

USABILITY GUIDELINES FOR WEB APPLICATIONS

New Jersey Quality Assurance Association

April 4, 2000

Objective: To provide testers with a set of usability guidelines to help identify potential usability problem areas in Web-based systems / sites.

Monica Heller
Vertek Corporation
Sr. Quality Assurance Specialist
(908) 464-8400 Ext. 142

EMAIL: monica@vertekcorp.com

Usability Definition

Usability – Subjective determination that the architecture / design of a site or application is user-friendly (i.e. it is easy to use and learn)

Usability Guidelines

Launching a bad site with poor usability is guaranteed to waste money since the customer will not be satisfied. Prevent poor Web site / Web application usability by evaluating whether the site or application will:

- Maximize User Productivity
- Be Fast
- Be Intuitive / Easy to Learn / Clear
- Be Consistent
- Allow for User Flexibility
- Be Friendly

Web Sites with More Information on Usability:

Vincent Flanders' Web Sites that Suck : <http://www.websitesthatsuck.com>

Jakob Nielsen's Site: <http://www.useit.com>

Isys Information Architects -

Hall of Shame and Hall of Fame: <http://www.iarchitect.com>

EMAIL me at above address for a copy of a Usability Checklist that will be generated from this presentation.