

Fast Team (Eunice Chang, Rich Meyer, Dondrea Thompson)

Heuristic Evaluation of SkillShop

Homepage:

1. **H1-9: Prevent errors. (Severity 4)**
Homepage is logged in as employer, but then first page you are taken to is a login screen. The login screen should be the homepage. This may just be a slight overlook in programming.
1 evaluator found
2. **H1-9: Prevent errors. (Severity 2)** Error found by 1/3
More helpful to have sign-in and registration link side-by-side, since you might miss the registration link as a new user.
1 evaluator found

New user registration page:

- Looked good!

Jobseeker registration page:

3. **H1-2: Match between system and real world (severity rating 4).**
Also, the terms basic information, account preferences, and privacy settings are not informative or accurate of corresponding information. For example, breadcrumb for jobseeker signup might be more accurate as "homepage >> registration." Breadcrumb is not accurate of actions you have taken.
1 evaluator found
4. **H1-4: Consistency and standards (severity rating 3)**
The breadcrumbs for employee signup are not consistent with employer signup.
2 evaluator found
5. **H1-10: Help and documentation (severity rating 3)**
The last bullet on the privacy concerns talks about "industry standard technology." What does this mean? Ambiguous wording and may cause users to question their trust.
1 evaluator found
6. **H1-4: Consistency and standards (severity 3)**
The title of the page should be "New job seeker registration form" instead of "New user form" in order to minimize errors and provide feedback about which form you are on.
1 evaluator found
7. **H1-9: Prevent errors (severity 1)**
There is no standard for phone number entry – we tried entering it 3 different ways, along with errors, and they were accepted each time.
1 evaluator found

8. **H1-2: Match between system and real world and H1-4 Consistency (severity 4)**
Unclear why this information is here on the registration page. The placement is confusing, and it should not be here. Why do I need to put this availability here? Is this general availability or is it a specific search? This is not consistent with industry standards (don't usually ask for this type of information at registration).
1 evaluator found
9. **H1-5 Prevent errors and H1-6 recognition over recall (severity rating 3).**
There are only 8 options for this question, but you can only see 3 options at a time, and have to scroll down to see all options. Might be better to use checkboxes in this case – this would eliminate the need to have a note that says “press ctrl to select multiple options,” because it would be more straightforward and clear.
2 evaluator found
10. **H1-4: Consistency and standards (severity rating 3).**
In other areas of the website, there is a calendar shortcut that allows users to select dates from a calendar (placement should be consistent, on right of text entry box). That might be useful here. Also, the format of the dates is not consistent with other parts of the website (here, year comes first, while in other places, year comes last).
2 evaluator found
11. **H1-5: Prevent errors (severity 3)**
Security question should be required.
1 evaluator found

New user registration feedback page:

12. **H1-9: Aesthetic and minimalist design (severity 1)**
Thank you message should be centered or aligned.
1 evaluator found
13. **H1-7: Flexibility and efficiency of use and H1-6: Recognition over recall (severity 3)**
Also, locus of attention should be on “continue to my skillshop link.” This should be in bigger font and more central on the page.
3 evaluator found

Jobseeker main page

14. **H1-4: Consistency and standards (severity 1)**
Is “go” a button on the search? Does not look raised (clickable) like standards indicate.
1 evaluator found
15. **H1-6: Recognition rather than recall and Aesthetic and minimalist design (severity 4)**
The locus of attention should be on “Find jobs,” and it should be first on the navigation bar. In general, the right navigation bar is too cluttered.
2 evaluator found
16. **H1-2: Match between system and real world (severity 4)**
Title says “Upcoming events this month.” This does not speak the users’ language, since “events” are not consistent with job seeking. It’s not clear whether these things are ones

that I have added to my calendar, or options that are available to me.
2 evaluator found

Find jobs page

17. **H1-3: User control and freedom (Severity 4)**
You cannot select more than one job type, but you should be able to.
1 evaluator found
18. **H1-8: Aesthetic and minimalist design (Severity 1)**
The city, state, and zip code options should be more clearly divided since it is an “or” option. May need to juxtapose more clearly.
1 evaluator found
19. **H1-2: Match between system and the real world (severity 3)**
Not clear what select radius refers to. This seems like it should relate more to an address. For example, if you enter “San Francisco,” it’s not clear whether the search is then a 1 mile radius around all of San Francisco.
1 evaluator found
20. **H1-7: Flexibility and efficiency of use (severity rating 3).**
Here, users might want to provide a range of wages that they would be willing to accept, instead of a single number. Would be better to provide two separate text boxes and indicate that they are able to provide a range of values here.
1 evaluator found
21. **H1: User control and freedom (severity rating 3)**
There is no “back” button here, and no easy out on this page.
2 evaluator found
22. **H1-9: Error prevention (severity rating 2)**
Put submit button on either center or right. Also add a “cancel” button
2 evaluator found

Job search results:

23. **H1-3: User control and freedom and H1-1: Visibility of system status (severity rating 4)**
No instructions or breadcrumbs, and little indication of where you are supposed to go from here. There is also no clearly marked exit.
1 evaluator found

Employer registration page:

24. **H1-4: Consistency (severity rating 2).**
On the employer signup page, the security question defaults to “mother’s maiden name,” however, on the jobseeker signup page, the security question defaults to “security question.” These should be consistent.
1 evaluator found

25. **H1-2: Match between system and real world (severity rating 3)**
Why is “business name” required while address of the business is not required? Either both should be required at this stage, or both removed and asked for again when posting a job. Also, what if there are multiple addresses?
2 evaluator found
26. **H1-9: Prevent errors (severity rating 3)**
Alaska should not be defaulted as state, since there will be a lot of errors here.
1 evaluator found

Employer dashboard

27. **H1-2: Match between system and real world (severity 4)**
Calendar will be below the fold of the page if you have more than a few job applicants. Need a different way to view job applicants. Also, may want to move calendar above (since it is a more immediate need to view spots you need to fill before you review job applicants).
1 evaluator found

Job posting

28. **H1-2: Match between system and real world and H1-6 Recognition rather than recall (severity 4)**
Not clear where to go in order to post a job. This should be first thing you see. Also, the icon and the words for posting a job do not go to the same place. There are nouns and verbs in the navigation, so it’s not clear what are actions. Also, “job postings” might imply that you can view the postings you have already made, not ones that you want to create.
1 evaluator found
29. **H1-4: Consistency and standards (severity 3)**
Color of the breadcrumbs (linked ones and unlinked ones) are same color, so not clear what you can click on or not.
1 evaluator found
30. **H1-4 Consistency and H1-9: Prevent errors (severity rating 4).**
I think there may be a mistake here in that the “to” and “from” labels should be switched. Besides that, the format is not consistent with other parts of the website. The select and minute boxes are confusing – not clear what you are selecting. Maybe offer ½ hour increments? Numbers should go 1-12, not 12-11.
3 evaluator found
31. **H1-2: Match between system and real world (severity 3)**
Need sous chef as separate position.
1 evaluator found
32. **H1-9: Prevent errors (severity 2)**
Open entry field is very error prone, and doesn’t ask for separate fields (i.e. name, address, etc.)
1 evaluator found
33. **H1-9: Prevent errors (severity 2)**
Not sure why it defaults to restaurant selection. What if you have 3 restaurants?
1 evaluator found

Confirmation of posting page:

34. **H1-1: Visibility of system status (severity 3)**
Breadcrumbs do not tell you what page you are currently on. The last breadcrumb is actually a hyperlink.
1 evaluator found
35. **H1-9: Prevent errors (severity 3)**
There is no error message if you don't input information for desired positions. All you see is "add additional information and submit"
1 evaluator found
36. **H1-4: Consistency and standards (severity rating 4).**
The navigation bar moves from left to right on this page – not consistent with other pages.
2 evaluator found
37. **H1-9: Prevent errors (severity rating 3).**
Placement of the "submit" button is awkward. There is additional information that is requested, however, this is placed below the submit button. This may be confusing to users, and they may click "submit" before entering some additional information that they wanted to include.
1 evaluator found
38. **H1-8: Aesthetic and minimalist design (severity rating 3)**
Might want to have a drop-down here instead of scrollbar. Looks strange to have it as scrollbox. Also, might have a huge list of employees.
1 evaluator found
39. **H1-2: Match between system and real world (severity rating 4)**
Not clear what scope of this page is. If you are posting a job, aren't they all going to the "marketplace?" Not clear that this is also a management tool for your current employees as well as a recruiting tool for new employees.
1 evaluator found
40. **H1-9: Prevent errors (severity rating 5)**
When you add details to an event and you have additional information for more than 4 people in one night, the submit buttons appears in the middle of the page. Submit button is in static location instead of in dynamic location. Submit button also jumps around when using IE.
1 evaluator found
41. **H1-8: Aesthetic and minimalist design (severity rating 1)**
Photos are not dynamically set (minor cosmetic issue)
1 evaluator found

Calendar view (once you submit)

42. **H1-4: Consistency and standards (severity rating 3)**
Times are in 24 hour clock suddenly, and the calendar is too small to read.
1 evaluator found

Search for employee

43. H1-5: Prevent errors (severity 3)

After you enter dates and go down to the day selection, there may be chance for error because you may forget which day you selected. Better to highlight which day you selected. Also, if you select multiple days, how do you select times for more than one day?

2 evaluator found

44. H1-7: Flexibility and efficiency of use (severity 3)

Specify date and time preferences is not clear. Blocks of time do not allow for flexibility. Should be drop-down and specify time range instead, also since the checkboxes and radio buttons are not clear (can select both "all" and multiple time frames).

1 evaluator found

45. H1-5 Error Prevention (Severity 2)

On the employee rating page, important notes about how the ratings should and should not be used are spelled out below the submit button. Placing these important notes higher in the page may prevent errors. Additionally, having a confirm/edit page would also prevent errors.

2 evaluator found

Severity ratings:

Level 0 - 0

Level 1 - 5

Level 2 - 6

Level 3 - 21

Level 4 - 12

Level 5 - 1

Heuristic violations:

H1-1: 2

H1-2: 9

H1-3: 2

H1-4: 10

H1-5: 4

H1-6: 4

H1-7: 3

H1-8: 3

H1-9: 12

H1-10: 1