

Heuristic Evaluation

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


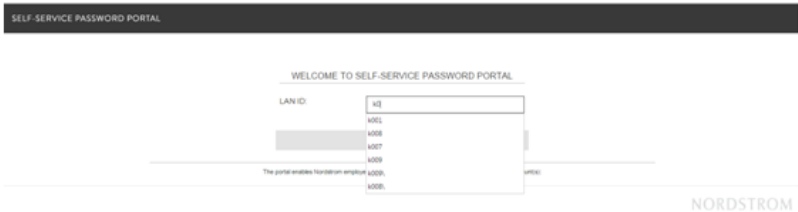
2 = Minor usability problem: fixing this should be given low priority


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

- **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. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.
- **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.
- **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	Issues	Score
Visibility of system status	<ul style="list-style-type: none"> • <i>EU: User should know where they will be taken in case of time out error</i> <ul style="list-style-type: none"> ◦ <i>Include text such as "Questions were not answered within the time allowed. We're going to take you back to the log in screen so you can try again!" (Emily is much better at this stuff than me)</i> • <i>After password has been reset, same page loads again without button, then loads a new page to show status. A Loading icon on the second page should indicate a change is happening (Prevent users from leaving before reaching the validation stage).</i> • <i>Eliminate 'IF' statements after action has occurred (If your password has been successfully reset...) Be definite in the action that occurred.</i> <p>If your account was successfully unlocked, you should be able to log in again.</p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 10px auto;">Continue</div> <hr/> <ul style="list-style-type: none"> • <i>SD: Include verbiage on when to send enrollment invitation to user.</i> 	<p>3</p> <p>3</p> <p>3</p> <p>1</p>
Match between system and the real world	<ul style="list-style-type: none"> • <i>Button text should describe the action being taken (Ex. 'Continue' -> 'Return to Home')</i> • <i>SD: Change text on 'Service Desk Home' to 'Switch User'/'Manage Another User' etc.</i> <div style="background-color: #ffff00; padding: 5px; margin: 10px auto; border: 1px solid #ccc;">Managing User: NORDTEST\k001 Service Desk Home</div>	<p>2</p> <p>2</p>
Consistency and standards	<ul style="list-style-type: none"> • <ul style="list-style-type: none"> ◦ <i>EU: After Time Out Error take user back to log in screen. Currently the two buttons take the user to different locations.</i> <hr/> <div style="margin: 10px 0;"> ✘ Questions challenge has expired. Questions were not answered within the time allowed. </div> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 10px auto;"> Cancel Continue </div> <hr/> <ul style="list-style-type: none"> • <i>All success notifications should include a green check mark, or other visual indicator to demonstrate the action has occurred.</i> 	<p>3</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p>

	 <p>(Ex. Account Unlocked doesn't have this checkmark)</p> <ul style="list-style-type: none"> All 'Continue' and 'Cancel' buttons should act consistently. Ideally 'Continue' should only be used in reference to a step in a process. SD: 'Sign Out' page not Nordstrom branded EU: Include success/failure text on success/failure page 	
<p>Error prevention</p>	<ul style="list-style-type: none"> EU: When selecting the security questions, remove the previously selected question from the available dropdown list Password error message does not specify which error the user has made (Ex. Make sure your password is at least 7 characters long) EU: User should not be taken to confirmation screen if they don't meet the password requirements 	<p>2 2 3</p>
<p>Aesthetic and minimalist design</p>	<ul style="list-style-type: none"> Remove the suggestion dropdown under input fields  <ul style="list-style-type: none"> Remove the Password Strength Indicator if it doesn't match our password requirements Remove redundant text (Question 1: Answer 1) <p>Question 1 of 3</p> <p>Question 1:</p> <p>Answer 1:</p> <ul style="list-style-type: none"> Remove secondary confirmation pages 	<p>2 2 1 1</p>

<p>Flexibility and efficiency of use</p>	<ul style="list-style-type: none"> • <i>Text on main page should be clickable, not only the icon</i> <div style="text-align: center;">  <p>RESET PASSWORD</p> <p>Reset your forgotten password by answering your security questions.</p> </div> <p style="text-align: right;">This entire area should be clickable.</p>	<p>1</p>
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EU Mockup: http://fxqc6h.axshare.com/#p=sign_in&c=1 (Security Q Answers: seattle, portland)

SD Mockup: <http://dh7m7w.axshare.com/#p=home&c=1>