

# Usability Heuristic Evaluation Checklist

Project: RADAR Benefits

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Poor    Good    Excellent

## Visibility of system status

**It is easy to know the current location within the overall map of the site.**

      

Notes:

1 The title for 2 levels deep is the same style and placements as for the previous level ("Family Status Changes" is the same as "Family Status Changes->"Marriage")

2 On longer pages, clicking link that leads to another location on the same page can cause confusion about where the new location is.

(Not clear that I am still on the same page, may think I am on a new page) (e.g., Family Status Changes->Marriage, New child, etc.)

3 There are numerous pages with too much content. This causes confusion about the identity of each page. There is also not enough differentiation between content pages which makes it difficult to understand current location.

All pages under "Family Status Changes" should be reorganized or subdivided better. Maybe even use different pages per subsection.

4 Might help to move current left menu to horizontal submenu that appears on all pages. Then use left vertical menu for subpages.

5 Page titles should be more prominent and better reflect location in site

**It is clear what information is available at the current location.**

      

Notes:

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**The current information matches what you expect to find.**

      

Notes:

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**It is clear where you can go from the current location.**

      

Notes:

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**It is always clear what is happening from each action you perform.**

      

Notes:

Multiple destination links within a single long page can be confusing



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**The site supports all major browsers.**

  

Notes:

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

  

Notes:

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**Link labels match destination page titles or headers.**

  

Notes:

1 "Provider Lookup" red button doesn't lead to Online NROL

2 Online NROL buttons lead to main NROL page even though buttons are labeled with specific sections. Some say "Enroll NOW!", "Enrollment Site", "Re-Enroll NOW!", "Change Coverage NOW!"

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

  

Notes:

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### ***Recognition rather than recall***

**Available actions are always clearly presented.**

  

Notes:

Choice are presented but visual presentation needs work

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**Labels and links are described clearly.**

  

Notes:

1 Red buttons don't differentiate clearly between various destinations (2 red buttons on main Benefits page)

2 Good use of PDF icons to show PDF destination. But not all PDFs are labelled. Some look like normal links but lead to a PDF.

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### ***Aesthetic and minimalist design***

**The site structure is simple and clear without unnecessary complications.**

Notes:

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**There are no instances of extraneous information.**

  

Notes:

Not reviewed

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**There are no instances of misplaced information.**

  

Notes:

Not reviewed

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**Color choices allow for easy readability.**

  

Notes:

Overuse of red text; sometimes used for important items but also used for normal headlines (I.e., date on "Benefits News" shouldn't be red, headers in "Family Status Change", headers in "Family Status Changes" subpages, "Note:" on these pages.).

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**The site is aesthetically pleasing.**

  

Notes:

- 1 Need more white space within content text. Looks packed and is sometimes difficult to read.
- 2 Need improvement in using indentation and center justification. These are not always used appropriately and adds to visual confusion.
- 3 Blue circle and red square bullets look clunky and add to visual clutter. Overall, too many bullets.

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***Help, documentation, recovery from errors***

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

  

Notes:

No site map available for the Benefits section.

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**If needed, a FAQ is available.**

  

Notes:

- 1 Web Primer PDF on "Benefits Home" has the 2 pages in reverse order
- 2 Web Primer PDF would be more useful in HTML format so that users can access the suggested links directly. Also, it makes more sense to provide web help from their web browser rather than forcing them to move to another application.
- 3 FAQ and Web Primer as easy to available and easy to access

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**No errors occur unnecessarily.**

Notes:

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**If necessary, a search function is readily available.**

Notes:

No search available. This is large site with a large number of resource documents. It would be very useful for users to be able to search for terms rather than having to find them by browsing.

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

Notes:

No error messages found but was not tested on browsers not meeting minimum requirements.

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**It is easy to cancel or exit from operations.**

Notes:

No non-standard web operations were found.

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

Notes:

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## **Language**

**The content language is clear and simple.**

Notes:

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**The vocabulary is appropriate for the intended audience.**

Notes:

The language relies heavily on benefits terminology. If users are familiar with this vocabulary then this is acceptable. If users are not fluent in this vocabulary, it is rather complicated reading.

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## **Other comments**

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1 From "Benefits Home", is the "Fit Choices" link somehow important? It's an old entry and leads to the same page as the "Benefit News" link right above it.

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2 On "Benefits Home", the "Designate or Change your Beneficiary Online" link goes to the same place as the NROL red buttons. Shouldn't have 2 different styles leading to the same destination.

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3 "Benefits Home->Flexsaver Information" takes me to a confusing location. It's confusing that this has taken me to "References & Resources->Summary Plan Descriptions" This page also has way too many PDF icons and is difficult to read.