

Dear Evaluator,

Thank You for agreeing to complete a Heuristic Analysis of the 'Environmental Stewardship @ Forrest Hills' website.

You will be asked to complete a number of tasks which are likely to be common operations conducted by users of the system.

Tasks

<http://duncanhalley.co.uk/forresthills/>

1. Browsing the site

First take the opportunity to explore the website to gain an understanding of Environmental Stewardship.

To find out if the website is effective at providing information about Forrest Hills an Environmental Stewardship, please attempt the following questions and note any difficulties you had finding the answers, using the form:

- What is the annual payment per hectare for Entry Level Stewardship?
- Which is the cheapest entitlement available?
- Where is Forrest Hills roughly located?

2. Adding entitlements using the Admin back-end

Visit the administration login page at: <http://duncanhalley.co.uk/forresthills/Admin/>

(It's not secured due to the database required for logging in costing more on my hosting, but obviously the real site would have a login system.)

- Once logged in you will see a list of the entitlements already available.
- Using the navigation menu on the left, select 'Admin Home' then 'Manage Products'
- On the page that follows, click 'new' to add a new entitlement.
- Fill in the appropriate details and click insert.
- Your new entitlement will be added to the database – you can confirm this by clicking on the page numbers at the bottom of the page. You should select the last page.
- Click the 'Logout' link in the navigation bar when you've finished.

3. Browsing Entitlements

You are now going to view the entitlements that are available at Forrest Hills, by viewing the 'Browse Entitlements' page.

- On this page, the entitlements are displayed 5 to a page. The pages can be navigated through by clicking the page numbers at the bottom of the page.

- Try sorting the entitlements according to different criteria – the page itself explains how to do this.

Below there is a summary of the Heuristics that you should look for.

1 - Visibility of system status

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

2 - 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.

3 - 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.

4 - Consistency and standards

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

5 - Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

6 - Recognition rather than recall

Minimize the user's memory load by making 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.

7 - 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.

8 - 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.

9 - 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.

10 - 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.

