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Appendix A

Preliminary site map

WEB SITE PROTOTYPE FOR NOVON CROP PROTECTION

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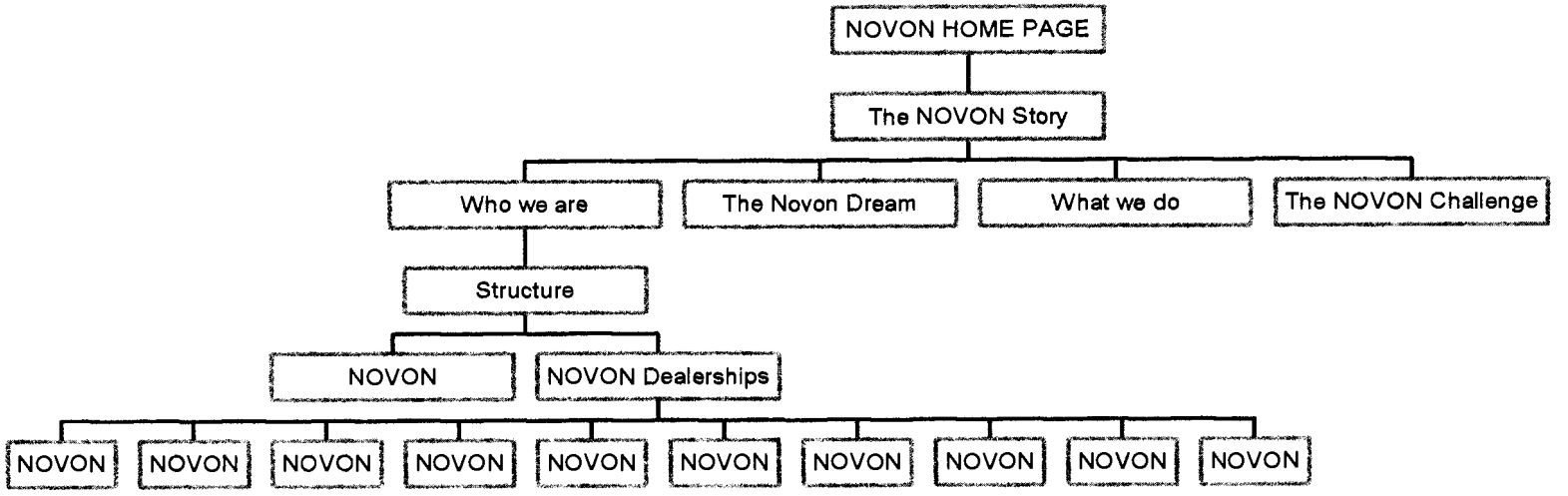
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

WEBSITE PROTOTYPE FOR NOVON CROP PROTECTION



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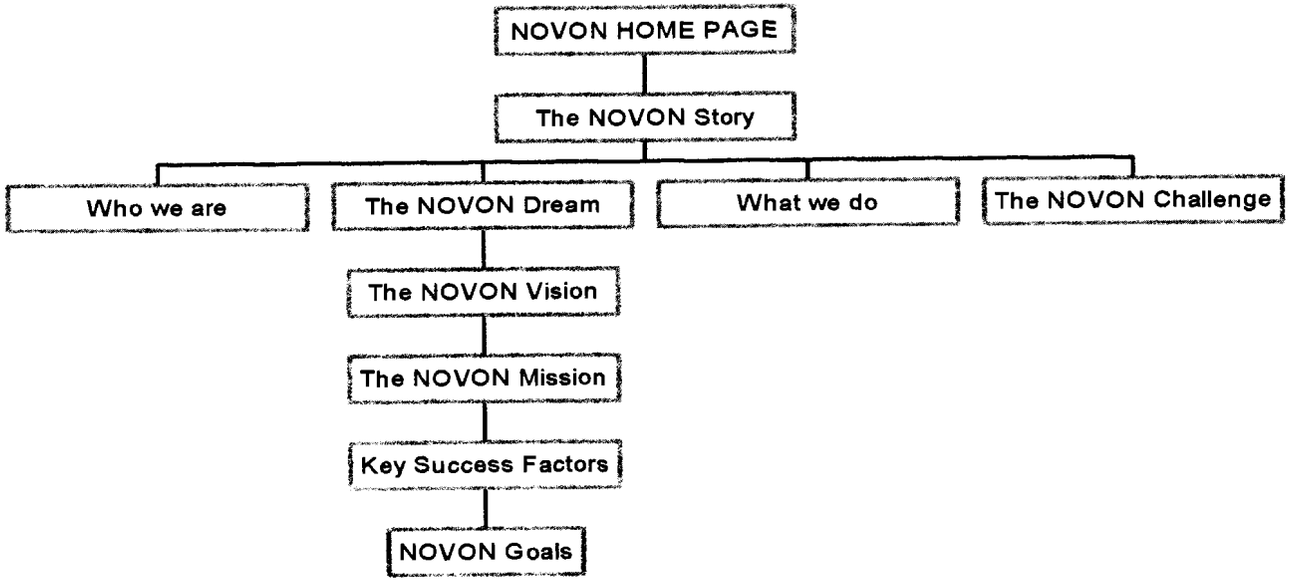

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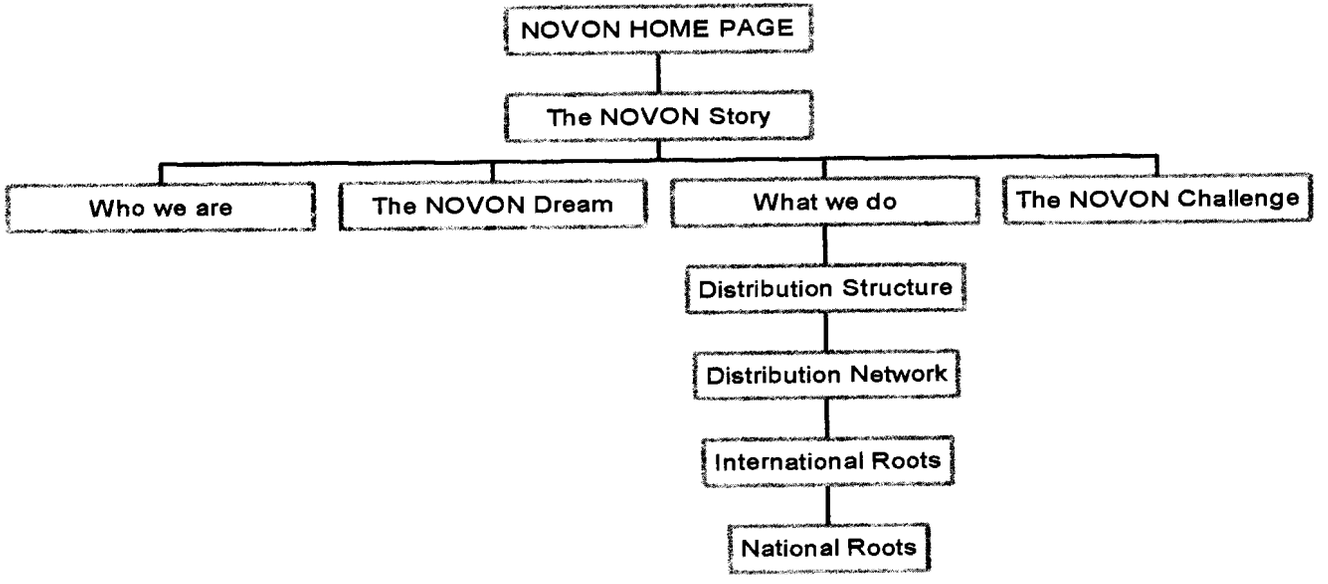

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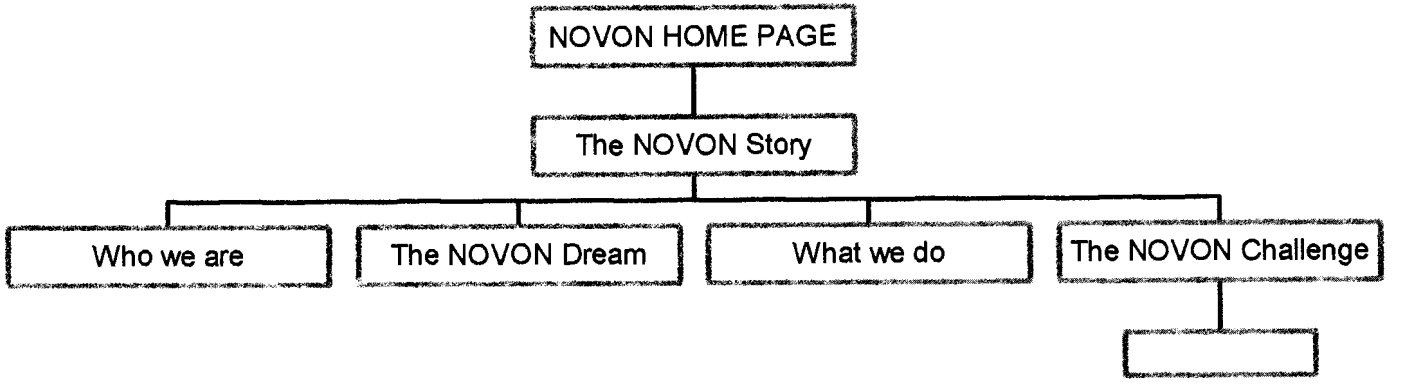

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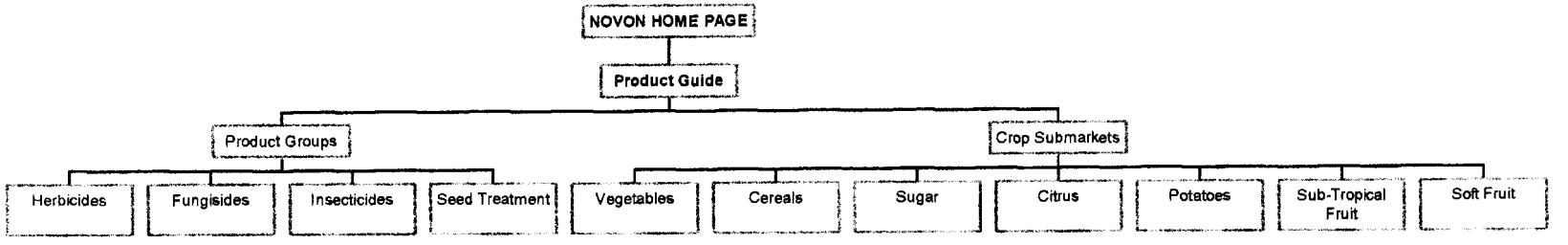

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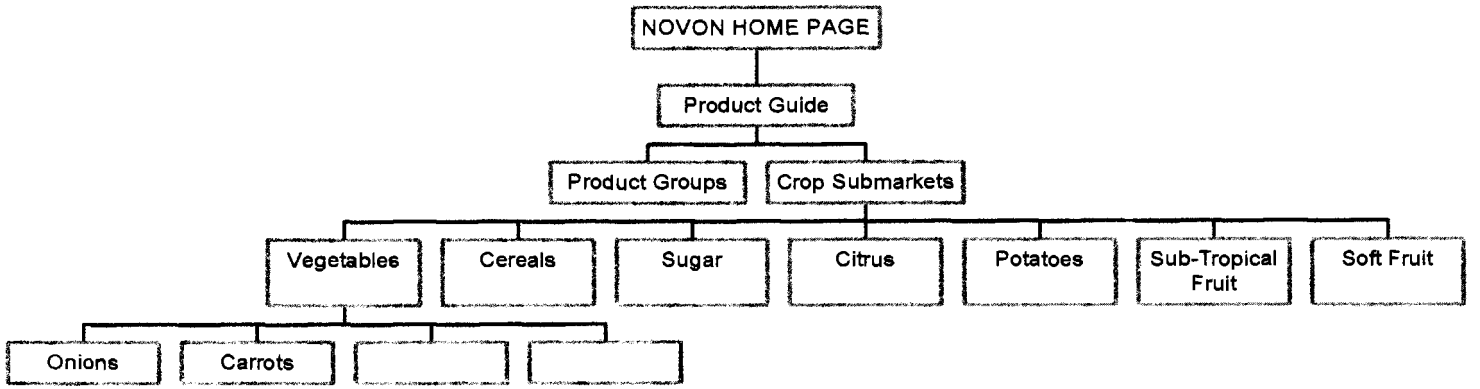

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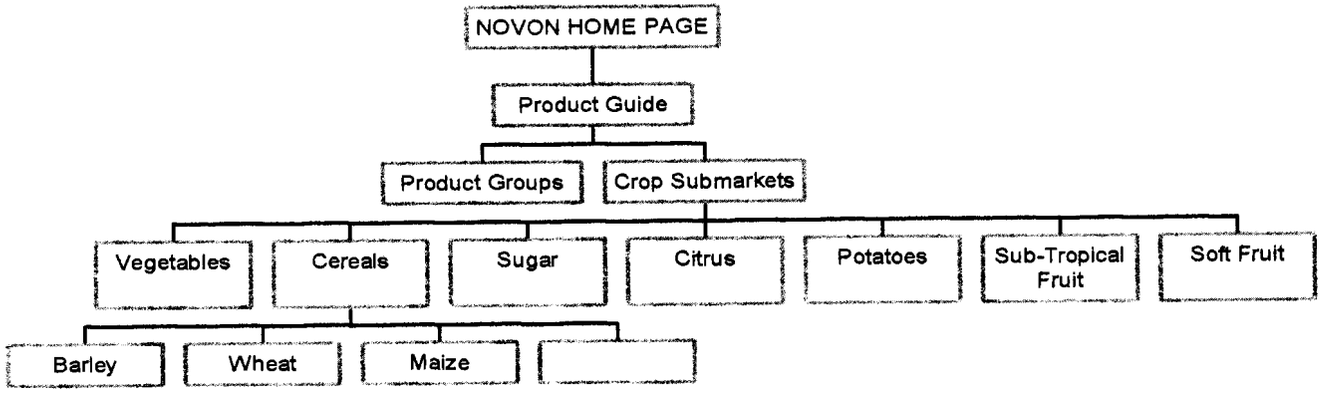

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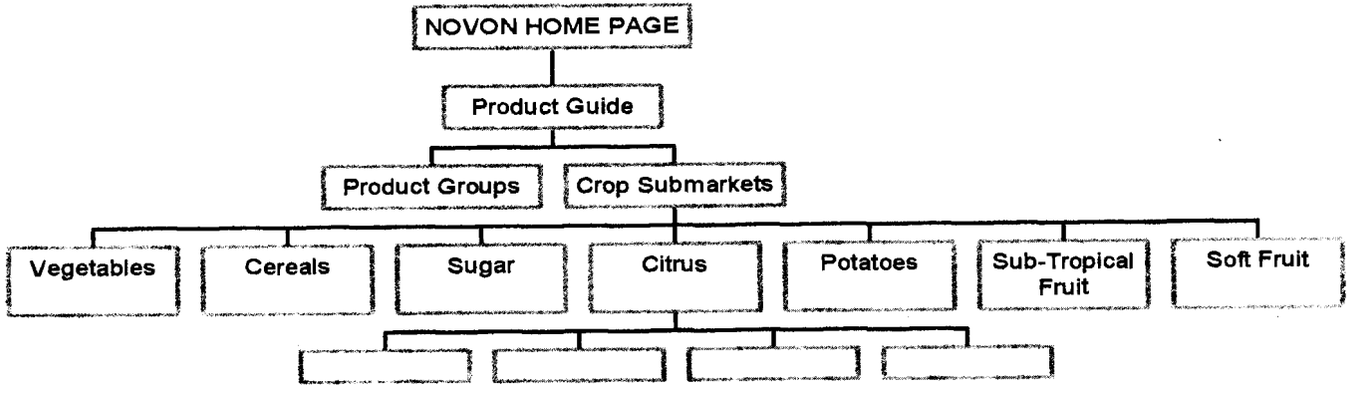

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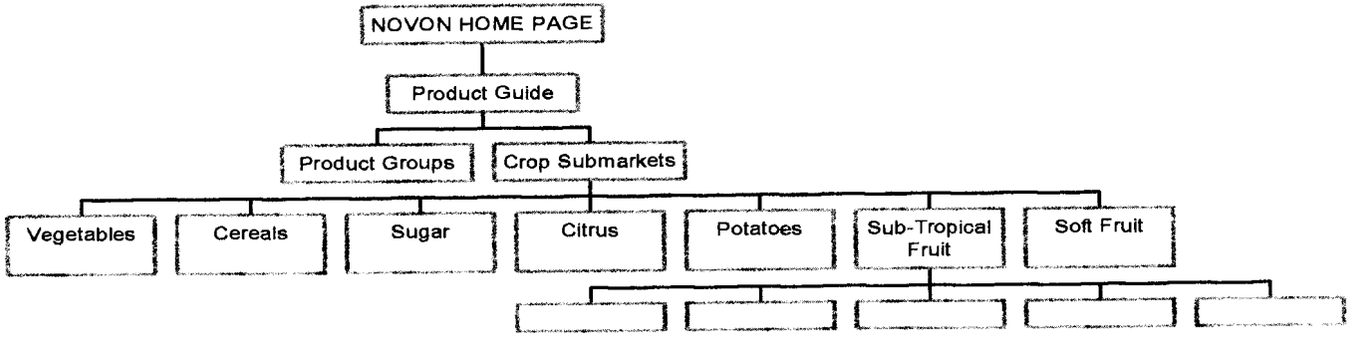

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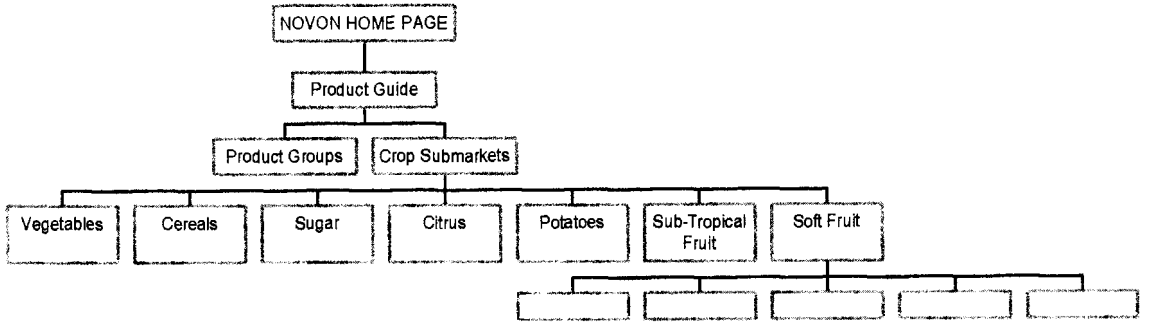

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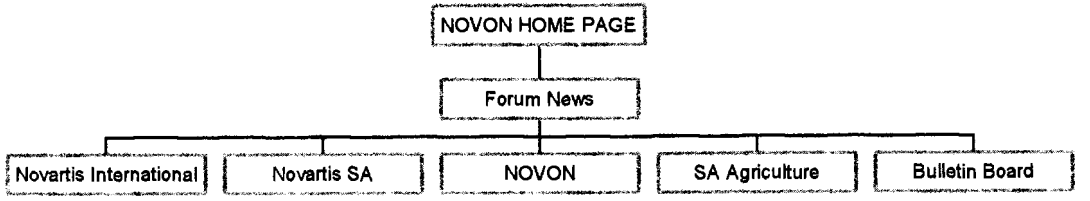

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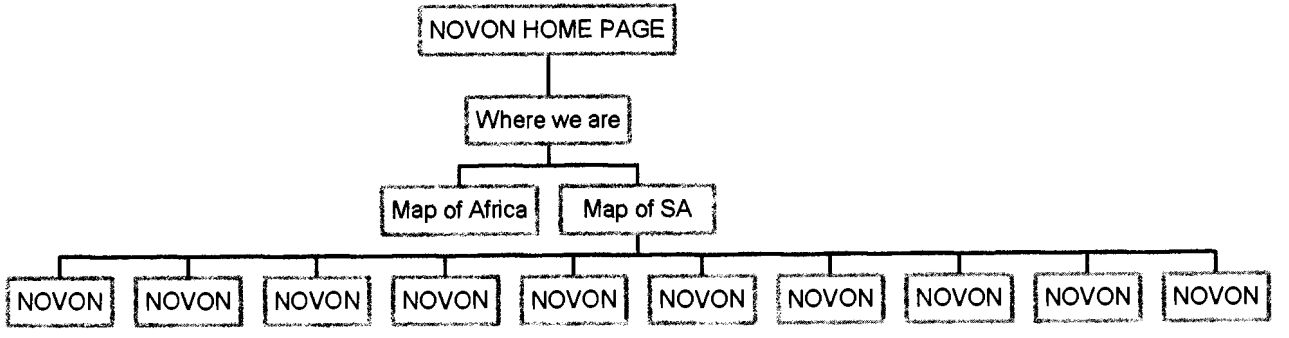

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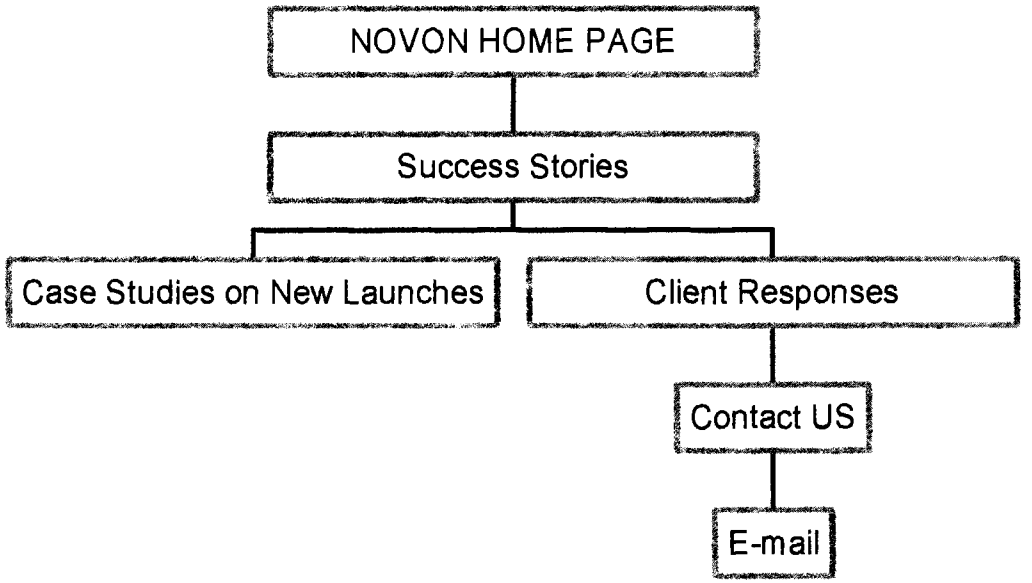

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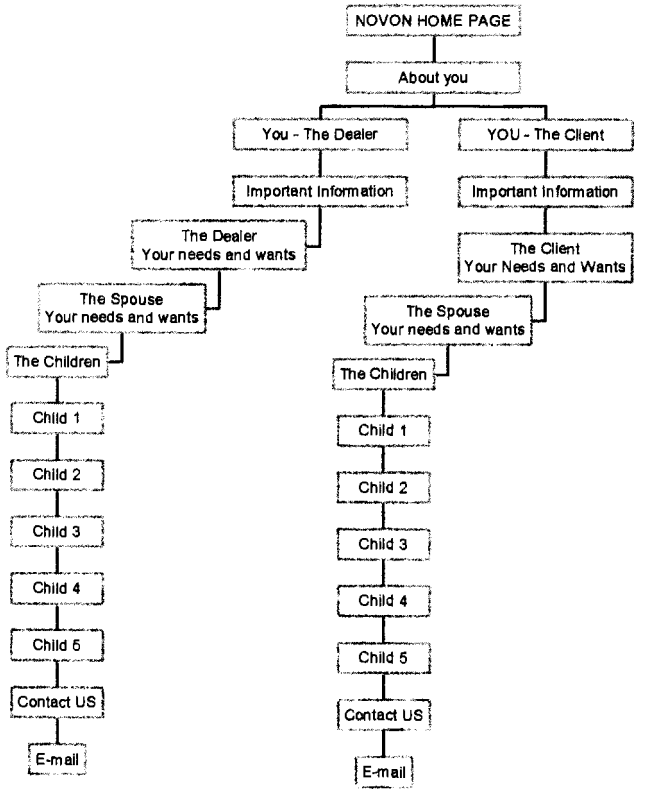

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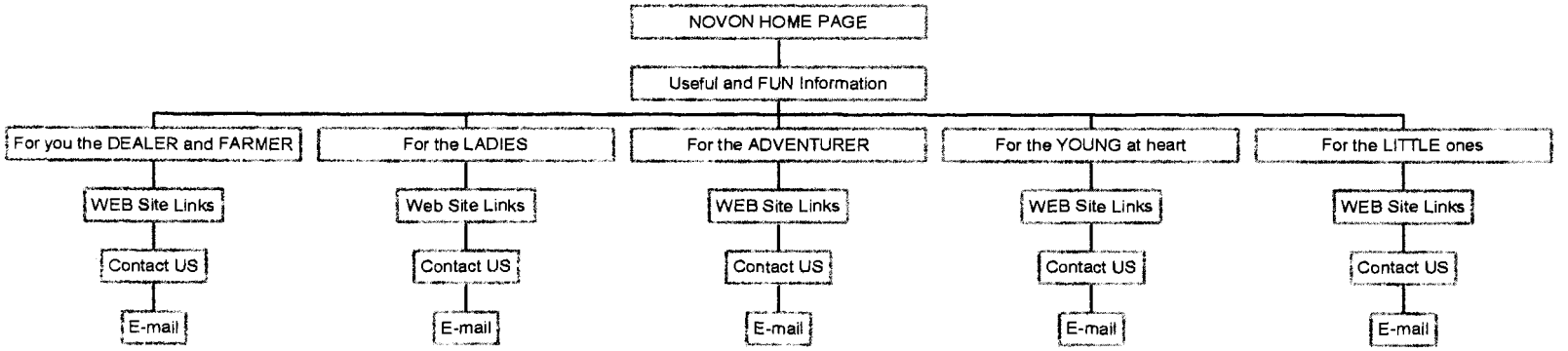

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Appendix B

Questionnaire

NOVON
GEWAS BESKERMING
CROP PROTECTION

NOVON webwerf - Prototipe evaluering

VENNOTE IN KWALITEIT
PARTNERS IN QUALITY

Jaargang 2000

www.novoncp.co.za

NOVON OESBESKERMING

Geagte Respondent

I.S. Prototipe evaluering – NOVON webwerf

NOVON Oesbeskerming het dit goed gedink om 'n webwerf te ontwikkel wat vir u van waarde kan wees.

Voordat die webwerf finaal gepubliseer kan word is dit van uiterste belang dat u, en lede van u gesin (waar van toepassing) die prototipe volgens gegewe kriteria evalueer.

U mening kan net bydra tot die sukses van die finale produk. Enige voorstelle sal in ag geneem word.

U ontvang 'n CD met die NOVON webwerf asook 'n vraelys – u moet asb. die vraelys voltooi, en so gou as moontlik in die gefrankeerde koevert terug stuur. Die CD bly u eiendom om in u werksomgewing gebruik te word. Die webwerf verskaf ook bruikbare inligting aan u eggenoot en kinders (waar van toepassing). Dit sal waardeer word indien u eggenoot en/of kinders (waar van toepassing) die vrae in die verband op die vraelys sal voltooi.

Let asb. op die volgende:

Die vraelys word anoniem ingevul.
In hierdie vraelys word inligting omtrent uself, rekenaar toegang en gebruik, web toegang en gebruik, en rekenaarvaardigheid verlang.

Die vraelys is in die volgende afdelings ingedeel.

A. Demografiese inligting
B. Vaardighede
C. Evaluering van die NOVON webwerf prototipe.
D. Evalueringsvrae vir u eggenoot (waar van toepassing).
E. Evalueringsvrae vir u kind (waar van toepassing).

Algemene instruksies

Die meeste vrae word beantwoord deur slegs 'n kruisie in die toepaslike blokkie te trek.

Die ander vrae vereis dat antwoorde skriftelik ingevul moet word.

Vul slegs die ruimtes links van die soliede vertikale lyn in.

Stuur asb. die voltooide vraelyste voor einde Augustus 2000 terug aan:

Chris van Eeden
Posbus 810
Isando
1600

Datum: _____

Respondent nr. ☐☐☐ 1-3

Kaart nr. ☐☐ 4-5

Afdeling A

1. Ouderdom _____ jare

V1 ☐☐ 6-7

2. Geslag:

Manlik	1
Vroulik	2

V2 ☐ 8

3. Huwelikstaat:

Ongetroud	1
Getroud	2
Geskei/vervreemd/weduwee/wewenaar	3

V3 ☐ 9

4. Huistaal:

Afrikaans	1
Engels	2

V4 ☐ 10

5. Kinders:

Ja	1
Nee	2

V5 ☐ 11

6. Dui u beroep aan:

Besturende Direkteur	1
Area Bestuurder	2
Streeks Bestuurder	3
Finansiële Bestuurder	4
Persoonlike assistent	5
Agent	6
Kommersiële Boer	7
Administratiewe beampte	8
Onderwyser	9
Dosent	10
Professionele beroep (bv. dokter, fisioterapeut, sielkundige, apteker) Spesifiseer asb.	11
Ander: spesifiseer asb.	12

V6 ☐☐ 12 - 13

Afdeling B

In hierdie afdeling word inligting oor u rekenaar gebruik en vaardighede verlang.

1. Gebruik u 'n rekenaar (PC) as deel van u werk?

Ja	1
Nee	2

2. Gebruik u die internet as deel van u werk?

V7 ☐ 14

Ja	1
Nee	2

V8 ☐ 15

3. Indien u nie in 'n beroep staan nie, gebruik u 'n rekenaar tuis?

Ja	1
Nee	2

V9 ☐ 16

4. Het almal in die gesin toegang tot 'n rekenaar tuis ?

Ja	1
Nee	2

5. Het u toegang tot die internet?

V10 ☐ 17

Ja - by die werk	1
Ja – by die huis	2
Ja – by die huis & werk	3
Nee	4

V11 ☐ 18

6. Indien u toegang tot die internet het, dui aan watter tipe webwerwe u die meeste besoek (bv. sport, nuus, landbou).

_____
_____
_____
_____
_____
_____

V12 ☐☐ 19-20

7. Hoe gereeld besoek u die internet?

Daagliks	1
Weekliks (3-4 x week)	2
1 – 2 keer per maand	3
Minder as 1 keer per maand	4
Nooit	5

V13 ☐ 21

8. Met watter stelling stem u die meeste saam:

Ek beskou myself as PC geletterd.	1
Ek het genoeg rekenaarvaardighede om self reg te kom.	2
Ek voel my PC vaardighede is nie voldoende nie.	3
Ek kan nie 'n rekenaar gebruik nie.	4

V14 ☐ 22

Afdeling C

In hierdie afdeling word inligting oor die web prototipe verlang. Neem u tyd om die webwerf te ondersoek.

In die volgende gedeelte moet u asb. aantoon in watter mate u met die volgende stellings saam stem al dan nie.

Afdeling C1

Die formaat van hierdie gedeelte is soos volg:

'n Stelling word aan u voorgehou wat u asb. moet beoordeel op 'n 5 punt skaal.

Die 5 punt skaal het die volgende waardes:

1 - Baie swak
2 - Swak
3 - Kan nie besluit nie
4 - Goed
5 - Baie goed

1. Die voorkoms van die webwerf.

1 baie swak	2 swak	3 kan nie besluit nie	4 goed	5 baie goed

V15 ☐ 23

2. Die leesbaarheid van die webwerf inligting.

1 baie swak	2 swak	3 kan nie besluit nie	4 goed	5 baie goed

V16 ☐ 24

3. Die effektiwiteit van visuele materiaal (foto's, grafika, agtergrond).

1 baie swak	2 swak	3 kan nie besluit nie	4 goed	5 baie goed

V17 ☐ 25

4. Die gebruikersvriendelikheid van die webwerf.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V18 ☐ 26

5. Die gemak van navigasie.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V19 ☐ 27

6. Verskeidenheid van navigasie moontlikhede.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V20 ☐ 28

7. Navigasie inligting beskikbaar aan gebruiker.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V21 ☐ 29

8. Die algemene relevansie van die webwerf inhoud.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V22 ☐ 30

9. Die aanvaarbaarheid van die hoeveelheid inligting per web bladsy.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V23 ☐ 31

10. Interaksie tussen gebruiker en webwerf.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V24 ☐ 32

11. Die assosiasie van die webwerf metafoor met NOVON (skakel tussen NOVON en sy kliënte).

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V25 ☐ 33

12. Die konsekwentheid (konstantheid) waarmee inligting aangebied word.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V26 ☐ 34

13. Die algemene indruk wat die webwerf skep.

1	2	3	4	5
baie swak	swak	kan nie besluit nie	goed	baie goed

V27 ☐ 35

Afdeling C2

In die volgende gedeelte moet u aantoon in watter mate u met die volgende stellings saamstem al dan nie.

Die formaat van hierdie gedeelte is soos volg:

'n Stelling word aan u voorgehou wat u asb. moet beoordeel op 'n 5 punt skaal.

Die 5 punt skaal het die volgende waardes.

1. Stem beslis nie saam nie.
2. Stem nie saam nie.
3. Kan nie besluit nie.
4. Stem saam.
5. Stem beslis saam.

1. Die webwerf kommunikeer die beginsels, doelwitte, produkte en dienste van NOVON.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V28 ☐ 36

2. Die webwerf het die potensiaal om goeie verhoudings tussen NOVON en sy kliënte te vestig.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V29 ☐ 37

3. Die webwerf sal bydra om NOVON se beeld te bevestig.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V30 ☐ 38

4. Die webwerf kan aangewend word om kliënte te motiveer om van NOVON se kliënte diens gebruik te maak.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V31 ☐ 39

5. Die webwerf het die potensiaal om die kommunikasie tussen NOVON en sy vennote te verbeter.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V32 ☐ 40

6. Die webwerf het die potensiaal om deur sy kliënte gebruik te word.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V33 ☐ 41

7. Die webwerf het die potensiaal om deur die kliënt se gesin gebruik te word.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V34 ☐ 42

8.a. Die aflaaityd van die web bladsye is aanvaarbaar.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V35 ☐ 43

8.b. Indien u in 8a 'n 1 of 2 aangedui het, waaraan is dit moontlik te wyte?

V36 ☐☐ 44 -45

_____

9. Die addisionele "LINKS" (skakels) na ander webbladsye wat verskaf word is baie bruikbaar en relevant.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V37 ☐ 46

10. Die webbladsye vir elke gesinslid **"useful and fun information for you ...."** is baie bruikbaar en effektief.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V38 ☐ 47

Die volgende vrae vereis dat antwoorde skriftelik ingevul moet word.

1. Hoe gereeld dink u sal u die webwerf besoek?

Daagliks	1
Weekliks (3-4 x week)	2
1 – 2 keer per maand	3
Minder as 1 keer per maand	4
Nooit	5

V39 ☐ 48

2. Dink u ander lede van u gesin sal van hierdie webwerf gebruik maak?

Ja	1
Nee	2

V40 ☐ 49

Indien nee, gee 'n moontlike rede.

_____

_____

_____

_____

V41 ☐☐ 50-51

3. Watter soort inligting op die NOVON webwerf sal vir u die meeste waarde hê?

_____

_____

_____

V42 ☐☐ 52-53

4. Dek die belangstellings vraelys op die webwerf die aspekte wat u persoonlik raak?

Ja	1
Nee	2

V43 ☐ 54

5. Indien nee, watter aspekte behoort bygevoeg te word?

_____

_____

_____

_____

V44 ☐☐ 55-56

6. Watter "browser" en " browser platform" het u gebruik om na die webwerf te kyk?

Internet Explorer 2.0	1
Internet Explorer 3.0	2
Internet Explorer 4.0 of hoër	3
Netscape Navigator 2.0	4
Netscape Navigator 3.0	5
Netscape Navigator 4.0 of hoër	6
Ander	7
Onseker	8

V45 ☐ 57

Baie dankie vir u samewerking en u bydrae – dit word opreg waardeer!

Afdeling D

Hierdie gedeelte moet asb. deur u eggenoot (waar van toepassing) voltooi word.

In die volgende gedeelte moet u aantoon in watter mate u met die volgende stellings saamstem al dan nie.

Die formaat van hierdie gedeelte is soos volg:

'n Stelling word aan u voorgehou wat u asb. moet beoordeel op 'n 5 punt skaal.

Die 5 punt skaal het die volgende waardes.

1. Stem beslis nie saam nie.
2. Stem nie saam nie.
3. Kan nie besluit nie.
4. Stem saam.
5. Stem beslis saam.

1. Die webbladsye vir elke gesinslid **"useful and fun information for you ...."** is baie bruikbaar en effektief.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V46 ☐ 58

Indien u opsie 1 of 2 gemerk het, gee moontlike redes vir die besluit.

_____

_____

_____

_____

V47 ☐☐ 59-60

Die addisionele "LINKS" (skakels) na ander webbladsye wat verskaf word is baie bruikbaar en relevant.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V48 ☐ 61

Indien u opsie 1 of 2 gemerk het, gee moontlike redes vir die besluit.

_____

_____

_____

_____

V49 ☐☐ 62-63

2. Die webwerf het die potensiaal om u as eggenoot in te lig en op hoogte te hou aangaande die werksaamhede van u man, NOVON en sy mense.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V50 ☐ 64

Indien u opsie 1 of 2 gemerk het, gee moontlike redes vir die besluit.

_____

_____

_____

_____

V51 ☐☐ 65-66

Baie dankie vir u samewerking en u bydrae – dit word opreg waardeer!

Afdeling E

Hierdie gedeelte moet asb. deur een van u kinders (waar van toepassing) voltooi word.

V52 ☐☐ 66- 67

1. Ouderdom _____ jare
2. Geslag:

Manlik	1
Vroulik	2

V53 ☐ 68

In die volgende gedeelte moet u aantoon in watter mate u met die volgende stellings saamstem al dan nie.

Die formaat van hierdie gedeelte is soos volg:

'n Stelling word aan u voorgehou wat u asb. moet beoordeel op 'n 5 punt skaal.

Die 5 punt skaal het die volgende waardes.

1. Stem beslis nie saam nie.
2. Stem nie saam nie.
3. Kan nie besluit nie.
4. Stem saam.
5. Stem beslis saam.

1. Die webbladsye vir die kinders "**useful and fun information for the children/little ones ....**" is baie bruikbaar en effektief.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V54 ☐ 69

Indien u opsie 1 of 2 gemerk het, gee moontlike redes vir die besluit.

_____

_____

_____

_____

V55 ☐☐ 70-71

2. Die webwerf het die potensiaal om u as kind in te lig en op hoogte te hou aangaande die werksaamhede van u pa, NOVON en sy mense.

1	2	3	4	5
stem beslis nie saam nie	stem nie saam nie	kan nie besluit nie	stem saam	stem beslis saam

V56 ☐ 72

Indien u opsie 1 of 2 gemerk het, gee moontlike redes vir die besluit.

_____

_____

_____

_____

V57 ☐☐ 73-74

Baie dankie vir u samewerking en u bydrae – dit word opreg waardeer!

Groete

Tertia van Eeden (Projek ontwikkelaar) 17/ 06/2000

Appendix C

Expert report

NOVON Prototype Usability Evaluation
Comments

SITE CONTENTS

1. The content appears to be relevant for the subject domain and should be interesting and of value to the user.
2. NOTE: Plural of "URL" is "URLs", not "URL's"
3. Check incorrect spelling of "Microsoft" in index.htm
4. Questionnaire: Is this questionnaire intended to be used also by the public? If yes, large portions of it will be inappropriate. Even for internal use portions of it will be difficult to understand.
5. News Focus: "News Letter" should be one word. Consider changing the name to simply "News".
6. "Happy hunting - it can only get better!" - What does this mean?
7. Absail Africa <http://www.millennia.co.za/abseilafrica> Check incorrect spelling of "abseil"
8. Check grammar in Questionnaire: "Computer Literated" should be "Computer Literate"
9. Questionnaire - the question about "User-friendliness" is invalid without defining the criteria for the respondent in greater detail. How many respondents will understand what is meant by "navigation", "consistency", "interaction" or "download"? Also, the use of checkboxes for mutually exclusive choices (Section C) will make it possible for respondents to check more than one criterion, where only one should be allowed. (Radio buttons should be used for mutually exclusive choices, check boxes for mutually INclusive options.)

USER

1. The user's mental model is unknown, so it is not possible to say to what extent the structure and presentation of the web site would support or inhibit the formation of a coherent conceptual model. However, the usability of the web site would be significantly improved by paying special attention to this aspect, especially as this would assist in the development of a metaphor that would aid in navigation and also coherence of the entire structure.
2. There is no obvious indication of the main orientation of the web site - was it meant to support primarily a task-orientation or in information architecture orientation? In the case of a task-orientation, there is an obvious lack of procedural information and possibly over-emphasis of declarative knowledge.

3. More evaluation of user experience and behaviour should be conducted in real work situations.
4. It is likely that the organisation will benefit from a design that also makes provision for procedural information. This implies that task analyses (coupled with information requirements and performance criteria) should be done for key categories of web site users.
5. With future iterations of the web site, cognisance should be taken of business performance criteria (i.e. how will the organisation know if the web site contributed to improved quality of client service?)

PAGE LAYOUT

1. Site map difficult to read - why not make it similar to e.g. alternatep_usefulfuninfo_children.htm. Alternatively, improve "visual chunking" with subtly different column colours
2. Location (visibility) of "Home" link too obscure. Should be more prominent (See "Visual Presentation" below)
3. Layout and readability of the **product information** pages should be improved - this is critical information and deserves even more careful treatment than some other sections!

VISUAL PRESENTATION

1. The "splash page" (index.htm) serves no other purpose than to choose a language - why not combine this with the English Home page?
2. Consider using rollover buttons (Novon "boog") for visual feedback. This will provide some visual interest, reduce need for training and strengthen the affordance of hyperlinks. There is also an inconsistency - sometimes they are clickable and sometimes not (e.g. novon_index1.htm). (See "Example.htm" on CD for a possible method of visual feedback in the form of a simple rollover image)
3. The Partners logo is a bit over-used, and used in an inconsistent manner. Using it as a "Top" link is fine, but a smaller device would have interfered less with the layout. This logo could have been better used as a "Home" button. (See also "Example" on CD)
4. Avoid non-standard fonts (e.g. "American Classic") that are unlikely to be on a user's computer.
5. The use of Aqua as a primary text colour is acceptable, but then there should be a definite distinction between links, body text and headings. Consider using the darker blue of the Novon logo (e.g. #003366) for body text for better readability. For headings the dark red (#993333) found in the Novon logo could be very effectively used for level 1 headings. Captions under pictures could use the Aqua (#006699) currently used as body text.
6. Font faces could be varied slightly to provide some subtle visual texture to pages without impairing readability (e.g. Arial for captions and Verdana for body text). Key paragraphs or important information should also be emphasised slightly by using slightly different fonts from the same family.

7. Avoid italic text for sizes less than 14 points.

STRUCTURE

1. The structure is not very clear and you will find that the user will go back to the home page frequently just to regain context (i.e. a familiar starting point). This is aggravated by the lack of visual distinction between the main sections. How about using a miniature version of the circular menu on every page to show "you are here"?
2. Alternatively, consider using a top frame for a nav bar that would offer consistent access to all main sections. (The bottom nav bar is often scrolled off the page and would not be the first navigation method chosen by the user).

NAVIGATION, INTERACTION & HYPERLINKS

1. Links should look like links - stick to the conventions (affordance)
2. Another inconsistency - sometimes words are clickable, sometimes not
3. Circular menu (index_eng.htm) - why not make words into links?
4. Some redundant links are used (i.e. link to the current page)
5. Some redundant links to top of page (i.e. when page has not scrolled away from top - e.g. novon_story.htm)
6. Make a clear distinction between links (e.g. "**The NOVON Story**" on the Main Menu), labels (e.g. "**Arts & culture**" and instructions e.g. "**Click the site you which to visit**" (Note the typo in the last sentence: "which" instead of "wish" - this appears in several places)
7. The Novon Home Page link in the navigation bar and the "Home" link should be the same - the Novon Home Page (index.htm) serves little purpose and could be combined with the home page (index_eng.htm). If in future both languages are available, the link could be in the nav bar instead of to the Novon Home Page which serves no other purpose than to choose a language.

GRAPHICS

1. The animation on page novon_vision.htm adds no value and can at best be described as "gratuitous".
2. Unnecessary colour depth in most images - an average of at least 15% saving in size would have been possible by reducing colour depth to 8, 6 or even 4 bit (16 colours).
3. Type of image (GIF or JPEG) sometimes incorrectly used.
4. Page "novon_success_cruiser_benefits.htm" - don't use JPEG for images with a lot of text - rather use GIF. (This image could have been recreated in HTML).

TECHNICAL

1. About 35 untitled documents (Note: be careful when uploading the website - several dummy documents are included on the CD that don't belong on the web site)
2. Some redundant script appears in some pages (e.g. left behind after converting layers into tables).
3. Recommended that you use a CSS for consistency and ease of formatting.
4. The inclusion of a full-text search facility, or at least a comprehensive indexed search facility, is strongly recommended.

CONCLUSION AND RECOMMENDATIONS

There is little doubt that this product will contribute significantly to the image, of your client, internally as well as externally. It may also have a definite impact on their quality of service and therefore the quality of this product should not be taken lightly.

It is recommended that:

1. Modifications and corrections be made as suggested in this document
2. A formal usability test with users be conducted with users before the web site is released. Such a test should ideally conform to the principles and criteria of ISO 9241-11. This would enable your client to quantitatively assess the usability of the product in terms of Effectiveness, Efficiency and Satisfaction.

Appendix D

Expert review checklist

JHA Design
Web Production Checklist

Client: Tertia van Eeden

Project/Site name: Novon Prototype

URL: index.htm (on CD-ROM supplied)

Works/Done	Doesn't work	Didn't check	Rating (5=good, 1= bad)	Verify the following items are correct and working before putting the website online	Comments
				Content	
X			4	Spelling and grammar	Some errors & typos found
X			5	Site includes critical information (Contact info, What company does, Help, etc.)	
X			4	Page titles (<title> tag), headers & button labels are correct and consistent	About 35 documents are untitled
		X		Client notes reviewed and all requirements handled	
				Graphics & Layout	
X			5	All images marked with ALT tags (check by not loading images)	Not consistent
X			4	Download time is acceptable	Not pages with complex layout & animation
X			4	Image quality is acceptable	Unnecessary colour depth for small images
X			3	Text layout: spacing, fonts and font sizes	
X			4	Graphics are aligned	Some errors found
				Browser compatibility	
		X		Test in Windows & Mac (watch for colour problems)	
X				Test on Netscape 3 & 4 & MS Explorer 3, 4 & 5	
				User Preferences Compatibility	
	X		1	Layout works at all window sizes and prints out without cutting off the page	Layout not resizable
X			3	Reasonable layout for all typical fonts and font size settings	Yes, but not for higher resolutions
				HTML & Coding	
		X		Test ALL links on EVERY page with the site up at its final location	
		X		Test e-mail links by sending mail (or at least careful proofreading)	
	X		1	Metatags on every page	No metatags
X			3	Java & JavaScript code is fully functionally tested	Some redundant or inefficient script
		X		Mission-critical code has gone through a code review	
				Documentation (document this in the Client folder)	
		X		Fonts and colours are correct and recorded	
		X		Client contact information	
		X		File organisation & location & any unusual naming conventions	
				Submission	
		X		Yahoo, etc.	
		X		Submit-it	
		X		Market-specific indexes	
				General	
		X		Check with a modem and/or intranet for speed problems	
		X		Verify domain name is working (where applicable)	
		X		Account representative has been notified that job is completed	
		X		Account representative has been notified that job is completed	
		X		Add to web client list/database	

NOTES

See separate document.

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Appendix E

Heuristic evaluation form

Heuristic Evaluation of Web Site

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Evaluation Area	Weighting	Score	Score Weighted
Content	30	88	2640
Navigation & Interaction	20	52	1033
Readability	10	63	625
Structure	8	47	373
Page layout	8	60	480
Graphics	8	66	528
Use of colour	8	58	460
Hyperlinks	8	60	480
Total Score	**100**	**62**	**6620**
		(Max=100)	(Max=10000)

Evaluated System	NOVON Prototype
Evaluator	Tertie van Eeden
WEB Site	Novon
Evaluator	JH
Evaluation Date	5/6/2000

(0=Never, 10=Always)

User: Content & Objectives	Score
Is the content of interest & value to the user?	9
Does the content attract more users?	8
Is the content being kept current?	8
Is copyright of material respected?	10
Is the content in good taste (style, etc.)?	9

User: Readability	
Are the pages easy to read for the user?	7
Do the page elements follow a logical sequence?	6
Are type fonts readable, attractive and properly sized?	6
Will the pages display properly with various browsers?	6

Presentation: Page layout	
Is there a good balance in the use of white space?	7
Does the visual organisation add to readability and meaning?	7
Is the page layout consistent?	5
Are elements arranged to fit within the browser window without unmotivated scrolling?	5

Presentation: Use of colour	
Are colours attractive, harmonious and appealing to most users?	7
Does the use of colour aid the user in understanding the content?	5
Is colour used consistenly?	7
Has adequate consideration been given to subjective or associative meanings of colour?	4

Structure	Score
Is the site layout & structure easy to understand?	4
Can the user maintain a sense of position in the site?	4
Is the loading and display time acceptable?	6

Interaction: Navigation	
Is the mode of navigation clear?	5
Is the sequence of displays predictable?	4
Can the user navigate readily from page to page?	4
Are the syntactic details of the interaction simple enough?	4
Is the feedback adequate?	7
Is it easy to return to the starting (Home) location?	7

Interaction: Hyperlinks	
Do links enhance the purpose and use of the site?	6
Do all links contribute to the purpose of the site?	6
Are the links easy for users to find?	6
Are hyperlinks treated in a consistent manner (behaviour and appearance)?	6

Presentation: Graphics	
Are graphics clear and attractive?	7
Do the graphics contribute to the purpose of the page?	7
Do graphics contribute to understanding?	7
Are graphics optimised to speed up loading time?	6
Do graphics aid users with navigation?	6

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HEURISTIC USABILITY EVALUATION

Jacques Hugo Associates

PROGRAM/SYSTEM NAME	Novon Prototype
USER/ORGANISATION	Tertia van Eeden
SITE	Novon

		CRITERIA	Semantic scale	RATING 1 - N/A 10 - High	Comments
		USER			**USER**
1	1.1	Mental model	Not accommodated / Accommodated	7	
2	1.2	Metaphor	Not appropriate / Appropriate	6	
3	1.3	Working memory ("rule of 7")	Limitations not respected / Respected	6	
4	1.4	Physical ergonomics	Not accommodated / Accommodated	0	
		DISPLAY & INTERFACE			**DISPLAY & INTERFACE**
5	2.1	Screen layouts	Inhibit tasks / Simplify tasks	6	
6	2.2	Display identification	Never / Always	7	
7	2.3	Characters	Unreadable, Fuzzy / Readable, sharp	7	
8	2.4	White space surrounding characters or blocks	Inadequate / Adequate	7	
9	2.5.1	Highlighting: Levels of intensity or bold	Difficult to distinguish / Clear	7	
10	2.5.2	Highlighting - Underscoring	Inappropriate / Appropriate	6	
11	2.5.3	Highlighting: Reverse background/foreground	Inappropriate / Appropriate	0	
12	2.5.4	Highlighting: Blinking	Inappropriate / Appropriate	0	
13	2.5.6	Highlighting: colour changes	Inappropriate / Appropriate	0	
14	2.6	Video quality	Poor / Excellent	0	
15	2.7	Audio quality	Poor / Excellent	0	
		INTERACTION			**INTERACTION**
16	3.1	Dialogue: Number of operations per task	Many / Few	6	
17	3.2	Dialogue: Operations relate to tasks	Never or distantly / Close, always	6	
18	3.3	Dialogue: Beginnings, middles and ends of tasks marked	Confusing / Clear	6	
19	3.4.1	Work proceeds from top to bottom	Never / Always	6	
20	3.4.2	Navigation: Sequence of displays	Confusing / Clear	5	
21	3.4.3	Navigation: Next screen in sequence	Unpredictable / Predictable	5	
22	3.4.5	Maintain sense of position in system	Impossible / Easy	4	

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23	3.5	Syntactic details	Overwhelming / Limited	4	
24	3.6	Pace of interaction	Too slow / Fast enough	7	
25	3.7	Data entry operations are echoed	Too slow / Fast enough	8	
26	3.8	Response time for most operations	Too slow / Fast enough	8	
27	3.9	Destructive operations / Error protection	Not protected / Protected	0	
28	3.1	Going back to change values	Complex / Simple	0	
29	3.11	Undoing operations	Complex / Simple	0	
30	3.12	Interaction device (keyboard, mouse, touch screen, etc)	Inappropriate / Appropriate	9	
31	3.13.1	Language: Terminology	Not related to task domain / Related	8	
32	3.13.2	Language: Naming of fields	Cryptic, ambiguous / Precise, clear	0	
33	3.13.3	Language: Abbreviations	Confusing, cryptic / Consistent, clear	9	
34	3.13.4	Language consistency	Inconsistent / Consistent	8	
35	3.14.1	Feedback: Information	Inappropriate / Appropriate	0	
36	3.14.2	Feedback: Too little feedback	Always / Never	0	
37	3.14.3	Feedback: Too much feedback	Always / Never	0	
38	3.14.4	Feedback is user controlled	Never / Always	0	
39	3.14.5	Feedback link between operations and result	Confusing / Clear	0	
40	3.15.1	Messages: Tone of error messages	Nasty / Friendly	0	
41	3.15.2	Correction of errors	Complex / Simple	0	
42	3.15.3	Meaningful prompts	Not provided / Provided	1	
		INFORMATION			**INFORMATION**
43	4.1	Information load per screen too high	Always / Never	6	
44	4.2	Information load per screen too low	Always / Never	7	
45	4.3	Access to information	Complex / Easy	5	
46	4.4	On-line help	Not available / Very useful	0	
47	4.5	Contents of on-line help	Confusing / Clear	1	
48	4.6	Reference manuals	Not available / Adequate	0	
49	4.7	Information to complete tasks	Must be memorised / Is visible	6	
50	4.8	Structure of information	Obscure / Recognisable	4	
51	4.9	Organisation of help	Confusing / Clear	0	
		LEARNING			**LEARNING**
52	5.1	Getting started	Difficult / Easy	6	
53	5.2	Learning more features	Difficult / Easy	6	
54	3.3	Use by different levels of experience	Not accommodated / Easy	0	
55	5.4	Novices can use subset	Not available / Easy	0	

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56	5.5	Expert users can add shortcuts / features	Not possible / Easy	0	
57	5.6	User can taylor the interface	Impossible / Easy	0	
58	5.7	Relearning after intermittent use	Difficult / Easy	7	
		INSTRUCTIONS			**INSTRUCTIONS**
59	6.1	Task instructions	Confusing / Clear	6	
60	6.2	Instructions for commands or options	Confusing / Clear	0	
61	6.3	Instructions for getting help	Not given / Clear	0	
62	6.4.1	Consistency: Instruction position	Inconsistent / Always consistent	5	
63	6.4.2	Consistency: Instruction grammar	Inconsistent / Always consistent	8	
64	6.4.3	Consistency: Instruction tone	Inconsistent / Always task related	8	
65	6.4.4	Consistency: Task related	Inconsistent / Always task related	8	
66	6.5	Instructions on how to fix errors	Not given / Clear and helpful	0	
		OVERALL			**OVERALL**
67	7.1		Terrible / Excellent	6	
68	7.2		Frustrating / Satisfying	6	
69	7.3		Dull / Stimulating	7	
70	7.4		Difficult / Easy	6	
71	7.5		Inadequate power / Adequate power	7	
			Total Score	**274**	
			Usability Index (minimum target = 80%)	**62%**	

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GENERAL COMMENTS

Completed by:
Jacques Hugo
5 June 2000

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Appendix F

Usability Testing

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NOVON

OES BESKERMING

NOVON webwerf - Bruikbaarheidstoetsing

Jaargang 2000 *www.novoncp.co.za*

Geagte Respondent

I.S. Bruikbaarheidstoetsing – NOVON webwerf

Voordat die webwerf finaal gepubliseer kan word is dit van uiterste belang dat webwerf bruikbaarheidstoetsing gedoen word, om sodoende die effektiwiteit van die webwerf te evalueer.

Let asb. op die volgende:

Die program gebruiker word op geen stadium geevalueer nie, slegs die bruikbaarheid van die webwerf word getoets.

Algemene inligting

'n Verskeidenheid navigasie take word aan u opgedra om so vinnig as moontlik uit te voer.

Éen of twee persone hou die proses dop om so die programbruikbaarheid te evalueer.

Die resultate word aangewend om die bruikbaarheid van die webblad aan te pas indien nodig.

Baie dankie vir u samewerking!

VENNOTE IN KWALITEIT
PARTNERS IN QUALITY

Navigasie take

1. Vind die etiketinligting van die insekdoder Acarol.
2. Vind die tabel met die oesbeskermingsmiddels wat op appels en pere gebruik word.
3. Vind die artikel 'Herbicide resistance in the RSA' in die NOVON nuusbrief.
4. Vind Novartis SA se 'link' na die nuusbrief.
5. Vind die weerburo se 'link' op die 'News focus : SA Agriculture' webbladsy.
6. Vind NOVON se 'mission statement'.
7. Vind 'NOVON organisation structure'.
8. Vind die webbladsy wat die 'NOVON partners' (Agri Oos, Agri Wes ens.) aandui.
9. Vind 'NOVON Protecta' d.m.v die 'SA map' wat verskaf word.
10. Vind Lina Havenga se e-pos adres via die 'NOVON organisation' webbladsy.

Respondent se beroep:

Area hoof	
Finansiële bestuurder	
Agent	
Ander	

Respondent nr:_____

Taak	Clicks	Sek.	Kommentaar
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Webwerf bruikbaarheidsvraelys Respondent no._____

1. Ouderdom in jare: _____

2. Met watter stelling stem u die meeste saam:

Ek beskou myself as PC geletterd.	1
Ek het genoeg rekenaarvaardighede om self reg te kom.	2
Ek voel my PC vaardighede is nie voldoende nie.	3
Ek kan nie 'n rekenaar gebruik nie.	4

3. Hoe gereeld besoek u die internet?

Daagliks	1
Weekliks (3-4 x week)	2
1 – 2 keer per maand	3
Minder as 1 keer per maand	4
Nooit	5

In die volgende gedeelte moet u aantoon in watter mate u met die volgende stellings saamstem al dan nie.

Die formaat van hierdie gedeelte is soos volg:

'n Stelling word aan u voorgehou wat u asb. moet beoordeel op 'n 5 punt skaal.

Die 5 punt skaal het die volgende waardes:

Stem beslis nie saam nie	Stem nie saam nie	Kan nie besluit nie	Stem saam	Stem beslis saam
1	2	3	4	5

Werking van die webwerf

	1	2	3	4	5
Ek kon die inligting vinnig vind					
Ek is te vrede met die aflaaispoed van die webbladsye					
Ek is te vrede met die werking van die webwerfskakels (links)					

Gebruikers tevredenheid

	1	2	3	4	5
Origens was dit maklik om die take uit te voer					
Dit was maklik om die inligting te vind					
Die navigasie inligting was maklik om te verstaan					
Die webwerf navigasie is maklik om te gebruik					
Ek voel te vrede met die webwerf se gebruikersvriendelikheid					

In die volgende gedeelte moet u aantoon in watter mate u met die volgende stellings saamstem al dan nie.

'n Stelling word aan u voorgehou wat u asb. moet beoordeel op 'n 5 punt skaal.

Die 5 punt skaal het die volgende waardes:

Baie swak	Swak	Kan nie besluit nie	Goed	Baie goed
1	2	3	4	5

Effektiwiteit van die webwerf

	1	2	3	4	5
Die doeltreffendheid van die hoeveelheid inligting per web bladsy					
Die doeltreffendheid van navigasie inligting beskikbaar aan gebruiker					
Die leesbaarheid van die webwerf inligting					
Die aanvaarbaarheid van die web voorkoms					

Baie Dankie!