

**TENUTA** PROMOTING ACCESSIBILITY AND USABILITY

## **ALPE Website Usability Audit**

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## Background to the Audit

For a website/e-service to have good usability, it must allow the target users to complete the tasks and find the information they require effectively, efficiently, with appropriate ease and satisfaction. It should also only require learning that is appropriate to a website offering the functionality that it does (so a website/e-service with a great deal of complex functionality might reasonably take longer to learn than a website/e-service with very simple functionality).

The audit results in this report are based on an evaluation conducted during May 2007 of web pages of the existing site. An executive summary of issues and recommendations is provided.

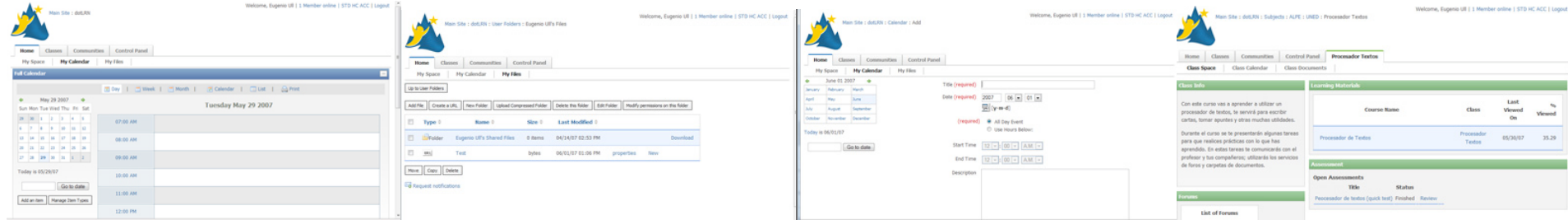
## Main Recommendations

This website has been thoughtfully produced. There has obviously been a thorough consideration of the user throughout. There are several minor usability issues that could be addressed to improve its usability. The most important recommended changes are:

- Format dates consistently throughout the website
- Make sure that all the terms used on the website are meaningful to users
- Ensure pages can be printed
- Ensure that Portlets can be easily minimised and maximised

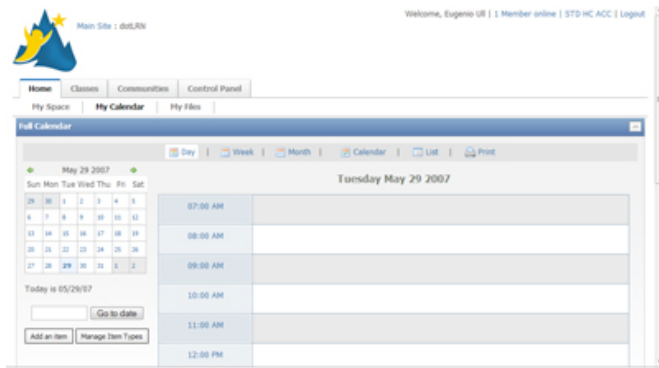
# ALPE

URL: <http://alpe.adenu.ia.uned.es/>



The following table describes potential usability problems that apply to the entire website and offers recommendations for potential solutions.

Description	Recommendation	Guideline	Priority
The page title does not appear on the title bar on all pages, including the main navigation pages. The word DotLRN is displayed which is not very informative.	Each page should have an individual title that reflects the page content.	9.2 Provide Descriptive Page Titles	Low
Although high contrast and accessible style sheets have been provided, the user is unlikely to understand the terms 'STD', 'HC' and 'ACC'.	Provide more information for the user about what the terms mean such as the phrase 'view a high contrast version of this website' or similar.	15.2 Avoid Jargon	Medium
There is no feedback showing which 'mode' (STD, HC, ACC) is currently being used.	Remove the link relating to the current 'mode' from the current active style sheet so that users know which they are currently using.		Medium
If Portlets are added to a page through the Control Panel, and then minimized or maximised, the screen switches to 'Home > My Space' which is likely to confuse users.	Ensure that maximise and minimize works correctly or remove this option.	General Issue.	Medium

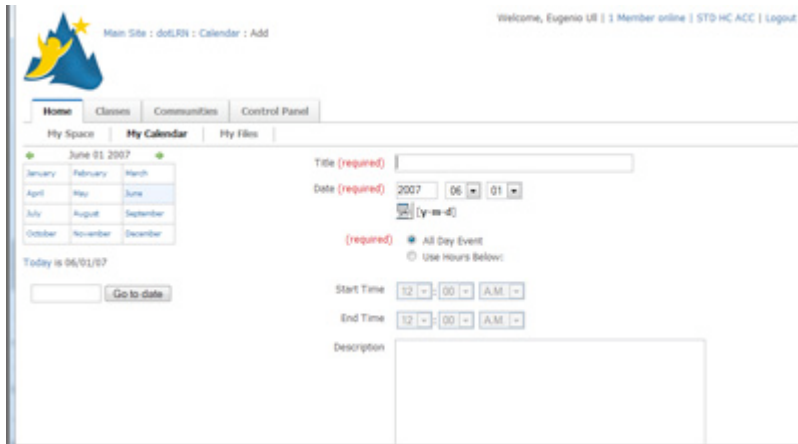


## My Calendar

URL: [http://alpe.adenu.ia.uned.es/dotlrn/?page\\_num=1](http://alpe.adenu.ia.uned.es/dotlrn/?page_num=1)  
 Path: Home > My Calendar

The following table describes additional potential usability problems that apply to this particular page.

Description	Recommendation	Guideline	Priority
The way in which dates are displayed is not consistent across this page. Three different date formats are used (June 01 2007, Friday June 01 2007, 06/01/07). This can cause confusion to users.	Use one consistent date format for the entire application. The choice about which format to use should take into consideration the format with which users will be most familiar.	11:2 Format Common Items Consistently	High
Users may be unclear what an 'item' is when they see the phrase 'Add an Item'.	Use a word such as 'Event' instead of 'Item'.	15:3 Use Familiar Words	Low
There is no easy way to display the next day's calendar when in 'day view'.	Provide forwards and backwards arrows next to the day, as is done for the week, month and other views to allow the user to easily see tomorrow's events.	2:4 Reduce the User's Workload	Medium
If the page is printed the information it provides is very confusing, even if print view is selected first.	Provide a print-friendly version of pages that the user is likely to want to print such as the calendar.	2.12 Develop Pages that Will Print Properly	Medium



## Add

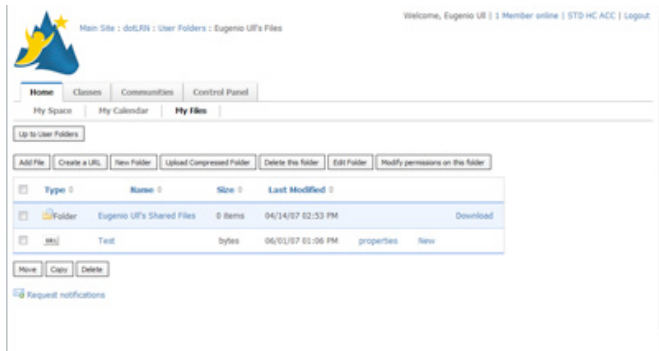
URL: [http://alpe.adenu.ia.uned.es/dotlrn/?page\\_num=1](http://alpe.adenu.ia.uned.es/dotlrn/?page_num=1)

Path: Home > My Calendar > Add

The following table describes additional potential usability problems that apply to this particular page.

Description	Recommendation	Guideline	Priority
The year view calendar on the left is not relevant to the task, and clicking on it takes the user away from the 'add an item' page.	Remove the year view calendar.	16:7 Display Only Necessary Information	High
The pop-up calendar has a different appearance and different functionality to the other calendars used on the website. It also introduces two new date formats.	Replace this with a monthly view calendar of a similar format to others on the website to assist users in selecting a day for their event.	11:2 Format Common Items Consistently	High
The page does not have a title, so users may be unclear where they are within the site.	Give all pages a unique title which is prominently displayed on the page.	9.2 Provide Descriptive Page Titles	Medium

An additional and very unusual date format [y-m-d] is used on this page.	Recommendation as for My Calendar page.	11:2 Format Common Items Consistently	Medium
It is not clear how the spell check feature works.	Either explain this, or remove the feature if not functional.	16:7 Display Only Necessary Information	Low
The Sharing form option only has one radio button which is selected by default.	If the user has no choice, do not display it as an option.	13.23 Use a Minimum of Two radio Buttons	Low
An image of an 'i' is used to indicate 'help text'. This is not used elsewhere on the website.	Use consistent methods of assisting the user.	2.16 Provide Assistance to Users	Low



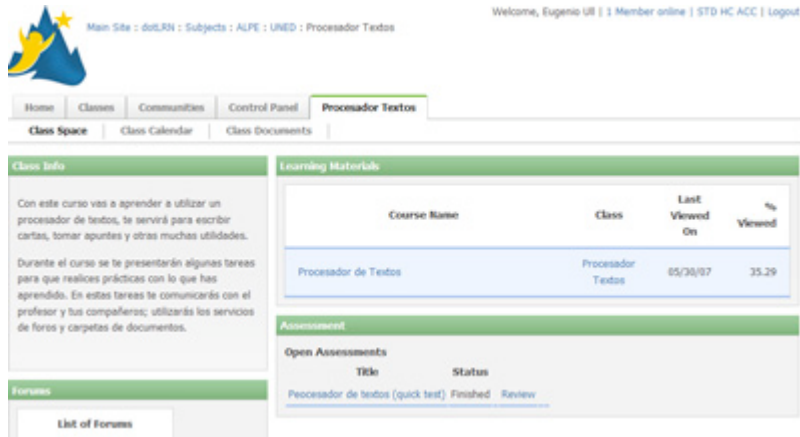
## My Files

URL: [http://alpe.adenu.ia.uned.es/dotlrn/file-storage/?folder\\_id=32431](http://alpe.adenu.ia.uned.es/dotlrn/file-storage/?folder_id=32431)

Path: Home > My Files > User's Files

The following table describes additional potential usability problems that apply to this particular page.

Description	Recommendation	Guideline	Priority
There are many options to choose from.	Hiding more advanced options will reduce the potential for cognitive overload	General Issue	Medium
The online help function does not provide assistance.	Provide an easy to find help page with online assistance for complex tasks.	2.16 Provide Assistance to Users	Low



## Class Space

URL: [http://alpe.adenu.ia.uned.es/dotlrn/classes/alpe/alpe.uned/procesadortextos/one-community?page\\_num=0](http://alpe.adenu.ia.uned.es/dotlrn/classes/alpe/alpe.uned/procesadortextos/one-community?page_num=0)

Path: Home > Procesador Textos > Class Space

The following table describes additional potential usability problems that apply to this particular page.

Description	Recommendation	Guideline	Priority
<p>This page was reached by clicking on the link 'Procesador Textos' from the Home Page. The link had the tool tip 'Go to the Procesador Textos portal' but users may not notice this. A new tab was then created. The user may not be clear that clicking on the link will launch a new area of the website.</p>	<p>Ensure that the user is aware that clicking on the link will launch a new section of the website. This could be done either by providing an introductory passage to the list of links such as 'select a class title to enter the class page learning area' or similar, or by providing information such as is provided in the tooltip in the link phrase used. Try to avoid the word portal as users may be unsure of its meaning.</p>	<p>15:3 Use Familiar Words 10.1 Use Meaningful Link Labels</p>	<p>Medium</p>



## Resources

[Research Based Web Design and Usability Guidelines](#)

[http://usability.gov/pdfs/guidelines\\_book.pdf](http://usability.gov/pdfs/guidelines_book.pdf)