Consistency and Standards							
10. Links are used and appear in standard web style.	0	0	0	0	Difficult to differentiate links and text	Links are not easily identified from text	Links all different sizes on pages, color black which does not identify a link
11. Menus are used and appear in standard web style.	0	0	0	0			
12. The site supports all major browsers.	2	2	2	2			
13. There is clear notification if special technologies or browser versions are required.	1	1	1	1			
14. Link labels match destination page titles or headers.	2	2	2	2			
15. Overall, the site behaves like one would expect a web site to behave.	2	2	2	2			
<i>Medians</i>	1.5	1.5	1.5	1.5			
Recognition Rather than Recall							
16. Available actions are always clearly presented.	1	1	1	1			
17. Labels and links are described clearly.	2	2	2	2			
<i>Medians</i>	1.5	1.5	1.5	1.5			
Aesthetic and Minimalist Design							
18. The site structure is simple and clear without any unnecessary complications.	0	0	1		Kept repeating errors when searching for classes since the site deleted my previous information. Very frustrating. Text heavy site, some could be removed when it does not apply to the specific user (grad, undergrad)	I don't particularly find it simple. I think the amount of text, options, and having to re-enter information if you receive an error, which is likely due to the bulk of options to enter makes it difficult.	busy but no extraneous additional graphics, et.
19. There are no instances of extraneous information.	1	1	1	1			
20. There are no instances of misplaced information.	1	1	1	1		The information is not user specific adding more text to an already text heavy site.	some Placement assessment which does not apply to a grad student
21. Color choices allow for easy readability.	1	1	2	1	Errors appear in read but mostly all black text in regular or bold text		
22. The site is aesthetically pleasing.	0	0	0	0	Nope.	It is esthetically unappealing and feels cluttered.	No visual engagment of audinece and all text. Information is not visually categorized well.
<i>Medians</i>	1	1	1	1			
Help, Documentation, Recovery from Errors							
23. A site map or other navigational assistance is always readily available.	1	1	2	1	Help is easily accessible in the upper right corner	There is a help button	
24. If needed, an FAQ is available.	2	2	2	2			
25. No errors occur unnecessarily.	2	2	2	2			
26. If necessary, a search function is readily available.	1	0	0	0	Search is available with provided options. Students can input CRNs without picking from a list	Students can search by CRN but it is not always accurate.	not easily accessible from Registration main menu
27. If necessary, error messages are clear and in plain language.	2	2	2	2			
28. It is easy to cancel or exit from operations.	2	2	0	2			cannot easily go back when selecting a term, go back to Student Tiiiis & courses tab
29. It is easy to contact support through email or a web form.	0	0	0	0			for tech yes, not for registration and account help
<i>Medians</i>	2	2	2	2			
Language							
30. The content language is clear and simple.	2	2	2	2			
31. The vocabulary is appropriate for the intended audience.	1	2	2	2			
<i>Medians</i>	1.5	2	2	2			
Remember to use a 3 point scale of 0-2. 0=poor, 1= good, 2= excellent							
			OVERAL MEDIAN	1.5			

Medians of Items, Categories, & Overall



Evaluator Raw Scores

