

## Heuristic Evaluation Form

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Severity Scale:

0 - don't agree that this is a usability problem

1 - cosmetic problem

2 - minor usability problem

3 - major usability problem; important to fix

4 - usability catastrophe; imperative to fix

	<b>How found?</b>	<b>Heuristic violated</b>	<b>Problem description and how heuristic is violated</b>	<b>Severity</b>	<b>Solutions</b>
1	Browsing the entitlements page/table.	Consistency and standards	There are no units for the price/acre on the entitlements table/page and currency isn't specified either. For example, it says 300 per acre for stone wall protection and management rather than £300 per acre, or €300 per acre etc.	2	Display the currency (£, €, \$US etc.) by the values, in the column header, or somewhere else on the page.
2	Noticed a horizontal scroll bar on the web browser window.	Recognition rather than recall	Admin Home was so far over to the right in the menu bar at the bottom, that I had to resize the window to see it.	2	Wrap the text underneath, or make site variable width or something.
3	After using the site for a while, it was eventually noticed.	Consistency and Standards	Menu bar is at the bottom of the page (in fact, I didn't notice it for about the first 5 minutes of using the site). Menus normally appear at the top of a page or screen which would feel more natural.	2	Put menu bar at top of page instead of bottom.
4	When viewing one of the longer pages	Recognition rather than recall	When viewing one of the longer pages, the menu bar completely disappears off the bottom of the window and the visitor has to scroll down to find the menu. Seems it would be better at the top where it will always be visible when a page loads, and always be in the same place, rather than jumping up and down depending on page length.	2	Put menu bar at top of page instead of bottom.
5	When entering a	Error Prevention	On the entering a new entitlement, there is no	2	Provide suitable

	new entitlement (admin task).	; Help and documentation	helpful information suggest possible values for the various $\text{\$}$ Ids (e.g. what currency to use, if any, for price; what to use for the ID $\text{\$}$ Id etc.)		examples of valid values for each $\text{\$}$ Id, include currency/units when appropriate etc.
6	When entering a new entitlement (admin task).	Help users recognize, diagnose, and recover from errors	<p>First values I tried:</p> <p>ID: 1  Type: Grassy Field  Price_per_acre: €100  Description: Daniel testing  Points_available: 1000</p> <p>This gave a "Server Error in 'forresthills' Application.", saying that "The changes you requested to the table were not successful because they would create duplicate values in the index, primary key, or relationship. Change the data in the <math>\text{\\$}</math> Id or <math>\text{\\$}</math> Ids that contain duplicate data, remove the index, or redefine the index to permit duplicate entries and try again.", and a stack trace. I assumed that I had used an ID that had already been used.</p>	3	Catch the exception and provide the user with a more user-friendly error message, and perhaps a suggestion on how to avoid doing it again. It might be better if the system generated ids automatically, rather than relying on the user to provide a sensible one.
7	When entering a new entitlement (admin task).	Visibility of system status	<p>I tried another ID, to give the following values:</p> <p>ID: 101  Type: Grassy Field  Price_per_acre: €100  Description: Daniel testing  Points_available: 1000</p> <p>This time it worked, but it didn't provide any confirmation of this, or show me the entitlement I'd just created, to confirm it had worked; it took me back to the first entitlement in the database.</p>	2	Would be better if the system provided some confirmation to the user that the new entitlement has been added to the system. This could be either by providing a message, or by showing the new entitlement on screen after it has been added, rather than going back to the first entitlement in the database.

8	When viewing/editing a new entitlement (admin task).	Visibility of system status	<p>When I went to the entitlement I'd created, the price value I'd entered was missing and the points available value I'd entered was missing.</p> <p>I tried putting these values in via the 'Edit' link, but it still wouldn't take them and gave no error or explanation.</p>	2	Provide an error message or explanation as to why the <del>£</del> Ids haven't been updated, and how to go about entering them correctly.
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