

Summary of Usability & Accessibility Issues Found

All usability & accessibility issues found, in both the heuristic evaluation and the cognitive walk-through, should be placed in this section.

Priority Legend:

High = Task cannot be completed

Medium = Task completed with significant effort and failed attempts

Low = Task completed with minor complications and/or annoyance

Usability Issues	Principle	Link to screen shots	Priority	Suggestions for solution	Tool	Component Identified?
It is not clear to users how the different Resources tools in different sites relate to each other. Specifically, it is not clear whether Resources in My Workspace is its own separate instance of the tool, which doesn't include Resources from all the users' sites, or whether it is an aggregation of all the resources in the different Resources tools. The "Show/Hide Other Sites" link is styled strangely, making it hard to tell it is a link.	Visibility of System Status, Consistency & Standards		Medium	Rename Worksite Setup's Resources tool to make it clear it is a global tool which shows the Resources for all the users' sites. Remove the underline from the arrow in front of the "Show/Hide Other Sites" link to make it clear that it is a standard link, and that the arrow (which is not part of the link) shows that there is something under it.	Resources	Responsive Disclosure "Show/Hide" widget
When you just have one folder is not clear why there are two separate "Add" and "Actions" drop-downs. Especially since the "Actions" drop-down only has two options (Edit Details & Reorder) for a folder, is it really necessary to give the users extra information to parse?	Aesthetic & Minimalist Design, Recognition Rather than recall.		Low	Consolidate the drop-downs as appropriate, or make them look clearly different (and perhaps locate them differently) to indicate their different functions.	Resources	
"X" button on the "Upload Files" page allowing you to remove a file from the files to be uploaded is an unusual affordance, and not clearly associated with the file it affects. This is evidenced by the fact what it does must be explained in directions at the top of the page. It also doesn't work unless you have more than one file (e.g. it has no effect on a single file).	Consistency & Standards		Medium-Low	Reorganize the page and use visual design to better indicate the association between related components.	Resources	
The "Display Name" title on the "Upload Files" page for an uploaded file is not clear. Where will this name be displayed?	Match between the system and the real world.		Medium-Low	Give instructions for entering this data and explain where it will be used/displayed, perhaps in pop-up help.	Resources	(Pop-up) Help Component
The "Add Another file" button on the "Upload Files" page isn't clearly associated with the uploaded files.	Consistency & Standards		Low	Re-organize the page to group related components and show relationships.	Resources	Add Another of the Same
When multiple files are uploaded, it isn't clear that the "Email Notification" is associated with all the uploaded files.	Consistency & Standards		Low	Re-organize the page to group related components and show relationships.	Resources	
When a file is being uploaded on the "Upload Files" page, it seems that the "Cancel" button should work to cancel the action, but it doesn't. Even the "Stop" button on my browser didn't work to stop an overly long upload (over 10 minutes) and I had to log out. This was only an issue with a slow wireless connection.	Consistency & Standards, Help users recognize, diagnose & recover from errors		Medium-Low	Allow the Cancel button to work when files are in the process of being uploaded, or don't display it when it doesn't have an effect.	Resources	
The directions on the "Upload Files" page are incorrect. They reference an "Upload" button, but the button is really called "Upload Files Now." It is an indication of a somewhat confusing interface that these directions have to be given at all.	Error Prevention, Consistency & Standards		Medium-Low	Re-organize the page to group related components. Put buttons which save changes in clear, standard places (consider having them always on the very bottom -- and maybe the top -- of the page, without directions underneath then as they are here).	Resources	
The "Access" label by itself is unclear. It is also not clear that you should be able to get to it from the "Edit Details" page. Inside "Edit Details" it is called "Availability & Access." More confusingly, there is a section on this page called "File Details," and an unlabeled section at the top. This makes it seem like the unlabeled section at the top and "Availability & Access" are not covered under the "Edit Details" page title.	Match between the system and the real world, Consistency & Standards		Low	Consider a new label for Access on the main page, or pop-up help. Use the same label consistently in the tool. Consider a new organizational scheme for the information items in the Edit Details screen, and possibly re-naming it to better convey the different types of information it contains.	Resources	(Pop-up) Help Component
In the "Optional Properties" section of "Edit Details," how does "Creator" and "Date Created" related to the uneditable "Created by" and "Created" fields at the top of the page? Where are these fields displayed? It seems that they are only displayed in this "Optional Properties" section and don't affect anything else, but this is not at all clear.	Match between the system and the real world, Consistency & Standards		Medium	Remove redundant fields, or rename them to clearly show how they are different.	Resources	

