

Features & Functionality

1 **Features and functionality meet common user goals and objectives.**

Good

Interactive elements are common, but while the iconography and shapes may be familiar to most users, their actions and the processes that they control are unconventional and cause confusion. This is apparent on both the administration level, and the end-user (data reviewer) levels within the first several screens used by them in the ACTT interface.

2 **Features and functionality support users desired workflows.**

Moderate

The functionality to perform the tasks that the ACTT interface was developed for is present, but user's must adapt to the unconventional interactions that are in place to execute these tasks. User's immediately form questions about the validity of their use and are apprehensive about continuing to use the ACTT platform.

3 **Users are adequately supported by on-screen guidance and easily accessible help information (e.g. help section, instructions, real-time step-by-step guides, etc.).**

Poor

There are no screen elements that suggest help modules, and no part of the primary navigation includes a link to a help section, user's guide/user handbook PDF recall, etc. Without training or clear instructions, a user is left to fend for themselves to "figure out" the way the system works. This alienates users and instills fear of use, defeating the purpose of the ACTT platform.

4 **Calls to actions (e.g. select rows, advance file view page, etc.) are clear, well labelled and appear clickable.**

Moderate

User confirmation messages, execution success cues, and basic status information is not consistent, and is sporadic in the few places that it DOES appear.

Score	Comments
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User Login / Starting Page

5 The starting page fosters ease of login access.

Poor

User confusion is caused by the lack of clear login success verification. After logging in, The only thing that changes is what navigation items appear in the left nav container. The header still says "Enter your login information," the login form fields still remain, and it gives the immediate impression of a failed or incomplete login. The LOGIN button's label becomes blocked out, but if that is the intended "login success" verification indicator, it will be missed by a majority of users, admin or end-user alike.

6 The post-login screen is effective in establishing the platform's identity and purpose.

Moderate

The platform is identified by the logo and name label in the upper-left header above primary navigation and is prominent, using contrasting font/background colors. The screen layout is laid out logically, and the interface section boundaries are not confusing, however, there are no section "titles" or labels, which prevents a "dashboard" style launch screen effect. There are no simple instruction labels and first time users will, if not initially trained or introduced to the ACTT interface, feel lost in not knowing what their next step should be.

Score	Comments
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Navigation

- 7 Users can easily access the site or application (e.g. the URL is predictable and is returned by search engines).
- 8 The navigational scheme (e.g. menu) is easy to find, intuitive and consistent.
- 9 The navigation has sufficient flexibility to allow users to navigate by their desired means (e.g. searching, filtering, etc.)

N/A

[reevaluate post-info gathering on URL naming protocol and per-client URL usage]

Good

ACTT's navigation is prominent, easy to read, understand and identify. It remains consistent in interface layout placement throughout, and provides an easy-to-follow indication method for keeping user's informed about where they currently are in the system.

Good

Navigation is not a significant problem area, however, during the process of interface optimizing and restructuring, additional navigation may be added to more adequately move throughout the interface, as well as present their necessity based on expanded feature inclusion, such as data review, user assignment delegation, monitoring, tracking and reporting and enhanced account options.

Heuristic Evaluation Report



Analysis & Report by Jon Westgaard - May 26, 2020

BROWSERS TESTED:

- *Chrome V.81.0.4044.138 (64-bit)
- *Pale Moon V. 28.9.3 (32 bit)
- *Microsoft Edge V.44.18362.449.0 (64-bit)
- *Opera V.68.0.3618.125 (64-bit).

Scoring key / metrics
provided on last page

	Score	Comments
10 Links are clear, descriptive and well labelled.	Moderate	ACTT's navigation is legible, uses a common and easy-to-recognize font, and is balanced with appropriate color contrast in relation to button color(s) and navigation pane background. The icon associated with each navigation item is the same on each one. This is highly irregular and strays from current user experience and user interface best practices and trends. Iconography plays a crucial role in user-centered design, being leveraged to help user's instantly know what icons imply, stand for and what interaction they represent. There are hundreds of common icons that have become fundamental staples used in interface design, such as the mobile-based, horizontally-stacked 3 line "hamburger" icon that launches navigation (although it is now spreading in use to desktop browser (full website) versions.) While there are countless, clever variations that have been designed of them all, they remain instantly recognizable to the majority of today's users.
11 Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported.	N/A	[reevaluate post-info gathering on browser based navigation support and dispositioning]
12 The current location is clearly indicated (e.g. breadcrumb, highlighted menu item).	Excellent	Favorable and effective use of "current-page" button highlighting is in place.
13 Users can easily get back to the homepage or a relevant start point.	Poor	A majority of today's users, whether IT professionals or end-users, are used to a web site or mobile app's header logo being interactive, linking them to the home page or start page of the site, app, or software interface they're engaged with. Currently, the Integro logo that appears above the primary navigation links AWAY from the ACTT platform and resolves to the Integro website's home (index) page. It should link to the main ACTT dashboard's start/home screen.
14 A clear and well structured site map or index is provided (where necessary).	Very poor	There is no site map or hierarchal outline to show user's the overall layout of the ACTT platform.

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Search

15 A consistent, easy to find and easy to use search function is available throughout (where desirable).

Score

Comments

N/A

[Search functionality applies to actual scanned data, as opposed to a global "site search" traditionally found on website and mobile app interfaces.]

16 The search interface is appropriate to meet user goals (e.g. multi-parameter, prioritized results, filtering search results).

N/A

17 The search facility deals well with common searches (e.g. showing most popular results), misspellings and abbreviations.

N/A

18 Search results are relevant, comprehensive, precise, and well displayed.

N/A

Control & feedback

19 Prompt and appropriate feedback is given (e.g. following a successful or unsuccessful action).

Poor

The ACTT platform falls short on guiding users to adopt a natural understanding of process and workflow. Clear and immediate verification of user tasks and processes should be immediately displayed upon completion.

20 Users can easily undo, go back and change or cancel actions; or are at least given the chance to confirm an action before committing (e.g. before placing an order).

Poor

No UNDO, REDO or user input step tracking is available.

21 Users can easily give feedback (e.g. via email or an online feedback / contact us form).

Poor

No visible feedback contact links such as phone numbers, live chat connect or satisfaction survey forms appear anywhere in the system.

Forms

22 **Complex forms and processes are broken up into readily understood steps and sections. Where a process is used a progress indicator is present with clear numbers or named stages.**

Moderate

Scanning progress information is not displayed in real-time and with the implementation of admin users being able to perform multiple scans simultaneously, progress information (bars, rotators, percentage increment counters, etc.) this would be significantly helpful to monitor

23 **A minimal amount of information is requested and where required justification is given for asking for information (e.g. date of birth, telephone number).**

Good

24 **Required and optional form fields are clearly indicated.**

Good

25 **Appropriate input fields (e.g. calendar for date selection, drop down for selection) are used and required formats are indicated.**

Good

Drop-down navigation selection, filtering and record set sort functions are present and function appropriately.

26 **Help and instructions (e.g. examples, information required) are provided where necessary.**

Poor

The platform is devoid of appropriate help and guidance information.

Errors

27 **Errors are clear, easily identifiable and appear in appropriate location (e.g. adjacent to data entry field, adjacent to form, etc.).**

Moderate

Errors are displayed in bright colors (red) and are legible, but for any and all of them, awkwardly appear in same lower-left area of the interface, not matter what the error message is related to. Errors should display very close to the interface area in question to eliminate confusion and garner attention more immediately.

28 **Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary.**

Moderate

Error messages are concise, but often do not offer the user continuing instruction or troubleshooting information to rectify or reverse the error caused.

29 **Common user errors (e.g. missing fields, invalid formats, invalid selections) have been taken into consideration and where possible prevented.**

Moderate

Invalid user entries are flagged, but form validation is not consistent through the ACTT platform.

30 **Users are able to easily recover (i.e. not have to start again) from errors.**

Moderate

Recovery from errors can be done with a fair amount of ease based on the user in question, but the system needs to muscle up on the help and support we provide within the platform - automated based on error level.

Content & text

31 Content available (e.g. text, images, video) is appropriate and sufficiently relevant, and detailed to meet user goals.

Good

32 Links to other useful and relevant content (e.g. related pages or external websites) are available and shown in context.

N/A

Leveraging external links that would assist and or expedite the data review process should be considered here.

33 Language, terminology and tone used is appropriate and readily understood by the target audience.

Moderate

The verbiage and terminology used should be "humanized" and written to be more conversational and casual in tone.

34 Terms, language and tone used are consistent (e.g. the same term is used throughout).

Moderate

Terminology is not consistent and should be throughout the entire platform. Should ACTT call them FILES or RECORDS? FOLDERS or DIRECTORIES? ARCHIVES or BACKUPS.

35 Text and content is legible and scannable, with good typography and visual contrast.

Excellent

Content is legible, clear and not difficult to see.

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Help

36 Online help is provided and is suitable for the user base (e.g. is written in easy to understand language and only uses recognized terms). Where appropriate contextual help is provided.

Poor

No help resources were found. CONSIDERATIONS: Online FAQ, Glossary, Per-page/section detailed help library, request support via email (conditional?) live support chat? **THIS SHOULD BE PARTICULARLY SIGNIFICANT FOR THE END-USER/DATA REVIEWER INTERFACE.**

37 Online help is concise, easy to read and written in easy to understand language.

N/A

38 Accessing online help does not impede users (i.e. they can resume work where they left off after accessing help).

N/A

39 Users can easily get further help (e.g. telephone or email address).

N/A

Performance

40 Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays).

Good

This should be evaluated separately for both user levels (admin vs end-user) but end-user delays appear nominal if not non-existent. The data review process should average 30 minutes in duration from start to finish. Admin users may experience wait times when running scans, however, this is not considered a problem area - scan times will vary based on data sizes being scanned.

41 Errors and reliability issues don't inhibit the user experience.

Moderate

42 Possible user configurations (e.g. browsers, resolutions, computer specs) are supported.

Good

The platform is responsive and has been tested in the following browsers: Chrome V.81.0.4044.138 (64-bit), Pale Moon V. 28.9.3 (32 bit), Microsoft Edge V.44.18362.449.0 (64-bit), Opera V.68.0.3618.125 (64-bit).

Overall usability score (out of 100) *

63

-

Moderate

* Very poor (less than 29) - Users are likely to experience very significant difficulties using this site or system and might not be able to complete a significant number of important tasks.

* Poor (between 29 and 49) - Users are likely to experience some difficulties using this site or system and might not be able to complete some important tasks.

* Moderate (between 49 and 69) - Users should be able to use this site or system and complete most important tasks, however the user experience could be significantly improved.

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*Scoring key / metrics
provided on last page*

Score Comments

* Good (between 69 and 89) - Users should be able to use this site or system with relative ease and should be able to complete the vast majority of important tasks.

* Excellent (more than 89) - This site or system provides an excellent user experience for users. Users should be able to complete all important tasks on the site or system.

Usability guidelines

Importance

Features & Functionality

1	Features and functionality meet common user goals and objectives Key and common user goals and objectives (e.g. carry out some transaction, find some information, carry out some research etc...) should have been identified and addressed. Ideally the site or application should allow users to meet all of their key goals and objectives.	Very high
2	Features and Functionality support users desired workflows The site or application should support or at least be compatible with the way that users wish to work. For example, users might want to be able to carry out bulk transactions or be able to save and return to their work.	Very high
3	Users are adequately supported by on-screen guidance and easily accessible help information (e.g. help section, instructions, real-time step-by-step guides, etc.). For example, task/interactive execution success messages/indicators and clear, obvious login verification should be provided to prevent users from asking questions about what to do, what they've done and what they need to do next.	High
4	Calls to action (e.g. select row(s), delete files, submit query, etc.) are clear, well labelled and appear clickable Possible actions should always be clear and the primary call to action (i.e. the most common or desirable user action) should stand out on the page or screen.	Medium

Homepage / starting page

5	The starting page fosters ease of login access. Clear and obvious data entry form fields (USER NAME & PASSWORD) and the login process follow conventional interactive usage flow, clearly generating a success message for login acceptance or denial.	Medium
6	The post-login screen is effective in establishing the platform's identity and purpose. The system clearly indicates login status and presents a simple-to-understand dashboard. Users should be able to quickly scan the homepage and make sense of both the content available and of how the site is structured.	High

Navigation

7	Users can easily access the site or application For example, the URL is predictable and is returned by search engines. If a user attempts to find the site via a search engine, it should ideally be returned on the first page of search results for likely queries.	PENDING
8	The navigational scheme is easy to find, intuitive and consistent Users should be able to very easily locate and use the navigational scheme (e.g. left hand menu, top menu, tabbed menu), and it should not be significantly different across the site or application (unless a decision has been made to specifically differentiate a given section or area).	High
9	The navigation has sufficient flexibility to allow users to navigate by their desired means For example a user might want to be able to search for an item or browse by size, name or type. Although not all user preferences can or indeed should be addressed, the most useful and common navigational means should be supported.	Medium
10	The site or application structure is clear, easily understood and addresses common user goals For example, gathering information, submitting data, carrying out research. Users should be able to work out where they need to go to carry out common user goals and be able to quickly gain an understanding of how the site or application is structured.	Very high
11	Links are clear, descriptive and well labelled Links should be clearly 'clickable' (e.g. underlined or colourised) and it should be clear to users where any given link goes to. Non-descriptive links such as 'click here' should be avoided and any links going to an external website or opening a new window should be identified as such.	Medium
12	Browser standard functions (e.g. 'back', 'forward', 'bookmark') are supported Users should be able to bookmark a page (or be presented with a URL to use) and go back and forth without breaking the site or losing any information they have entered.	High
13	The current location is clearly indicated (e.g. breadcrumb, highlighted menu item) Users should always know where they are in the site or application.	Low
14	Users can easily get back to the homepage or a relevant start point For example, a homepage link might be part of the breadcrumb or a home link might be available as part of the header.	Low
15	A clear and well structured site map or index is provided (where necessary) The sitemap might be part of the header or footer and should ideally be available from every page on the site.	Very low

Search

16	A consistent, easy to find and easy to use search function is available throughout The search function (where required) should be directly available from most pages on the site or application and should be consistently positioned (e.g. top left, top right or top centre).	High
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17	The search interface is appropriate to meet user goals For example users are able to filter search results, an advanced search is available (if necessary) and common search conventions such as quotation marks ("") and natural language searches are handled.	High
18	The search facility deals well with common searches, misspellings and abbreviations Ideally synonyms (e.g. 'coat' should also match 'jacket') should mean that logical and appropriate search results are returned for common user queries. Popular search results (e.g. top matches) should also be identified for common queries.	Low
19	Search results are relevant, comprehensive, precise, and well displayed It should be easy for users to see what has been returned, to work out why something has been returned and to determine how many results there are.	High

Control & feedback

20	Prompt and appropriate feedback is given For example, a confirmation message is shown following a successful transaction, input errors are promptly highlighted and it's made clear to users when a page has been updated.	High
21	Users can easily undo, go back and change, or cancel actions If an action can not be undo then users should at least be given the chance to confirm an action before committing (e.g. before placing an order). For example, users can return to a step and change their options or dynamically change a value without having to start again. Where an action can't be undone (e.g. a deletion), this should be made clear to users.	Medium
22	Users can easily give feedback For example, via email or an online feedback / contact us form. There should be an indication of how long users can expect to wait for a response if a query has been made.	Very low

Forms

23	Complex forms and processes are broken up into readily understood steps and sections For example, a checkout process might be broken up in to 'address', 'delivery options', 'payment' and 'confirmation'. Where a process is used a progress indicator is present with clear numbers or named stages.	Medium
24	A minimal amount of information is requested and where necessary justification is given for asking for information For example a site might outline that a telephone number is required in case there is an issue with a transaction. Users shouldn't be asked for extraneous information and where possible information should be auto populated (e.g. postcode lookup, code lookup) to keep input to a minimum.	Low

25	Required and optional form fields are clearly indicated (e.g. using text or **) Where most fields are required the optional fields should be identified and when most fields are optional the required fields should be identified.	Low
26	Appropriate input fields are used and required formats are indicated Appropriate input fields might include calendar for date selection, drop downs for selection and radio button for small selections. Text might be used to indicate the required format or an example might be provided. Field lengths should correspond to the expected input so for example an email input field should be long, where as an initials input field should be very short.	Medium
27	Help and instructions (e.g. examples, information required) are provided where necessary Where input is non trivial or is likely to require some explanation this should be provided. Where a-lot of explanation is necessary a link to a page outlining what is required should be provided.	Medium

Errors

28	Errors are clear, easily identified and appear in appropriate locations Errors should be immediately apparent to users and ideally be located close to the offending input or function (e.g. adjacent to an input entry field). Inputs causing an error should be highlighted, together with an explanation for the error.	High
29	Error messages are concise, written in easy to understand language and describe what's occurred and what action is necessary Errors should avoid using very technical terms or jargon and should be written from the user's perspective.	Medium
30	Common user errors have been taken into consideration and where possible prevented Common user errors might be missing fields, invalid formats and invalid selections. For example, fields might limit input to particular a format (e.g. numbers only) or only become available once certain criteria have been met. JavaScript might also be utilised to provide immediate feedback for common formatting errors or errors caused by missing fields.	Medium
31	Users are able to easily recover (i.e. not have to start again) from errors For example, users might be able to re-edit and resubmit a form or enter a different value.	Medium

Content & text

32	Content available (e.g. text, images, video, audio) is appropriate and sufficiently relevant, and detailed to meet user goals Content should also be appropriately formatted, so for example videos and audio should be directly playable (i.e. shouldn't need to be downloaded to be played) and images should be of a sufficient quality.	Very high
33	Links to other useful and relevant content (e.g. related pages, external websites or documents) are available and shown in context For example there might be links from an article to related articles, related content or related external websites.	Low

34	Language, terminology and tone used is appropriate and readily understood by the target audience Jargon should be kept to a minimum and plain language should be used where ever possible.	High
35	Terms, language and tone used are consistent (e.g. the same term is used throughout) Capitalisation (e.g. 'Main title'; 'Main Title'; 'MAIN TITLE') and grammar should be consistent, together with the use of formal or informal terms (e.g. could not vs couldn't; what's vs what is etc...).	Medium
36	Text and content is legible and scanable, with good typography and visual contrast Users should be able to quickly scan headers and body text, in order to get an overview of what's available.	Medium

Help

37	Online help is provided and is suitable for the user base Help should be written in easy to understand language and only uses recognised terms. Users should be able to easily find and access help and where appropriate contextual help should be available, such as help for a specific page, feature or process.	High
38	Online help is concise, easy to read and written in easy to understand language Help should cover the essentials without providing excessive detail and shouldn't use jargon or technical terminology that isn't likely to be understood by users.	Medium
39	Accessing online help does not impede users Users should be able to resume work where they left off after accessing help. Ideally help should be available directly on a page or using a new window. If help is provided in the form of a document, it should be formatted for the web (e.g. PDF, rather than a Word document).	Medium
40	Users can easily get further help (e.g. telephone or email address) If a telephone help number is provided the hours of operation should be shown. If an email address or online form is provided, an indication should be given of how long a response is likely to take (e.g. within the next 24 hrs).	Low

Performance

41	Site or application performance doesn't inhibit the user experience (e.g. slow page downloads, long delays) Web page downloads shouldn't take longer than 5 seconds and on page interactions (e.g. using an application or AJAX functionality) shouldn't take any longer than 1 second to respond. Interactions taking longer than 1 second to respond should provide suitable feedback to show that something is taking place (e.g. an hour glass or swirling graphic).	High
42	Errors and reliability issues don't inhibit the user experience Sites and applications should be free of bugs and shouldn't have any broken links.	Medium

43	Possible user configurations (e.g. browsers, resolutions, computer specs) are supported Websites should be usable at a 800x600 screen resolution and should work with the most common browsers (IE, Firefox, Opera, Chrome etc...). Applications should be usable with common computer specifications (operation system, memory, available disk space) and screen resolutions (e.g. 800x600, 1025x768).	Medium
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