HEURISTIC EVALUATION of SkillShop

1. [H6 Recognition rather than Recall] [Severity 2]
On the sign up page for employees, users are required to recall and write out availability dates in a long hand format. This creates a higher probability of user error.

2. [H5 Error Prevention] [Severity 3]
After filling in the employee registration data, users come to a "Thank you" page where they may be confused about what happens next. There is no obvious next step to be seen, and the user must find it. "Continue to My Skillshop" may be too small and easily missed. It appears to be linked to the Logout text.

3. [H4 Consistency and Standards] [Severity 3]
In task 1, the employee Search for a Job page, the entering of start dates and end dates are aided by a pop-up calendar, whereas the date boxes on the employee registration page were not and were in the format [YYYYMMDD]. In task 3, on the employer 'post a job' page, the date is requested in format [mm/dd/yyyy].

4. [H3 User Control and Freedom] [Severity 3]
On the Job Search Results page there appears to be no way to "go back" a step other than browser buttons

5. [Aesthetic and minimalist Design] [Severity 1]
The scroll bar attached to the calendars does not appear to be necessary.

6. [H4 Consistency and standards] [Severity 2]
When an employer is posting a job, they are expected to enter times in the order "To:" then "From:". On the next page times are presented as "Starting at" and "Ending at"

7. [H4 Consistency and standards] [Severity 3]
In the employer section the side menu is not consistently located on one side of the pages. It shifts from left to right. In addition the options within the menu change between 6 items and 7 items.

8. [H3 User Control and Freedom] [Severity 2]
In the employer adding a job page, there appears to be no "clear" or "cancel" button should the user change his or her mind about the data. After the information is submitted, on the next page, again there is no "edit" or "cancel" available.

9. [H5 Error Prevention] [Severity 2]
On the employee ratings page, important notes about ratings are spelled out below the submit button. Placing important notes higher in the page may prevent errors. Having a confirm/edit page would also prevent errors.

10. [H6 Recognition rather than Recall] [Severity 2]
On the Search for an employee page, after entering dates from the calendar, users must remember which day(s) of the week are involved, for the next step. This could lead to user error. (Perhaps upon selecting dates from the calendar, if the appropriate days could be highlighted in some way that may reduce error).

11. [H2 Match between system and the real world] [Severity 3]
(Information does not appear to be requested in a logical order)
On the employee registration page, users are required to fill out job and availability information. Requesting such information at this stage seems confusing. It is unclear if this enters actual specific search information for April 22 for example, or general background information such as when the person is usually available and what they usually do. After registering and logging in, the user has to enter search data again. What was being entered during registration?

12. [H4 Consistency and Standards] [Severity 1]
On the Employer registration page, it is not clear which address is being sought (physical business location, business mailing address, personal address etc). And employer may have any number of addresses. Could create user confusion and error.

13. [H1 Visibility of System Status] [Severity 3]
Some pages lacked breadcrumbs or sense of location within the website.