

Heuristic Evaluation

Evaluator Name: Earnest Kim
Device / Browser/ OS: All Ages of Geek Website
App / Version:

SEVERITY RATING
0 = I don't agree that this is a usability problem at all
1 = Cosmetic problem only: fix if time is available
2 = Minor usability problem: fixing this should be given low priority
3 = Major usability problem: important to fix, given high priority
4 = Usability catastrophe: fix this before product can be released

HEURISTICS	VIOLATION	RECOMMENDATION	SEVERITY
1. Visibility of system status <i>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	1. Color is too dark and it is too difficult to read 2. Section headers are a bit difficult to read as the squiggly line runs through the text for some of them	1. Make the color brighter so that users can clearly see what page they are on 2. Make the section headers bold and have the squiggly be like an underline to the text	3
2. Match between system and the real world <i>Follow real-world conventions, making information appear in a natural and logical order.</i>	1. Become a Patron is a bit confusing especially for those that may not know what Patreon is 2. Lack of title on the top of the Articles page	1. Change the language that is a bit more universal like "Support Us", it will give you more leeway to include Ko-fi links and is a bit more universal. 2. If the latest article gets headlined, include "Featured article" and latest article headlines	2
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>			0
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	1. Not all the section headers direct to the page that they are describing. When you click on Podcast and Articles, you will be directed to that page, however, when clicking on Quizzes, you have to click on read more 2. Phrasing of categories don't match the navigation	1. Just make everything consistent and it shouldn't be an issue 2. Keep category labels the same and make sure the language matches with the categories	2
5. Error prevention <i>Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i>			0

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6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	1. Finding categories of articles was a bit difficult to find and required a lot of scrolling	1. Include possible filter options on the articles page	3
7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i>			0
8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	1. Top banner seems to be a bit out of place. Unless the intended goal is to get more interviews it seems a bit unnecessary	1. Create a banner that creates more call to action.	1
9. Help users recognize, diagnose, and recover from errors <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>			0
10. Help and documentation <i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.</i>			1