

Heuristic Evaluation

Evaluator Name: Azi Parvandar
Device / Browser/ OS: i Mac / Chrome / Catalina

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	SEVERITY
1. Visibility of system status <i>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	1. Clear functions 2. Trustable 3
2. Match between system and the real world <i>Follow real-world conventions, making information appear in a natural and logical order.</i>		3
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>	1. doesn't support undo or redo, confusing!	4
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	In about page need more contrast between words and background.	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>		1

Heuristic Evaluation

Evaluator Name: Kismat Khanam
Device / Browser/ OS: i Mac / Chrome / Catalina

SEVERITY RATING

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HEURISTICS	VIOLATION	SEVERITY
1. Visibility of system status <i>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	1. Confusing landing page. Not sure about big text and image. is it clickable?	3
2. Match between system and the real world <i>Follow real-world conventions, making information appear in a natural and logical order.</i>		3 4
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>	1. Doesn't support undo or redo. Not allows to move between pages and sections with ease and not provides a sense of control over the journey.	4
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	In partnership page, all social icons blend with background colour. no one can see the icon. Colour consistency and standards not found.	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>	There is no clear and concise instructions to users to help them complete tasks correctly.	1

Heuristic Evaluation

Evaluator Name: Elaine
Device / Browser/ OS: i Mac / Chrome / Catalina

SEVERITY RATING

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: fix if time is available

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3 = Major usability problem: important to fix, given high priority

4 = Usability catastrophe: fix this before product can be released

HEURISTICS	VIOLATION	SEVERITY
1. Visibility of system status <i>Always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	1. Unclear - hard to find the information eg. upcoming event, latest events, past event, event tickets or links... 2. Want to explore more information about workshops&masterclasses, open houses and meetups contents	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. Hard to find About page. 2. No highlights about the events (cannot get the ideas of the events/ conferences quickly)	3
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>	1. No undo and redo feature. Very hard to explore other page of information - waste time/ not user friendly eg. It doesnt go back to the same spot I was before. I need to scroll all the way down to explore other information.	4
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	1. On partnership page, some texts' color blend with background color, hard to read. The contrast of color is not obvious.	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>	1. No this function. No tasks for user to do.	1

HEURISTICS	VIOLATION	SEVERITY
6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	1.No guide for users to explore or navigate information on the website (forcing users to read whole home page.) 2.Unclear/Unusual/Confusing	3
7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i>	1. Easy and convenience to know more about presenters' details by clicking the presenters' profile images	1
8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	1. Minimalism, purple is the dominant color, easy to remember. 2. Very clean	2
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. Not much information	4