



Usability Heuristic Evaluation Checklist

Prepared by: Lonny Chu
January 18, 2006

Project: Deuce Website

	Poor	Good	Excellent
Visibility of system status			
It is easy to know the current location within the overall map of the site.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notes:			
1 There are serious navigation issues that lead to confusion about site navigation.			
2 It's confusing the the "Watch the video!" and "See the mechanism in action" links lead to different places on the site. Maybe both should be on a single Media page or have them play in location in a medioplayer.			
3 The jump to Deuce Nation is very confusing. It's not an independent site, but it's also not clearly part of the main company site.			
4 When making an unconventional jump, make sure to inform the user clearly (e.g., "Watch the video on or Media Page").			
5 Each page has a title, but it isn't always at the top of the page. For navigation purposes, the page title needs to be in the same place on all pages.			
It is clear what information is available at the current location.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notes:			
The current information matches what you expect to find.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notes:			
1 I'm confused why the posts on the Deuce Nation main page are separated from the Community page.			
It is clear where you can go from the current location.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notes:			
It is always clear what is happening from each action you perform.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notes:			
1 There's quite a bit of jumping around on the current site. Links lead to places where it's not clear where I've gone. For example, "Watch the video" on the Deuce page takes me somewhere to watch the video.			

I should really be able to stay on the page and watch the video in an inline mediaplayer. Or, make it very clear that I've left the current location and let me know where I'm going to so I don't feel lost.

2 "subscriptions" should be some other label like "mailing list"

User control and freedom

It is always easy to return to the Home Page.

Notes:

1 Once I go to Deuce Nation, it is very difficult to return to the company pages.

It is easy to access all major portions of the site from the Home Page.

Notes:

No unnecessary technologies are used.

Notes:

Graphic links are also available as text links.

Notes:

Consistency and standards

Links are used and appear in standard web style.

Notes:

1 "prepare for revolution" in the banner logo looks like it should be an independent link. It is set off to the side alone and looks very similar to the menu links.

2 The color of the current page's link in the menu should be a different color. The current page link should be more visually prominent than the other links.

3 I also don't like that the mouseover on links turns black. Again, I like it to become more prominent when the mouse hovers over it.

4 On the Contacts page, put a "mailto" link in the email address.

Menus are used and appear in standard web style.

Notes:

1 On the Deuce Nation pages, when I click on "community", the "home" link stays black and the "community" link disappears.

2 Same problem as above when I click on "subscriptions"

The site supports all major browsers.

Notes:

There is clear notification if special technologies or browser versions are required.

Notes:

Link labels match destination page titles or headers.

Notes:

Overall, the site behave like one expects a web site to behave.

Notes:

Recognition rather than recall

Available actions are always clearly presented.

Notes:

Labels and links are described clearly.

Notes:

1 Some links lead to unexpected places.

Aesthetic and minimalist design

The site structure is simple and clear without unnecessary complications.

Notes:

1 It's odd to have such a large, prominent graphic on the Contact page. It suggests a sense of importance that is not proportional relative to the importance of the other pages.

There are no instances of extraneous information.

Notes:

There are no instances of misplaced information.

Notes:

- 1 The Mailing List link on the Contacts page should stay within the company web site, not lead off to Deuce Nation.
- 2 The mailing list should be related to the company. If desired, provide a link on the Contact page to Deuce Nation (e.g., You can join our online community here).

Color choices allow for easy readability.

Notes:

The site is aesthetically pleasing.

Notes:

- 1 Change the font of "DEUCE" in the banner logo to one that is more hip and modern. The serif font doesn't feel right with how the rest of the site looks.
- 2 The current Deuce Nation community page doesn't match the look and feel of the rest of the site.
- 3 I like the overall look of the site. I especially like the little hands in the Deuce Nation banner graphic.
- 4 The current main graphic on the Deuce Nation page may not be accurate, but I like the feel and spirit that it conveys.
- 5 The feel of the main graphic on the Contact page is inconsistent with the rest of the site.
- 6 On the Contact page, present the phone number in the same font and layout as the email and mailing address.

Help, documentation, recovery from errors

A site map or other navigational assistance is always readily available.

Notes:

If needed, a FAQ is available.

Notes:

No errors occur unnecessarily.

Notes:

If necessary, a search function is readily available.

Notes:

If necessary, error messages are clear and in plain language.

Notes:

It is easy to cancel or exit from operations.

Notes:

It easy to contact support through email or a web form.

Notes:

1 The email address on the Contact page should be a link, not just the text.

Language

The content language is clear and simple.

Notes:

The vocabulary is appropriate for the intended audience.

Notes:

Other comments

1 The Home Page splash image should be something more representative of what users will find on the site. The current one is fairly abstract and doesn't clearly show what the Deuce is or how people use it.

2 Similar comment as above for the main graphic on the Deuce page. I'd like it to be more representative of how the Deuce is used rather than how it is constructed. Same thing with the video.

3 Overall, I think the images and general thrust of the site should be to reveal the experience of using the Deuce rather than the hardware. Both are needed, but I believe the emphasis should be on the former.

4 Overall, I'd like the Home Page to tell me more and to be more enticing. Otherwise, I don't feel compelled to explore the rest of the site.

6 Redesign the strategy for presenting products so that there is a Products page. Current information for the Deuce would be here. This allows for scalability to include future products.

7 Need to consider how to handle Deuce Nation. See notes on the Deuce Nation wireframe page.

8 Change copyright at the bottom of all pages to 2006?