

Week 5

Evaluation of random internet site. This is heuristic evaluation of Gateway.

Scoring:

- 0 – This is not a usability problem
- 1 - cosmetic problem
- 2 - minor usability problem
- 3 - major usability problem; important to fix
- 4 - usability catastrophe; imperative to fix

The screenshot shows the Gateway.com Support page. At the top, there is a logo for Gateway. Below it is a dark blue banner with the text "Gateway.com Support" and a world map background. Underneath the banner, the text "Select a country or region." is displayed. There are two main sections: "Americas" and "Asia Pacific". Each section contains a list of countries and regions. The "Americas" section lists: Canada (English), Canada (Français), United States, Mexico, Argentina, Brasil, Colombia, Panama, Peru, and Uruguay. The "Asia Pacific" section lists: Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, and Vietnam. At the bottom left, there is a copyright notice: "© 2012. All rights reserved."

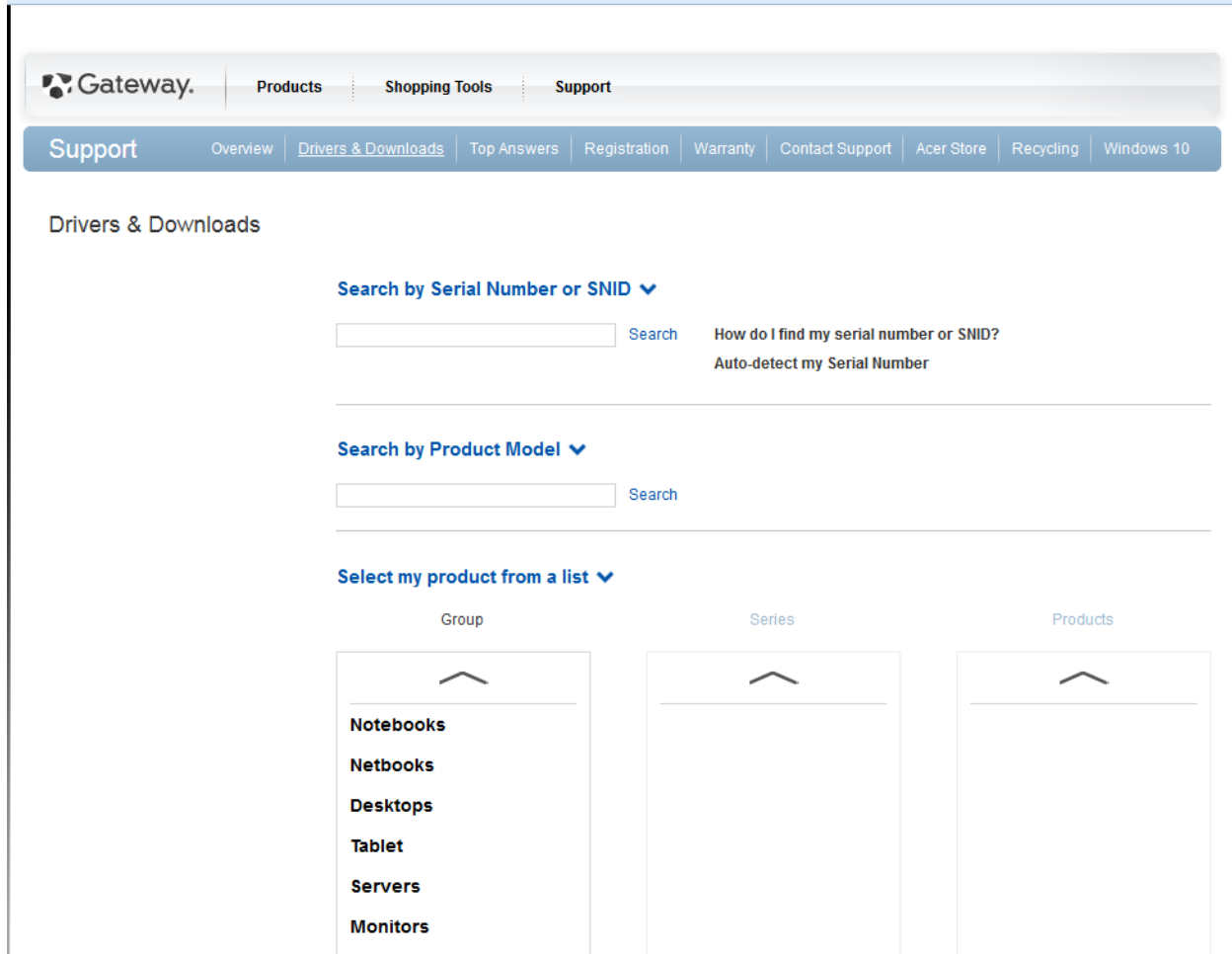
Visibility of system status

First thing noticed is the copyright date is not current, making a user believe the site is no longer active.

Rating: 2.

Improvement:

Update page with current information.



Help and documentation

User needs to click another link to get instructions. **Rating: 3.**

Improvement:


Use hover to give informational help.

Aesthetic and minimalist design

Wasted space on the left side of site, need to scroll downward to see other choice and results. **Rating: 2.**

Improvement:

Realign page.



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Operating System Windows® XP 32-bit

Need to know the hardware on your system to choose the right drivers?

Latest


All

Driver		Documents	BIOS/Firmware	Patch	Application	O.S.
Category	Vendor	Description	Version	Size	Date	
Audio	Realtek	Audio Driver	5.10.0.5136	19.8 MB	2010/07/21	Download
Chipset	Intel	Chipset Driver	6.0.1.1002	2.4 MB	2011/07/12	Download
Chipset	Intel	Intel(r) Express Chipset Family Video Driver	6.14.10.4308	3.8 MB	2010/07/21	Download
Keyboard	Chicony	Keyboard Driver	1.24.000	2.0 MB	2010/09/21	Download
Lan	Intel	LAN Driver	7.1.12.0	19.0 MB	2010/07/21	Download
Modem	Conexant	Modem Driver	7.12.09.00	1.5 MB	2010/09/21	Download
VGA	Intel	VGA Driver	6.14.10.3889	5.7 MB	2010/07/21	Download

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Error prevention

If model is not listed, there is no alternate choice. **Rating: 3.**

Improvement:

Allow user to select compatible models.