

Heuristic Evaluation for HR Analytics Page

About

This document offers a thorough assessment of the HR Analytics SharePoint site, focusing on User Experience (UX) and Usability. The evaluation is grounded in the examination of [10 Heuristic Principles](#). Within this report, we highlight areas where the site falls short of meeting these principles, accompanied by a severity rating scale ranging from S1 to S5. This scale indicates the extent to which each issue impacts the site's usability, with S5 representing the highest severity. ([Severity Ratings](#))

Why a Heuristic Evaluation?

Derived from the Ancient Greek word "heurískō," meaning "I find, discover," heuristic evaluation is the process through which humans utilize mental shortcuts to make decisions. Adhering to heuristic guidelines enhances user-friendliness and usability. By adhering to these guidelines, we can guarantee that our design is streamlined, effective, and seamlessly navigable for users engaging with our digital products.

Note: This evaluation is based on the SharePoint site as of April 30, 2024, during its ongoing development phase.

Analysis Criteria

The HR Analytics site is crafted specifically for HR personnel, aiding them in their daily tasks. Since we aren't subject matter experts in this niche, our evaluation primarily focuses on the User Interface design and the presentation of data.

What works well?

Clear Organization: The SharePoint site is well organized, minimizing visual clutter. This helps users to easily locate information without feeling overwhelmed.

Readable Text: The use of large text size enhances readability, making it easier for users to consume information quickly and comfortably.

Intuitive Design: The straightforward design of the site allows users to navigate and use it without requiring prior training. This reduces the learning curve and encourages immediate engagement.

Effective Navigation: The main navigation is well arranged, with important options placed logically from left to right. This helps users to quickly find what they are looking for and understand the site's structure intuitively.

Accessible Resources: Including an FAQ section and commonly used links on the homepage is beneficial for first-time users, providing them with quick access to helpful resources and reducing the need for assistance.

Efficient Data Access: Users can access data quickly through the navigation and directly from the pages, enhancing efficiency and productivity. This allows users to find the information they need without unnecessary delays or obstacles.

What can be improved?

	Heuristic	Severity
Layout Analysis: Welcome Screen Alignment and Empty Spaces	#1, #2, #5, #8	S2, S3
Logo Navigation Consistency	#4	S3
Broken link: Teams Icon Functionality	#4	S4
Access Control and Edit Functionality	#5	S4
Navigation Consistency	#4	S3
Navigation Clarity	#3, #6	S3
Data Visibility	#7	S4
Lack of filters	#3, #6	S3
Stacked Sections and Content Visibility	#3, #6	S3
Scroll Issues	#5	S2
Visibility of Subpage Links	#1, #7	S3

1. Layout Analysis: Welcome Screen Alignment and Empty Spaces.

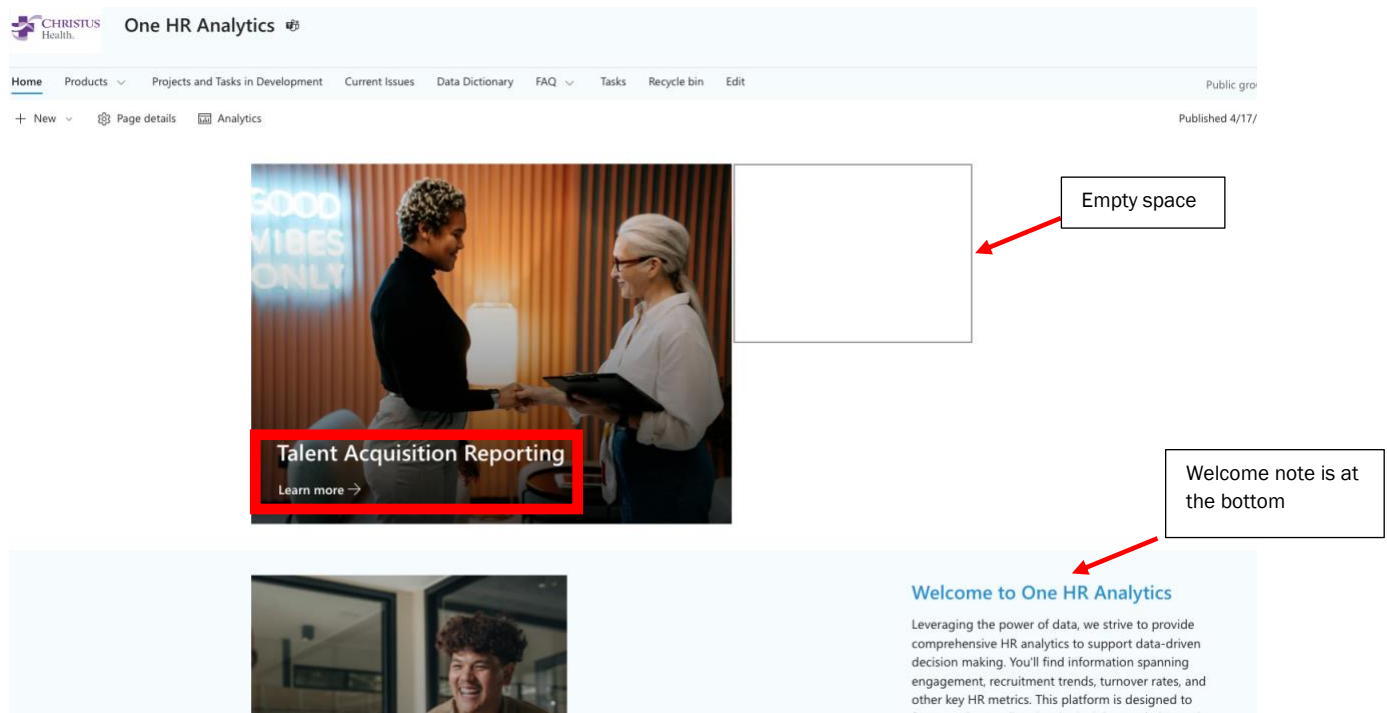
Problem Area: The Home page features a clickable image at the top followed by a welcome sign aligned to the bottom next to another clickable image, which deviates from typical homepage aesthetics. Additionally, there is considerable unused space beside the images. Furthermore, the link to Talent Acquisition reporting leads to a test page, indicating possible ongoing development.

While the landing page appears organized, the lack of descriptive labels for the tiles may lead to confusion for users who are unsure of the contents behind each tile. They might have to click through all tiles to learn what information each of them holds. Clear descriptions help users quickly understand the purpose of each section, enhancing usability and reducing cognitive load.

Severity:

- The deviation from typical homepage aesthetics and inefficient use of space moderately impact user engagement and aesthetics, warranting a severity rating of **S3**.

- The link leading to a test page for Talent Acquisition reporting, though possibly under development, may confuse users and hinder their navigation. This issue is rated with a severity of **S2**.
- The absence of descriptive labels might cause some level of confusion or frustration for users, particularly those unfamiliar with the site's layout. This could result in decreased efficiency and potentially deter users from exploring further. However, it's not critical to the functionality of the site, hence the moderate severity rating of **S3**



Recommendation:

1. **Realign Homepage Elements:** Consider reorganizing the layout to adhere to conventional homepage design principles. Placing the welcome sign above could enhance visual hierarchy and user engagement.
2. **Optimize Space Utilization:** Utilize the empty space next to the images more effectively. This could involve incorporating additional relevant content, such as quick links or introductory text, to improve the overall user experience.
3. **Update Talent Acquisition Link:** Replace the link leading to the test page with a temporary message indicating that the Talent Acquisition reporting page is under development. Alternatively, redirect users to a relevant placeholder page providing information about the upcoming feature.

4. **Concise and descriptive labels:** Add labels and descriptions to each tile on the landing page, indicating the category or contents it represents. Additionally, consider providing a breakdown or overview of the contents within each category for further clarity. This enhancement will improve user understanding, streamline navigation, and ultimately enhance the overall user experience of the SharePoint site.

2. Logo Navigation Consistency

Problem: The site employs the same logo to navigate to both its homepage and the Christus.org site. This lack of visual distinction between the two destinations could confuse users and make it challenging for them to differentiate between the options.

Severity: The ambiguity surrounding the logo's functionality poses a moderate risk of confusion for users, leading to a potential usability issue. Therefore, this issue is assigned a severity rating of **S3**.



Recommendation:

1. **Distinguish Logo Usage:** Implement different visual cues, such as color variations or additional text, to differentiate the logo's purpose or use a department specific logo.

3. Broken link: Teams Icon Functionality

Problem: The team icon is malfunctioning and lacks integration with the appropriate team channel. This inconsistency disrupts the expected functionality and cohesion within the platform, potentially causing confusion for users trying to access team-specific content.

Severity: The malfunctioning team icon and lack of integration with the correct team channel pose a significant usability issue, hindering user access to essential team-specific content. Therefore, this issue is assigned a severity rating of **S4**.

One HR Analytics

Recommendation:

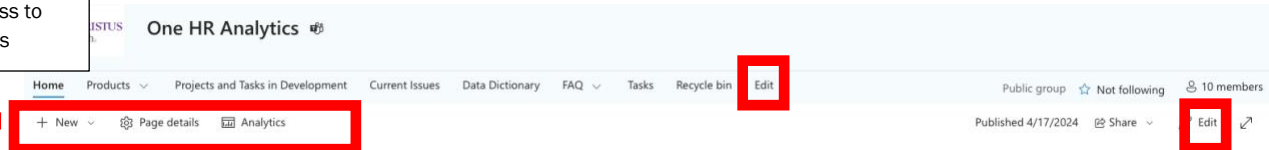
1. **Integrate with Correct Team Channel:** Ensure that the team icon is properly linked and integrated with the designated team channel. Verify that clicking on the icon directs users to the corresponding team space, enhancing user experience and navigation efficiency.

4. Access Control and Edit Functionality

Problem: The Edit functionality is accessible to all users, potentially leading to unauthorized personnel making edits to the content. This lack of access control can compromise the integrity and accuracy of the information on the platform.

Severity: The accessibility of the Edit functionality to all users poses a significant security and integrity risk, potentially leading to unauthorized modifications of critical information. Therefore, this issue is assigned a severity rating of **S4**.

Users(unless admins) does not require access to these options



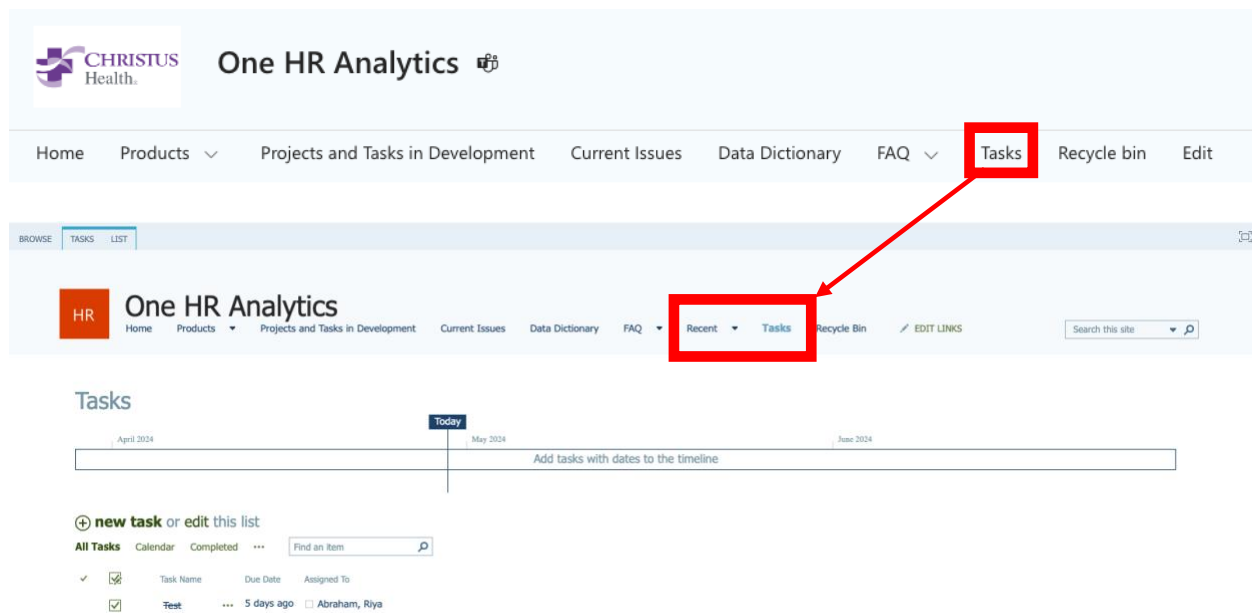
Recommendation:

1. **Implement Access Controls:** Restrict access to the Edit functionality to authorized personnel only, such as administrators or designated content editors. Implement user authentication mechanisms to ensure that only authenticated users with the appropriate permissions can make edits.
2. **Audit Trail:** Implement an audit trail feature to track changes made to the content. This will enable administrators to monitor edits and revert any unauthorized changes promptly.

5. Navigation Consistency

Problem: Selecting the Tasks tab from the main navigation triggers a significant change in the aesthetics of the site, potentially causing inconsistency in the user experience. Additionally, the addition of a new option, 'Recent', may disrupt the navigation flow and confuse users.

Severity: The significant change in aesthetics and the addition of a new option without clear relevance may confuse users and disrupt their navigation experience, resulting in a moderate usability issue. Therefore, this issue is assigned a severity rating of **S3**.



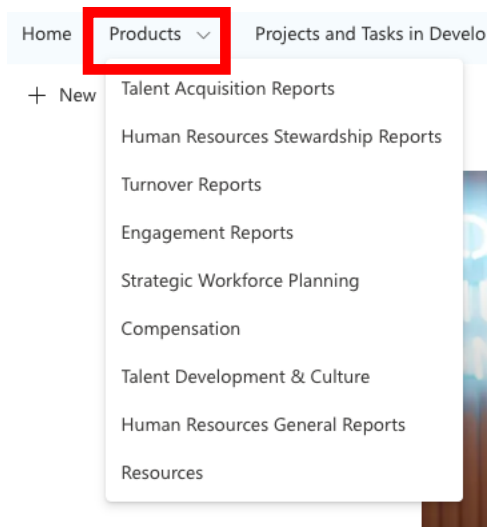
Recommendation:

1. **Maintain Consistency:** Ensure consistency in the site's aesthetics across different sections and tabs to provide a cohesive user experience. Design elements, such as color schemes and layout, should remain consistent to avoid disorientation.
2. **Streamline Navigation:** Evaluate the necessity of adding the 'Recent' option and its relevance to the user's tasks. If deemed unnecessary, consider integrating the 'Recent' functionality within the existing structure or revising the navigation hierarchy to streamline the user experience.

6. Navigation Clarity

Problem: Clicking on the 'Products' option in the main navigation without selecting an option from the dropdown menu redirects the user to an external Infor webpage.

<https://app2103.bws.birst.com/SAMLSSO/Services.aspx>. This behavior may surprise users who expect to see internal content related to products within the site.



Severity: Redirecting users to an external webpage without clear indication or user consent can lead to confusion and disrupt the expected navigation flow, constituting a moderate usability issue. Therefore, this issue is assigned a severity rating of **S3**.

Recommendation: Clicking main tab is a common practice but the idea is to take user to a page within, in this case it should be a SharePoint page where the options in dropdown are contents within page.

1. **Clarify Navigation Intent:** Avoid redirecting users to external webpages (e.g. 'Products main tab) without explicit user notification. This ensures transparency and helps users understand that they will be redirected to a new link outside of the current page.
2. **Maintain Internal Navigation:** Redirect users to an internal page within the site that provides an overview of the products or directs them to relevant sections within the site. This maintains consistency and keeps users engaged within the site environment.

7. Data Visibility

Problem: The content within the 'Data Dictionary' menu consists of an imported Excel file. However, the top rows of some tabs in the Excel file are not fixed, making it challenging for users to scroll through the document while keeping track of the information they are

seeking.

	A	B	C	
1	Data Elements	2022 Calendar Year Result - Please enter data here	Instructions <i>Please also follow the notes from the "General Info" tab e.g., industry exclusions</i>	Glossary <i>Please refer to the "Glossary" tab for definitions</i>
2	Industry Specific Data Elements			
3	Hospitals			
4	Headcount and Financials			
	Inpatient Revenue		1. Compute the total revenue associated with inpatient care related to patient encounters. 2. Include revenue from applicable region operations only, including Puerto Rico, Guam and the Virgin Islands. 3. Include operating revenues and all other income, less payor inpatient discounts, less payor contractual discounts, less charity discounts, less other discounts. 4. Exclude revenue from non patient encounters such as cafeteria sales, vending machine commissions.	

Additionally, due to the large volume of data, performing efficient searches becomes difficult. There's also uncertainty regarding whether the information gets updated if the source Excel file is updated, which can lead to potential data inconsistency issues.

Page details
Analytics
Published 7/28

	A	B	C	
8			outpatients as patients who are treated/observed for less than 24 hours. If there is a change in a patient's admission status, please use the final status at the time of discharge (e.g., a patient comes in for an inpatient stay, but ultimately leaves the hospital as an outpatient would be considered outpatient).	
9	Direct HR Costs of Supporting Physicians		1. Add the total costs incurred by HR to support Physicians directly employed by the organization during the survey period. This includes labor, outsourcing, consulting and contractor and HR systems costs in addition to overhead allocations and miscellaneous costs such as travel, legal and court fees that are related to HR. 2. Exclude HR program costs such as cost of compensation for Physicians, cost of benefits for Physicians, and cost of recruiting for all Physicians. 3. Exclude costs associated with benefits related claim processing. 4. Exclude costs associated with supporting learning & Development, security, safety functions, payroll, medical and childcare centers, and cafeteria. 5. Exclude costs associated with supporting physician residents. Include costs for the following HR functions: Benefits, Compensation, Employee/Labor Relations, Diversity, Equity & Inclusion, Global Mobility, Talent Acquisition and Staffing, Workforce Management, Communications/Change Management, HR Customer Service Center, HR Talent Management, HR Technology, People Analytics, HR Leadership & Strategy, Field HR & Generalist, Mergers and Acquisitions (HR), and Business Partners. For definitions of each of these HR functions, please refer to the data instructions for each of the HR functions within this survey. Prorate costs if an employee spends time outside of the HR function or time supporting non-Physician employees. Include any direct HR related Sarbanes-Oxley compliance costs for the function.	payme Retiree Legally Life In Health Costs I Miscel Physic
	Physicians Headcount that Became Per Diem		1. Add the total number of physicians who changed status from regular employee (full-time or part-time) to per diem employee and were directly employed by the organization, at the end of each month during the reporting period. 2. Include employees on short and long term disability and those on leave of absence (LOA). 3. Exclude physician residents.	Per Di Regula Physic

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General Info
Metrics
Data Elements
HR Delivery Model
Glossary Terms
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Severity: The lack of fixed top rows in some Excel tabs, coupled with the difficulty of performing efficient searches in a large dataset, presents significant usability challenges for users accessing the 'Data Dictionary' menu. Moreover, the uncertainty regarding data updates from the source Excel file adds to the complexity and potential inconsistency of the information. Therefore, this issue is assigned a severity rating of **S4**.

Recommendation:

1. **Improve Scroll Visibility:** Ensure that the top rows of all tabs in the Excel file are fixed, allowing users to scroll through the document without losing sight of important

headers or context. This can enhance user experience and make navigation more intuitive.

2. **Enhance Search Functionality:** Implement advanced search functionalities within the Excel file or provide alternative search methods to help users efficiently locate specific information within the large dataset. This could include filters, search bars, or indexing features to streamline the search process.
3. **Regularly Update Data:** Establish a process to regularly update the imported Excel file with the latest data from the source. This ensures that users have access to up-to-date information, minimizing the risk of data inconsistency and providing a more reliable resource.

8. Lack of filters

Problem: The provided information is highly dense, potentially overwhelming users and hindering their ability to quickly find relevant data. It's unclear whether sorting and filtering functionalities are already implemented to assist users in navigating and managing this dense information.

Products	Projects and Tasks in Development	Current Issues	Data Dictionary	FAQ	Tasks	Recycle bin	Edit	Public group	Not following
Promote	Page details	Immersive Reader	Analytics	Published 4/24/2024	Share				

CH Recruiting Report Master

Click to View in Power BI

Pages	File	Export	Share	Get insights					
Home Page	JobRequisition	ParentUnit	REGION	MINISTRY	Facility Group	Bedside_Nurse	CompanyID	Company®	
All JobReqs in Open	101746	CHILDRENS MIN NP	CHRISTUS South Texas	CHRISTUS Childrens	CHRISTUS Childrens Hospital	Y	580	CHRISTUS	
Vis_All JobReqs in O...	107396	SANTA ROSA MIN NP	CHRISTUS South Texas	CHRISTUS Santa Rosa	CHRISTUS Santa Rosa - Shared Services	N	550	CHRISTUS	
Pipeline	109189	SANTA ROSA MIN NP	CHRISTUS South Texas	CHRISTUS Santa Rosa	CHRISTUS Santa Rosa Hospital - Medical Center	Y	550	CHRISTUS	
Manually Fill	112685	TMFHS MIN NP	CHRISTUS Northeast Texas	CHRISTUS Trinity Mother Frances	CHRISTUS Mother Frances Hospital - Tyler	Y	303	Mother Fr	
Physician Open	122571	GOOD SHEP MIN NP	CHRISTUS Northeast Texas	CHRISTUS Good Shepherd	CHRISTUS Good Shepherd Medical Center - Longview	N	364	CHRISTUS	
Contractor Open	135198	GOOD SHEP MIN NP	CHRISTUS Northeast Texas	CHRISTUS Good Shepherd	CHRISTUS Good Shepherd Medical Center - Longview	N	364	CHRISTUS	
	135499	TC MONTHLY DIV NP	CHRISTUS Clinic Management Services	CHRISTUS Trinity Clinic	CTC - CHRISTUS Good Shepherd Health System	N	202	Trinity Clir	
	139166	CHILDRENS MIN NP	CHRISTUS South Texas	CHRISTUS Childrens	CHRISTUS Childrens Hospital	N	580	CHRISTUS	
	140692	SANTA ROSA MIN NP	CHRISTUS South Texas	CHRISTUS Santa Rosa	CHRISTUS Santa Rosa Hospital - New Braunfels	N	550	CHRISTUS	
	142001	SANTA ROSA MIN NP	CHRISTUS South Texas	CHRISTUS Santa Rosa	CHRISTUS Santa Rosa Hospital - New Braunfels	N	550	CHRISTUS	
	143147	SPOHN MIN NP	CHRISTUS South Texas	CHRISTUS Spohn	CHRISTUS Spohn Hospital Corpus Christi - Shoreline	Y	500	CHRISTUS	
	144431	GOOD SHEP MIN NP	CHRISTUS Northeast Texas	CHRISTUS Good Shepherd	CHRISTUS Good Shepherd Medical Center - Marshall	Y	364	CHRISTUS	
	144880	TMFHS MIN NP	CHRISTUS Northeast Texas	CHRISTUS Trinity Mother Frances	CHRISTUS Mother Frances Hospital - Tyler	Y	303	Mother Fr	
	150074	SANTA ROSA MIN NP	CHRISTUS South Texas	CHRISTUS Santa Rosa	CHRISTUS Santa Rosa Hospital - Medical Center	Y	550	CHRISTUS	
	150076	CORPORATE DIV NP	CHRISTUS System Office	CHRISTUS System Office	CSO - CHRISTUS Good Shepherd Health System	N	100	CHRISTUS	

E.g. 2: Products => Engagement Reports

Pages < File Export Share Get insights ...

Acknowledged Count ...

Raw Data

FY24 JUL TO DEC

Appraisal Period

AppraisalOwner_ParentUnit_ShortDescription	Acknowledged	Total
CABRINI MIN NP	1587	1587
CHILDRENS MIN NP	1329	1329
CORPORATE DIV NP	3150	3150
CPG DIV NP	53	53
DSSI DIV NP	347	347
GOOD SHEP MIN NP	2430	2430
HOPKINS MIN NP	396	396
OCHSNER MIN NP	1032	1032
SANTA ROSA MIN NP	2201	2201
Total	26370	26370

AppraisalOwner_ParentUnit_ShortDescription	Appraisal Owner ID	Appraisal Owner	AppraisalOwner Location Description	Appraisal Count	Acknowledged Count	Acknowledged [®]
CABRINI MIN NP	102218	Leann R Malone	CHRISTUS St Frances Cabrini Hospital	17	17	
CABRINI MIN NP	104225	Spencer L Gauthreaux	CHRISTUS St Frances Cabrini Hospital	27	27	
CABRINI MIN NP	104288	Elizabeth B Manning	CHRISTUS St Frances Cabrini Hospital	5	5	
CABRINI MIN NP	109106	Korilyn B Sicuro	CHRISTUS St Frances Cabrini Hospital	49	49	
CABRINI MIN NP	109413	Teresa J King	CHRISTUS Coughatta Health Care Center	14	14	
CABRINI MIN NP	109463	Sandra L Lemoine	CHRISTUS St Frances Cabrini Hospital	1	1	
CABRINI MIN NP	113787	Jennifer Partain	CHRISTUS Coughatta Health Care Center	5	5	
CABRINI MIN NP	114565	Shelley Marie Doine	CHRISTUS St Frances Cabrini Administration Office	1	1	
CABRINI MIN NP	115101	Yvonne Kathleen Tebbe	CHRISTUS CLA Mediplex Center Alexandria	21	21	
CABRINI MIN NP	118658	Terreca Taylor Edwards	CHRISTUS St Frances Cabrini Hospital	12	12	
CABRINI MIN NP	12024	Mary E Robertson	CHRISTUS St Frances Cabrini Hospital	124	124	
CABRINI MIN NP	12083	Jill R Hulin	CHRISTUS St Frances Cabrini Hospital	9	9	

Severity: The density of information without apparent sorting and filtering functionalities poses a considerable usability challenge, potentially causing frustration and inefficiency for users. Therefore, this issue is assigned a severity rating of **S3**.

Recommendation:

- 1. Implement Sorting and Filtering:** If not already in place, introduce sorting and filtering functionalities to enable users to organize and refine the displayed information according to their specific needs. This can significantly enhance user experience by allowing for easier navigation and retrieval of relevant data.
- 2. Enhance Usability Through Organization:** Consider reorganizing the information structure to reduce density and improve readability. Grouping related data, providing clear headings, and incorporating whitespace can help break up the content and make it more digestible for users.

(E.g. file with sorting enabled)

CH Skill Bridge Dashboard Click to View in Power BI

Pages

FileExportShareGet insights...

Ministry

City

Location Description

Department Description

Manager Name

Manager Engagemen...

SBA Roster

SBA Worked Hours

Ministry Worked Hours

SBA Worked Hours De...

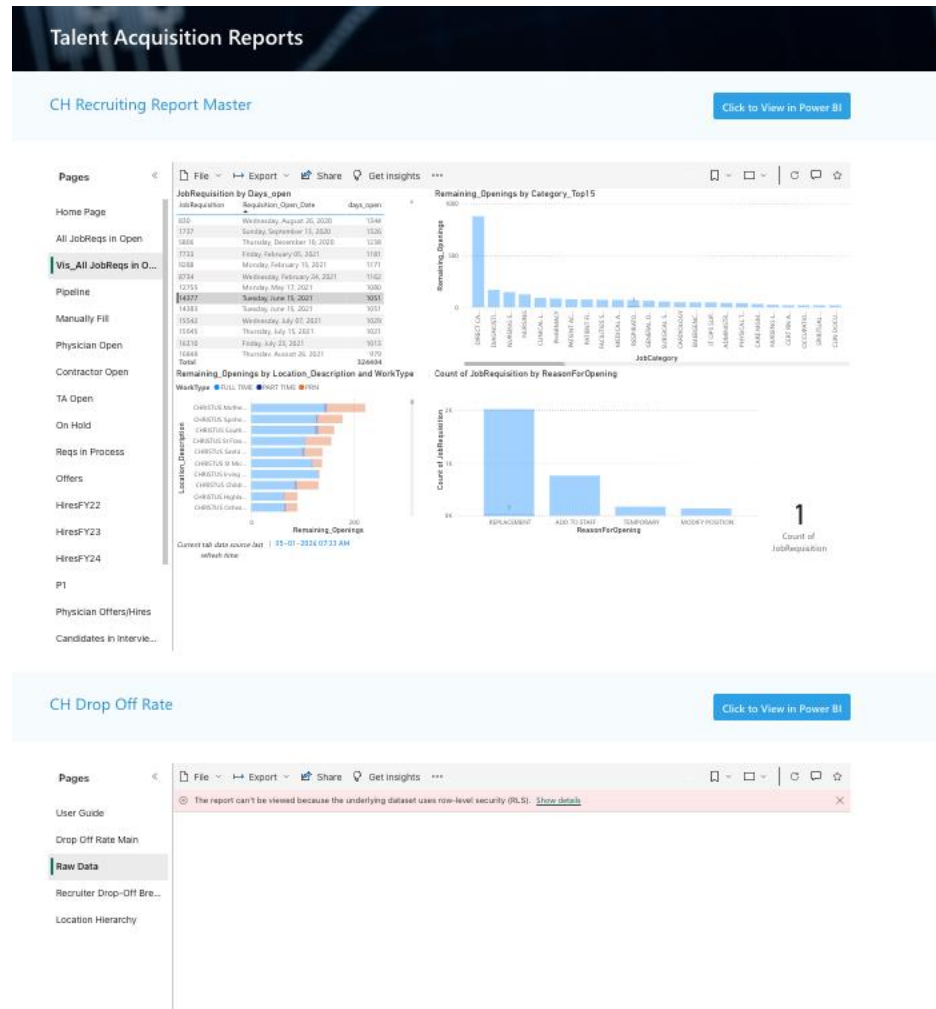
Offers DoD Contractors

Ministry	Location Description	City	Department Description	Department Group	Department SubGroup	Manager Name	Manager Title	Man [®]
CHRISTUS System Office	CHRISTUS Irving Corporate Office	Irving	Accounting	Administrative Services	Financial Services	Amanda JaAnn Lewis	System Director Costing and Analytics	Non
CHRISTUS System Office	CHRISTUS Irving Corporate Office	Irving	Accounting	Administrative Services	Financial Services	Amanda JaAnn Lewis	System Director Costing and Analytics	Non
CHRISTUS System Office	CHRISTUS Irving Corporate Office	Irving	Accounting	Administrative Services	Financial Services	Amanda JaAnn Lewis	System Director Costing and Analytics	Non

9. Stacked Sections and Content Visibility

Problem: Some pages have sections stacked one below the other, resulting in reduced visibility of content. This layout also increases the page length, making it difficult for users to anticipate the presence of options without scrolling through the entire page.

e.g. In Products => TA Reports



Other examples:

In Products tab:

- ⇒ Engagement Reports
- ⇒ Strategic Workforce Planning
- ⇒ Human Resources General reports

Severity: Stacking sections one below the other reduces visibility and increases page length, potentially impeding user navigation and discovery of options. This usability issue is rated with a severity level of **S3**.

Recommendation:

- 1. **Optimize Layout:** Re-evaluate the page layout to ensure content is displayed efficiently without unnecessary stacking. Consider organizing content into columns or tabs to condense information and improve visibility.
- 2. **Prioritize Important Information:** Highlight key sections or options at the top of the page to ensure they are immediately visible to users without the need for extensive scrolling. This can improve user engagement and streamline navigation.
- 3. **Implement Navigation Aids:** Introduce navigation aids such as anchor links or a table of contents for longer pages to allow users to quickly navigate to specific sections of interest. This enhances usability and reduces frustration associated with lengthy pages.

10. Scroll Issues

Problem: While scrolling through the page under "Products => Engagement reports," users may inadvertently hover over the large light element. This unintentional hovering can disrupt their scrolling experience, as they might be scrolling through the list while intending to navigate to a different section below. Users then need to recall themselves to click outside the light element to continue scrolling further down.

Products ▾Projects and Tasks in DevelopmentCurrent IssuesData DictionaryFAQ ▾TasksRecycle binEditPublic group ☆ Not following

▾PromotePage detailsImmersive ReaderAnalyticsPublished 10/9/2023Share ▾

Raw Data

Appraisal Period

AppraisalOwner_ParentUnit_ShortDescription	Acknowledged	Total
OCHSNER MIN NP	1032	1032
SANTA ROSA MIN NP	2201	2201
SETX MIN NP	1852	1852
SHREVE BOSS MIN NP	1194	1194
SPOHN MIN NP	2762	2762
ST MICHAEL MIN NP	1764	1764
TMFHS MIN NP	4616	4616
TRIN CLIN DIV NP	1635	1635
TRINCARE DIV NP	22	22
Total	26370	26370

AppraisalOwner_ParentUnit_ShortDescriptionAppraisal OwnerAppraisal Owner Location DescriptionAppraisal CountAcknowledged CountAcknowledged

CORPORATE DIV NP	219722	Orrostieta	CHRISTUS GS Administrative Services Org Office	3	3	
CORPORATE DIV NP	219822	Brad Wallace	CHRISTUS Irving Corporate Office	10	10	
CORPORATE DIV NP	219848	Christopher Thomas Joseph				
CORPORATE DIV NP	219848	Aaron Alexander Yates	CHRISTUS GS ASO Plant Ops and Security Office	12	12	
CORPORATE DIV NP	219946	Chelsea Roberts	CHRISTUS Enterprise Resource Center	6	6	
CORPORATE DIV NP	220043	Vanessa Christine Catania	CHRISTUS Enterprise Resource Center	9	9	
CORPORATE DIV NP	220744	Laura Guiri Squires	CHRISTUS Irving Corporate Office	1	1	
CORPORATE DIV NP	220958	Kevin Anthony Roberts	CHRISTUS St Frances Cabrini Hospital	4	4	
CORPORATE DIV NP	22097	Verna C Cortez	CHRISTUS Spohn Physician Plaza West	1	1	
CORPORATE DIV NP	221248	Jason Berryhill	CHRISTUS Irving Corporate Office	6	6	
CORPORATE DIV NP	221258	Rondy Bolden	CHRISTUS Irving Corporate Health Plan Administration Office	3	3	
CORPORATE DIV NP	222328	Jeevan Daba Shetty	CHRISTUS Irving Corporate Office	6	6	
CORPORATE DIV NP	223478	Don Allen Yates	CHRISTUS Irving Corporate Office	7	7	
Total				26370	26370	

Severity: The large light element inadvertently obstructing user scrolling can disrupt the user experience and cause frustration. While it may not pose a critical issue, it detracts from smooth navigation and usability, warranting a severity rating of **S2**.

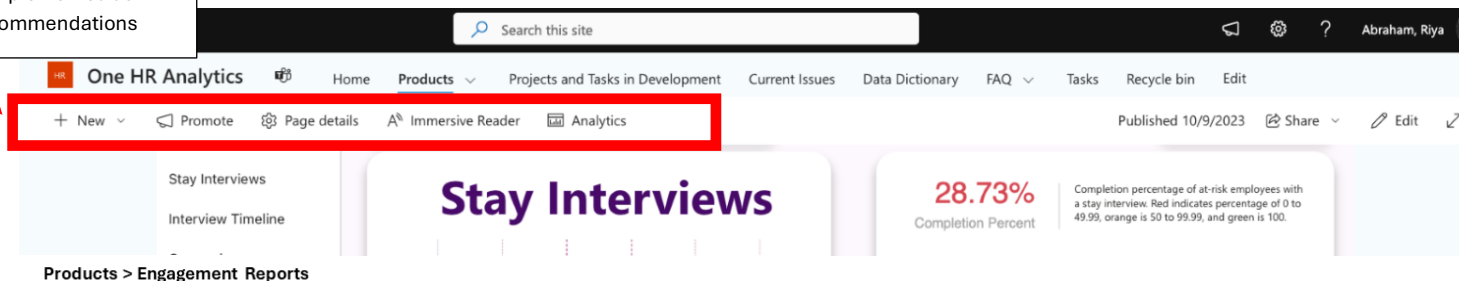
Recommendation:

1. **Reduce Size or Modify Interaction of Light Element:** Consider reducing the size of the light element or modifying its interaction behavior to prevent it from obstructing user scrolling. This could involve adjusting its position or making it less intrusive while users navigate the page.
2. **Enhance Scroll Interaction:** Implement features that improve scroll interaction, such as ensuring that scrolling is smooth and uninterrupted by elements that may accidentally interfere with the user's intended actions. This can enhance the overall user experience and reduce frustration.
3. **Increase Scrollable Area:** Expand the scrollable area or adjust the layout to provide more space between interactive elements, reducing the likelihood of accidental hovering and improving user control over navigation.

11. Visibility of Subpage Navigation

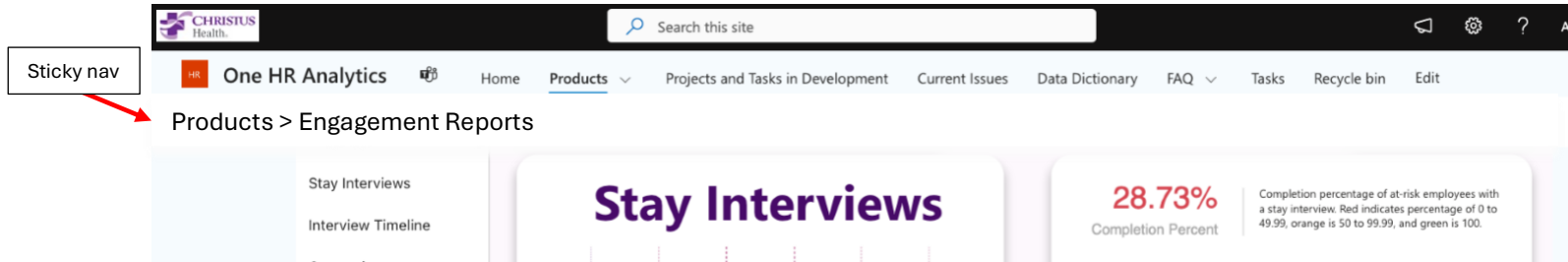
The lack of visibility for subpage links as users scroll through the page can lead to disorientation and loss of context. Users may forget which main tab they selected or have difficulty accessing subpage options, reducing usability, and hindering navigation efficiency.

Instead of these options a sticky nav can be implemented as shown in recommendations



Severity: This issue poses a moderate level of severity because it impacts users' ability to maintain awareness of their navigation choices and may require additional effort to reorient themselves or access desired subpages. While it doesn't prevent users from completing tasks, it can lead to frustration and inefficiency, therefore rated **S3**.

Recommendation: Implementing a fixed or sticky navigation bar that remains visible as users scroll ensures continuous access to main tabs and their corresponding subpage links.



Alternatively, consider incorporating a persistent sidebar menu or a "scroll-to-top" button with tab navigation options to enhance usability and maintain user orientation throughout the browsing experience.

Glossary

10 Usability Heuristics:

1. *Visibility of System Status*

The design should always keep users informed about what is going on, through appropriate feedback within a reasonable amount of time. E.g. *“You are here indicators on mall maps”*

2. *Match between the System and the Real World*

The design should speak the users' language. Use words, phrases, and concepts familiar to the user, rather than internal jargon. Follow real-world conventions, making information appear in a natural and logical order. E.g. *“When stovetop controls match the layout of heating elements, users can quickly understand which control maps to which heating element.”*

3. *User Control and Freedom*

Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process.

4. *Consistency and Standards*

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions. *“Check-in counters are usually located at the front of hotels. This consistency meets customers’ expectations.”*

5. *Error Prevention*

Good error messages are important, but the best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action. E.g. *“Guard rails on curvy mountain roads prevent drivers from falling off cliffs.”*

6. *Recognition Rather than Recall*

Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed. E.g.

7. *Flexibility and Efficiency of Use*

Shortcuts — hidden from novice users — may speed up the interaction for the expert user so that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

8. *Aesthetic and Minimalist design*

Interfaces should not contain information that is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility.

9. *Help Users Recognize, Diagnose, and Recover from Errors*

Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.

10. *Help and Documentation*

It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.

Severity Rating Scale:

S1.

Violates a heuristic but doesn't seem to be a usability problem.

S2.

Superficial usability problem: may be easily overcome by the user or occurs extremely infrequently. Does not need to be fixed in the next iteration unless extra time is available.

S3.

Minor usability problem: may occur more frequently or be more difficult to overcome. Fixing this should be given low priority for the next iteration.

S4.

Major usability problem: occurs frequently and persistently or users may be unable or unaware of how to fix the problem. Important to fix by the next iteration, so should be given high priority.

S5.

Usability catastrophe: Seriously impairs use of product and cannot be overcome by users. Imperative to fix this by the next iteration before the product can be released.