



Heuristic Evaluation



Heuristic Evaluation of WHOOSTER

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Methodology - Ten Usability Heuristics

- **Visibility of system status**

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

- **Match between system and the real world**

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

- **User control and freedom**

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

- **Consistency and standards**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

- **Error prevention**

Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

- **Recognition rather than recall**

Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

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- **Flexibility and efficiency of use**

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

- **Aesthetic and minimalist design**

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

- **Help users recognize, diagnose, and recover from errors**

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

- **Help and documentation**

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Heuristic Severity rating Scale

The following 0 to 4 rating scale has been used to rate the severity of usability problems:

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

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

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

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

Search Person Page

By SSN By Name By Address By Phone # Advanced

SSN

 A

Case #

Deconfliction Monitor

GLBA Permissible Purpose Selection

Transaction Authorized by Consumer ▾

DPPA Permissible Purpose Selection

Select ▾

Clear form

Search **B**



Consistency and standards

- A. Pls, show SSN Input as masked Field
- B. Pls, bring the Form button outside the input field box

(Design is not as per general Form Design pattern)

Severity Rating 2

Severity Rating Score:

2 = Minor usability problem: fixing this should be given low priority

Mask Field Reference

<https://igorescobar.github.io/jquery-mask-plugin/>

Name Page

By SSN **By Name** By Address By Phone # Advanced

Last Name First Name Middle Name Case # Deconfliction Monitor

City State

Date of Birth Age Range

GLBA Permissible Purpose Selection DPPA Permissible Purpose Selection

Transaction Authorized by Consumer Select Clear form Search

A **B** **C** **D** **E**

Consistency and standards

- A. Inconsistence columns in each row.
- B. Help can be moved to Top Menu
- C. Trial Alert can be shown in alert on top or like notification top of form
- D. Button should be moved outside the input form box

(Design is not as per general Form Design pattern)

Severity Rating 2

Aesthetic and Minimalist design

- E. Clear form button appear as Disabled button

Severity Rating 3

Severity Rating Score:

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

2 = Minor usability problem: fixing this should be given low priority

Advance Search Page

The screenshot shows an advanced search interface with the following elements and annotations:

- Navigation:** "By SSN", "By Name", "By Address", "By Phone #", and "Advanced" (underlined).
- Form Fields:**
 - SSN (text input)
 - Case # (text input)
 - Deconfliction Monitor (checkbox)
 - Last Name, First Name, Middle Name (text inputs)
 - Address (text input)
 - City, State, ZIP Code, County (dropdown menus)
 - Date of Birth (Month, Day, Year dropdowns)
 - Age Range (text input)
 - Phone # (text input)
 - GLBA Permissible Purpose Selection (dropdown menu)
 - DPPA Permissible Purpose Selection (dropdown menu)
- Buttons:** "Clear form" (disabled) and "Search" (green).
- Annotations:**
 - A:** A blue box highlights the SSN, Case #, and Deconfliction Monitor fields.
 - B:** A yellow circle highlights the Age Range field.
 - C:** A yellow circle highlights the Date of Birth dropdowns.
 - D:** A yellow circle highlights the Search button.
 - E:** A yellow circle highlights the Clear form button.

Severity Rating Score:

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

2 = Minor usability problem: fixing this should be given low priority

Consistency and standards

- A. Inconsistence columns in each row.
- B. Age Range slider or dropdown control should be used
- C. Phone should use International format as masked input
- D. Button should be moved outside the input form box

(Design is not as per general Form Design pattern)

Severity Rating 2

Aesthetic and Minimalist design


- E. Clear form button appear as Disabled button




Severity Rating 3

Mask Field Reference


<https://igorescobar.github.io/jquery-mask-plugin/>


Search Result Data Grid


You searched for SSN: 666-36-3755 **A** 


2 Identities found Print **B**   

Full Name	Date of Birth	SSN	Phone Numbers
Perry, Beverly	11-1961	xxx-xx-3753	(99) 749,4636 (399) 610,7396 (399) 236,6585 Beverly Perry Winston Henry Maddock Simon

C 

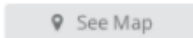
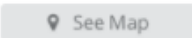
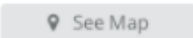
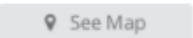

D 





E 

F 

Addresses

244 Sw 226nd Ave Hilton Head, SC 56484 Alameda County Last Activity: 09-2015	244 Sw 226nd Ave Hilton Head, SC 56484 Alpine County Last Activity: 09-2015	789 Denver Laner Hilton Head, SC 56484 Calaveras County Last Activity: 08-2015	8801 Nw 38th Dr Huntsville AL 39989 Contra Costa County Last Activity: 05-2002	P.O. Box 555 NY NY Imperial County Last Activity: 07-2001
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Subject Summary Report

Other Reports

Search Data grid Bottom navigation is missing

Consistency and standards

- A. Search input result is looking like clickable hyperlink
- B. Print Email and Download button should not be visible or Active. once checkbox is select button should be visible and active
- C. Different design approach(color) approach is used for addition information for “DOB, SSN” & “Phone No”.
- D. Iconic text button
- E. Clickable or hyperlink content should have underline or look like button for user to interact
- F. See map button looks inactive

Severity Rating Score:

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

Severity Rating 3