Heuristic Evaluation of Kent State Reguistration System: Group 4

Remember to use a 3 point scale of 0-2: 0=poor, 1= good, 2= excellent

	Jori's Rating	Mark's Rating	Janie's Rating	Median		Jori's Comments	Mark's Comments	Janie's Comments
Visibility of System Status				Section:	1			
1. It is easy to know the current location within the overall map of the site.	0	0	0	0		It's hard to locate the correct link to click on.	Lack of breadcrumbs, menu items, and/or site navigation links makes it difficult to know current location of overall map.	Should be on first page, but once you find the correct tab it is just 1 click
2. It is clear what information is available at the current location.	1	1	1	1		Everything is separated into easy to read categories	A summary is provided prior to the information to help in clarification of the information that follows.	Clear, but there is alot of information on the page
3. The current information matches what you expect to find.	1	1	0	1		Yes	Adequate information provided and is what is expected in order to complete the registration.	I would expect to see just info for my major
4. It is clear where you can go from the current location.	1	1	1	1		The titles are clear, not fond of the font/color	The direction is clear, but with limited options for the user to progress towards the next location/task.	Yes, after scolling
5. It is always clear what is happening from each action you perform.	0	0	0	0		Information could be more distinguishable	Summary information provides some information on what actions can be performed, but tooltips and help options are limited.	There is too much information and each action must be repeated multiple times
User Control and Freedom				Section:	0			
6. It is always easy to return to the Home Page.	0	0	0	0		This could be replaced w/ a home icon instead	One single hyperlink directs back to the home page, but multiple links and header/footer home page icons may be beneficial.	No, I would expect to click on "FlashLine" to return to the homepage, not "return to student tools and courses tab"
7. It is easy to access all major portions of the site from the Home Page.	1	1	1	1		I found this overwhelming, too much info	The navigation routes to all major portions are available, but there is opportunity to reorganize and/or categorize.	yes, once you locate the correct tab
8. No unnecessary technologies are used.	2	1	0	1		Did not find any	The technologies currently available are necessary and can be utilized by a wide array of student types, and look to each serve a specific purpose.	Tools should refelect students' major or personalizations. Ex. undergraduate only information should not be on a graduate student's homepage
9. Graphic links are also available as text links.	0	0	0	0		The graphic links weren't linked, just the text	The majority of the icons and graphics do not contain functional hyperlinks.	Very small graphics that do not reflect the linked information
Consistency and Standards				Section:	1			
10. Links are used and appear in standard web style.	1	1	2	1		Very standard, not exciting though	Links are standard style and functionality.	Yes
11. Menus are used and appear in standard web style.	1	1	1	1		Yes	Menus are standard tabs, horizontal navigation links, and header icons. Footer menu is limited to 1 "Return to menu" link.	Yes, browsable, but not searchable
12. The site supports all major browsers.	2	2	2	2		Yes	Functional in cross-browser desktop and mobile tests.	Yes
13. There is clear notification if special technologies or browser versions are required.	0	0	2	0		Did not see this on the webpage	No messages or prompts were received during testing that would indicate specific browser requirements.	NA
14. Link labels match destination page titles or headers.	2	1	2	2		Yes	Links labels reflect destination page title and headers, but are not exact text labels.	Yes
15. Overall, the site behaves like one would expect a web site to behave.	1	2	1	1		It could be improved, but it works	The site behaves as expected and allows the user to complete the full registration process.	Yes, there is just way too much going on and not being able to search is a huge issue for me.
Recognition Rather than Recall				Section:	1.5			
16. Available actions are always clearly presented.	0	2	1	1		Need more clarification/distinguishable text	Actions options, however limited, are clearly defined and presented.	Yes, just way too many links and options
17. Labels and links are described clearly.	1	2	2	2		Good link titles	Labels and links are very specific and defined accurately.	Yes, links are discriptive
Aesthetic and Minimalist Design				Section:	1			

18. The site structure is simple and clear without any unnecessary complications.	0	0	0	0		It's a lot of info to wade through	Structure of site contains unnecessary options that do not apply to user's registration needs. Categorization and organization of information, actions, and links could be improved	Tabs are simple, but not as clear as they could be. Too many links!
19. There are no instances of extraneous information.	0	1	0	0		See #18	Some nonessential items are available in key locations where more relevant and useful content could be placed.	80% of links and information does not pertain to me
20. There are no instances of misplaced information.	2	1	2	2		I did not see any misplaced information	Information is not placed improperly resulting in lack of overall functionality, however could benefit from reorganization and placement of site.	None seen
21. Color choices allow for easy readability.	0	2	1	1		Wish there was more spunk/ too much B&W	Colors offer good contrast for easy reading.	I like the clean look
22. The site is aesthetically pleasing.	1	0	1	1		The cover page of kent.edu is good, others could be improved	Registration home page is overall aesthetically pleasing, but progressing into deeper registration tasks takes away from appeal.	More icons vs links would be helpful, movable or customization of icons would be great.
Help, Documentation, Recovery from Errors				**Section:**	1			
23. A site map or other navigational assistance is always readily available.	2	1	0	1		The help icon is very clear	Template includes static Site Map and Help header menu items.	Could not locate a site map
24. If needed, an FAQ is available.	0	0	0	0		Did not see this reference	Unable to locate FAQ.	Could not locate a FAQ section
25. No errors occur unnecessarily.	2	2	2	2		Did not encounter any errors	Did not experience unnecessary errors.	Did not see any errors
26. If necessary, a search function is readily available.	1	0	0	0		Wish there was a search icon next to help icon	Unable to locate search function or search criteria input field.	None :(
27. If necessary, error messages are clear and in plain language.	2	2	2	2		I did not run into any errors	When errors are encountered, the message is clear and written in a way that assists the user in error resolution.	NA
28. It is easy to cancel or exit from operations.	0	2	1	1		I just refreshed the webpage instead	Exiting operations is simple and available in Exit header link on most pages and Reset button available on class registration pages.	Google functions on chome are difficult to log out of completely. This is a Google issue not a Kent issue.
29. It is easy to contact support through email or a web form.	2	2	1	2		Yes automatically links you to help	Main header Help icon allows for user to easily create a support request via web form.	Icon is easy to find, but why do I need to log in AGAIN
Language				**Section:**	1			
30. The content language is clear and simple.	0	2	1	1		Language could be simplified	Content language is clear and easy to understand.	Clear, wordy though
31. The vocabulary is appropriate for the intended audience.	1	2	1	1		Yes, appropriate for college students	Vocabulary is appropriate for students at any rank and education level to interpret.	Yes, clear enough with out too much jargon
		Overall Median:			1			