

[Foo] Web Site Usability Review

<http://www.foo.com>

This usability review was conducted according to the conditions listed below

Browsers Tested	<input type="checkbox"/> Internet Explorer 5.0 <input type="checkbox"/> Internet Explorer 5.5 <input type="checkbox"/> Netscape Navigator 4.5 <input type="checkbox"/> Netscape Navigator 4.7/4.75 <input type="checkbox"/> Netscape Navigator 6.0 <input type="checkbox"/> Opera 5.0 <input type="checkbox"/> Opera 6.0
Monitor Size	<input type="checkbox"/> 15 inch <input type="checkbox"/> 17 inch <input type="checkbox"/> 21 inch
Window Resolution	<input type="checkbox"/> 640 x 480 <input type="checkbox"/> 800 x 600 (Default on most Windows computers) <input type="checkbox"/> 1024 x 768 <input type="checkbox"/> 1280 x 1024
Font Size	<input type="checkbox"/> Small Fonts (Default on most Windows computers) <input type="checkbox"/> Large Fonts
Connection Type	<input type="checkbox"/> Dial Up (Usually Ascend or DiaLinx) <input type="checkbox"/> DSL/cable modem <input type="checkbox"/> Network in office

Overall Impressions

- [Does the Web site have a "common look and feel" and a consistency?]
- [Are Genuity standards (colors and logos) used?]

Navigation/Site Structure

Is the site simple and intuitive to navigate?

- [Give specific examples - is the opening index/splash page useful or hyperbole?]

Is there a standard set of navigation text/icons throughout each page?

- [Mention specific navigational issues -- is there a back and home link on each page?]
- [Effective use of global/highest-level navigation?]
- [Effective use of local/lower-level navigation?]
- [Are "breadcrumbs" used in some way?]

Is the labeling system effective?

- [Effective use of the labeling system/scheme -- only one or two words/terms for each label/button?]

Is there a Site Map/Index?

- [If not, need one on site.]

Is there a Search Engine/Mechanism?

- [If not, need one on site.]

Do title bar(s) have descriptive terminology?

- [Give specific examples.]

Broken Links

- [Examples of broken links, if any.]

Other Considerations

- Is the ALT tag used throughout?
- Does the site contain too many graphics?
- Does the site contain too much JavaScript/scripting coding?
- Does the site contain frames -- if yes is there always an escape from every page?

Content**Is the content presented in a logical and coherent manner?**

- [If not, give examples and suggestions for improvement.]

Grammar/Spelling

- [List each page that has grammar issues/spelling issues/typos.]

Additional -- Nielsen's Top Ten Heuristics

Although these do need exact replication, each site should include elements/shades of these rules of thumb for an overall effective site (most of this is covered in the information detailed above, but this might be a useful addition).

- 1. Visibility of System Status**
Always let the user know the state of the application (breadcrumbs/timer/icon showing progress...)
- 2. Match System to Real World**
Make sure wording and terminology is speaking the user/target audiences language.
- 3. User Control and Freedom**
Always provide exits, undo, and give users options to avoid fatal/un-recoverable errors.
- 4. Consistency and Standards**
All pages should have a consistent look and feel. Follow conventions, use icons that are universal, left hand TOC are acceptable defacto standards.
- 5. Error Prevention**
Web site should avoid letting users create errors, and if the user is going to perform an error, warn the user in advance. Always make sure broken links kept to a minimum.
- 6. Recognition Over Recall**
Make options and actions easily retrievable -- do not make user remember long strings or URLs. Put as much information on the UI without cluttering it as well.
- 7. Flexibility/Efficiency of Use**
Use of shortcuts highly effective -- especially for expert users. Use accelerators, function keys, and all keyboard shortcuts possible to speed user's ability to work.
- 8. Minimalist Design**
Keep the user interface/web user interface as simple and clean looking as possible, while still giving as much information as needed. Chunk common information into certain areas and group boxes. Use of tabs is also quite useful.
- 9. Help users recognize and recover from errors.**
If errors will occur in the application, make sure the error messages are useful and helpful to the user -- no code babble (Error 3434000XXXX000 - Contact Administrator). Create situations to allow users to fix problem. Use drop-down menus in lieu of entering text, make forms and required fields easy to read/recognize.
- 10. Help and Documentation**
Well-build applications do not need documentation. If documentation is needed, make it speak the user's language, simple, and concise. Always include index/site map.

Other Additional Heuristics

11. Chunk and invert pyramid display of information

Chunk information into short and readable sections. Also use the journalist method of writing when possible to have most important information on top and less important information in descending order.

12. Most important information on top of page

Always place the most crucial information at the top of the page.

13. Avoid gratuitous use of features

Avoid using the latest gizmo on a site -- only use features that can help the target audience.

14. Make pages "scannable"

Each Web page should be "scannable" and printable.

15. Keep download response time quick.

Remember to keep graphics small and only use ones that are totally needed. Bloated graphics can slow download time and frustrate users.