Heuristics Evaluation of Denton Family Dentistry
Evaluator: Amanda Allsup

1.Visibility of system status

- Ensure users are aware, and identify issues should they arise
- Allow for reporting of timely feedback or reporting

Evaluation

- Use of breadcrumbs is not consistent, which could cause confusion to user
- Poor information architecture and information overload makes understanding and utilization difficult

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2. Match between system and the real world

- Communication with the user in vernacular and phrasing they identify with will assist in acclimation to the site, and user adoption
- Presentation of information in a logical organization more representative of natural conventions with facilitate user comfort with the material

Evaluation

- Redundancy of staff and Services may be confusing to user.
- Information on the side under "Patient Education" should be located under the main menu at the top
- Over all the website matches is congruent with most users mental models but the IA does not comply

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3. User control and freedom

- Users often chose system functions by mistake.
- Clearly identify how the user can exit the current location and to the previous page, Or directly to the home page
- Support undo and redo.

Evaluation

- Possibility of information over-load exists so information architecture is critical
- Consider functionality to allow the user to undo ans redo previous actions
- Navigation should be re-considered to ensure users can easily find the content They want, or have no trouble facilitation actions require

4. Consistency and standards

•   Wording of the content may be confusing to users and should be clear and concise.
•   Follow platform conventions.

Evaluation

- Side bar menu usage doesn't represent best in class conventions and could result in
  User confusion concerning how to navigate to bub level pages
- Menu tabs are in plain language
- Implementation of iconography would enhance user understanding as well as visual
  Aesthetics simultaneously

5. Error prevention

•   Error messaging can be helpful, but overuse may signal a design that is not intuitive
         To the user

Evaluation

- The sequence of allowing a user to proceed, and then populating an error at the end
  Of the sequence is effective but may cause frustration to the user. A more effective
  approach might be to not allow the user to proceed until the individual error is reso-
  lved might be as effective without causing frustration. Further, the submit button not
  being enabled until all the require fields are populated is a visual cue to the user the
  page is not yet ready for submission.

6. Recognition rather than recall

•   Make objects, actions, and options visible.
•   Clarity in instruction rather than expectation that a user has learned from previous
          fielsa is desirable.
•   Instructions for use of the system should be visible or easily retrievable at any point

Evaluation

- User must endure a learning curve the first time through the application
- Pages are content heavy and may be confusing to the user the first time through the
  process it is very easy to get lost in all the information when viewing the website for
  the first time.
- Information architecture is inherent and must be learned trough error
- Use of white space is confusing and the expectation of scrolling is not advisable.

7. Flexibility and efficiency of use

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

Evaluation

- Consider implementing opportunities where interactions are sped up for experienced users

8. Aesthetic and minimalist design

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

Evaluation

- Color scheme is hard on the eyes
- There is a lot of information to consume on each page
- A grid approach is intended within the design but is not implemented according to best in class principles
- Space on the page is not utilized effectively, there are various pages where headers and body copy are not ideal. The user must scroll before they can access the body on the page, making the page appear blank at first glance

9. Help users recognize, diagnose, and recover from errors

- Expressed in plain language (without the use of jargon codes)
- Clearly articulate the problem
- Constructively suggest a solution.

Evaluation

- Consider re-working error messages clear and communicated clearly

10. Help and documentation

- Ideally, it is better if the system can be utilized without the use of additional documentation, but it may be necessary to provide support in some areas.
- Help information should be easy to search, focused on the user's task, list concise to be steps to be followed, and not be too large.

Evaluation

- Consider providing help or documentation in specific areas where users indicate confusion during testing