

CHECKLIST OF FEATURES THAT DECREASE WEB SITE USABILITY

- Actions cannot be cancelled (users can't explore and "get sloppy" with work).
- Advertising is excessive.
- Anchors are used ineffectively.
- Appearance is poor (cluttered, busy, visually unappealing).
- Application of frames is difficult-to-understand.
- Blinking occurs.
- Broken links are found.
- Button clicks are not acknowledged with visual feedback.
- Button sizes and colors are inconsistent across pages.
- Colors, text size, and fonts are unappealing.
- Cookies are used excessively (where not essential).
- Cursor focus is difficult to view.
- Database calls in news / broadcasts provide erroneous information.
- Dropdown text lists are not in alphabetical order and difficult to use.
- Dropdowns (numeric) are not ordered numerically and difficult to use.
- Error messages after incorrect data input do not appear.
- Error messages are not meaningful.
- Field labels are missing (where appropriate).
- Field labels on each page are misspelled.
- Fonts (too small, too large) are unreadable on standard monitors.
- Format labels for fields (ie MM/DD/YY) are not displayed (where appropriate).
- Format labels for fields are wrong.
- Format masks for fields are not applied correctly with data input.
- Format masks for fields are not provided (where appropriate).
- Forms, headlines, links, and explanations are difficult-to-understand.
- Graphics are excessive.
- Graphics do not add value to a page.
- Help does not allow users to go backwards and forwards.
- Help links or buttons are not provided (where needed).
- Help links require excessive input from users before information is located.
- Help messages are hard to understand.
- Home buttons / links are not provided.
- Home page buttons/links do not return user to the Home page.
- Home page isn't accessible from other pages in the site.
- Home page isn't clear / no Home reference point is provided.
- Icons / pictures are not click-able.
- Inconsistent page headings and associated hyperlinks confuse user.
- Incorrect status messages confuse user.
- Information (ie zip code) is re-requested .
- Interface is not customizable within the site (where appropriate).

- ❑ Labels placed on command buttons are lengthy and confusing.
- ❑ Links are not easily identifiable (to click or not-to-click is not intuitive).
- ❑ Links are used infrequently, resulting in long page downloads.
- ❑ Links to navigate top-to-bottom/ bottom-to-top of page don't appear (as appropriate).
- ❑ Links to other pages are not clearly marked.
- ❑ Links to tools are not provided.
- ❑ Menus show irrelevant functions on the first screen.
- ❑ Menus, pages, and dialogues contain irrelevant information.
- ❑ Multiple clicks of the same button or object are not trapped.
- ❑ Navigation after an image-map click is not intuitive.
- ❑ Navigation is by mouse only - tab key does not navigate
- ❑ Navigation is difficult – easy to get lost / no links back to home page.
- ❑ Navigation required is excessive.
- ❑ Navigational tools have an inconsistent look and location.
- ❑ New browser windows created are not apparent when opened.
- ❑ New browser windows created are not consistently used for similar actions.
- ❑ New browser windows have no description on title bar to identify contents.
- ❑ Pages contain wrong spelling and bad grammar.
- ❑ Pages don't show an associated Web Site name and/or navigation bar link.
- ❑ Pages load too slowly in your browser.
- ❑ Pages loads poorly in your browser - no Cross-Browser compatibility.
- ❑ Partitioned data is difficult to navigate through.
- ❑ Partitioning of data makes no sense.
- ❑ Print contents output in poor format.
- ❑ Printing is difficult / not available.
- ❑ Purpose and most important features of a site are not easy to determine.
- ❑ Referenced web sites and Email addresses are not hyper-linked.
- ❑ Required fields are not clearly marked.
- ❑ Scrolling is excessive.
- ❑ Scrolling provided with long pages (where appropriate) has no "Go To" option.
- ❑ Search feature has no defaults/specifiable preferences (where appropriate).
- ❑ Search feature is difficult to use.
- ❑ Search feature is not provided (where appropriate).
- ❑ Security is not provided (where appropriate).
- ❑ Site conducts lengthy interrogations / asks too many questions.
- ❑ Site contact information does not appear (accessible from every page).
- ❑ Site data is not updated (where appropriate).
- ❑ Site date/time last updated is not displayed.
- ❑ Site does not display compatible browsers where appropriate (i.e.. w/frames).
- ❑ Site information is irrelevant and not timely.
- ❑ Site is incompatible with your browser (doesn't load with your browser type).
- ❑ Site is non-compliant w/browser defaults (new settings required on browser).
- ❑ Site looks good only with one resolution (ie only 800 X 600 pixels works well).
- ❑ Site map does not exist (where appropriate).
- ❑ Site navigation is not intuitive.

- ❑ Site navigation requires excessive mouse-clicks.
- ❑ Site web address does not appear in browser history list.
- ❑ Status messages are not provided (results in more effort to avoid mistakes).
- ❑ Status messages don't reflect true progress of page loading/information retrieval.
- ❑ Undo (back) is difficult.
- ❑ URL names are excessively long.
- ❑ URL names are not intuitive (especially when accessed via a hyperlink).
- ❑ User-input is lost with the back button.
- ❑ Wording of links, associated page titles and headers is inconsistent / confusing.
- ❑ Words, phrases and concepts are not familiar to the user.
- ❑ Work is lost as a result of an error.