

## **CHECKLIST OF FEATURES THAT INCREASE WEB SITE USABILITY**

- Actions can be cancelled (users can explore and "get sloppy" with work).
- Advertising is not used (no "dancing baloney").
- Anchors are used effectively.
- Appearance is visually appealing (not cluttered, busy).
- Application of frames is easy-to-understand.
- Browser default settings are compliant (no need to change settings to view site)
- Button clicks are acknowledged with visual feedback.
- Button sizes and colors are consistent across pages.
- Colors, text size, fonts are appealing.
- Consistent page headings and associated links allow for easy page recognition.
- Contact Information appears (accessible from every page).
- Cookies are not used, unless essential.
- Cursor focus is easily visible.
- Dropdown numeric lists are ordered numerically, making numeric selections easy.
- Dropdown text lists are in alphabetical order to make it easy to locate an item.
- Email addresses provided are correct.
- Error messages are meaningful.
- Field labels on each page are spelled correctly.
- Field labels on pages are displayed (where appropriate).
- Fonts are readable.
- Format labels for fields (ie MM/DD/YY) show data formats expected.
- Format labels for fields are accurate wherever used.
- Format masks for fields are applied correctly when data is input.
- Format masks for fields exist (where appropriate).
- Forms, headlines, links, and explanations are easy-to-understand.
- Graphics add value to each page.
- Graphics/text combination is balanced.
- Help allows users to go backwards and forwards (for easy navigation).
- Help links or buttons -organizing multiple Help links in a window- are provided (as appropriate).
- Help links require a minimum of search and/or input from users.
- Help messages are written tightly – easily comprehended / responsive to problems.
- Home page buttons /links work as expected
- Home page can be accessed easily from other pages in the site.
- Home page is provided as a reference point.
- Icons / pictures are click-able.
- Information (ie zip code) is saved / not re-requested.
- Interface is customizable within the site.
- Labels placed on all command buttons are short and clear.
- Links are easily identifiable (ie color is standard to differentiate).

- ❑ Links are not broken (a link brings you to page it said it would).
- ❑ Links are used to frequently to avoid long downloads of pages.
- ❑ Links to navigate from page top-to-bottom/ bottom-to-top appear as appropriate.
- ❑ Links to other pages are clearly marked – descriptions make sense.
- ❑ Links to tools are provided.
- ❑ Menus display the most important business functions on the first screen.
- ❑ Menus, pages, and dialogues contain relevant information.
- ❑ Most important features and purpose of site are easily determined.
- ❑ Mouse is not always required for navigation (can use tab key, if desired)
- ❑ Multiple clicks of the same button or object are trapped.
- ❑ Navigation after image-map clicks is intuitive.
- ❑ Navigation through partitioned data is easy / One click brings you to one place.
- ❑ Navigation through site is intuitive and quick.
- ❑ Navigational tools have a consistent look and location.
- ❑ New browser windows created are apparent when opened.
- ❑ New browser windows created are consistently used for similar actions.
- ❑ New browser windows show a descriptive title on the title bar to identify contents.
- ❑ Page contents show correct spelling and grammar.
- ❑ Page headings and associated hyperlinks are intuitive
- ❑ Pages layout is visually consistent.
- ❑ Pages layout is visually inconsistent when pages act differently.
- ❑ Pages load correctly in your browser.
- ❑ Pages load fast in your browser – speed is important.
- ❑ Pages show an associated Web Site name and/or navigation bar link.
- ❑ Partitioning of data makes sense.
- ❑ Print contents output in a usable format.
- ❑ Printing is easy.
- ❑ Referenced web sites and Email addresses are hyper-linked.
- ❑ Required fields are clearly marked.
- ❑ Search function has default values with specifiable preferences (where appropriate).
- ❑ Search function is provided (as appropriate).
- ❑ Security is provided (as appropriate).
- ❑ Site can be used with multiple browsers.
- ❑ Site data is correct.
- ❑ Site data is updated.
- ❑ Site date/time last updated is displayed.
- ❑ Site displays compatible browsers where appropriate– (ie when frames are used).
- ❑ Site does not conduct lengthy interrogations / ask too many questions.
- ❑ Site information is relevant and timely.
- ❑ Site instructions are clear to the user.
- ❑ Site looks good with multiple resolutions (not just 800 X 600 pixels, for example).
- ❑ Site Map exists.
- ❑ Site web address appears in browser history list.
- ❑ Status messages accurately reflect the progress of page loading/information retrieval.

- ❑ Status messages are provided
- ❑ Text and font sizes are large enough to be readable on standard monitors.
- ❑ Text is properly aligned.
- ❑ Text wraps around graphics properly.
- ❑ Undo (back) is easy.
- ❑ URL names make sense (especially when book-marked or accessed via a link).
- ❑ Use of components and objects conform to GUI standards.
- ❑ User-input is not lost with the Back button.
- ❑ Voice recognition is provided (nice optional capability).
- ❑ Wording of links, associated page titles, and page headers are consistent.
- ❑ Words, phrases and concepts are familiar to the user.