

## Appendix B: Group Evaluation Summary Worksheet

	Principle Violated	Description of the Problem, Include Page URL	Severity Rating*	Recommendations
Quick Facts, News, Poll				
1.	H2, H8	monthly poll: unspecified function/goal --takes away from user task --prime space allotment	2	Poll takes up way too much of the prime real estate on the home page.
2.	H2	monthly poll: unclear "get data" button --unspecified data retrieval --user doesn't know what to expect	2	
3.	H4	Quick Facts: no citation source --Inconsistent accessibility to bibliographic citation information	2	Provide citation for number data
4.	H4	News: date heading reads 1/17/01 --page modified 2/21/01 --ambiguous heading	1-2	
5.	H2, H4	News: ambiguous tab heading on navigation bar -- news -system news and dataset releases	1-2	separate system updates/news from data releases
6.	H8, H1	<a href="http://countingcalifornia.cdlib.org/california.html">http://countingcalifornia.cdlib.org/california.html</a> and on the county pages  Quick Facts, Counties. - Some counties (Orange, LA, ...) lack bullets and boldface for the quick facts to the right of the map	1-2	Use bold to off set categories and text, would make it easier to read  Alameda looks like it's a good model to follow.
Common across all datasets/sections				
7.	H7 H3	All access is by browsing through menus. There is no Search Features	4	Add a site search that operates on table titles, as mentioned on the Help page.  Searching is a must. As the data sets grow it will be increasingly important to have a search feature.
8.	H8	"Map it Map Per Housing Units Map Per Persons Map Per Land Area in Square Miles, 1990 Map Per Aggregate Money Income in, 1989" Links get lost at the bottom of the page	3	Put at the top of the page –  Put all tools/functions at the top where they will be visible
9.	H2	Overall : Explore by Topic, Geography, Title, Provider— equates same value to each option -- by Topic and Geography serve as primary paths	3	Combine Title and Provider into "source"  Use of the term "title" is confusing to the average users.
10.	H1, H6	On the subtopic pages, e.g., < <a href="http://countingcalifornia.cdlib.org/cgi-bin/matrix?cnpid=68">http://countingcalifornia.cdlib.org/cgi-bin/matrix?cnpid=68</a> > there's no obvious link to the next level up; (other than the	3	Provide "breadcrumbs"; provide a visual representation of the where the user is in relation to other pages.

\* The rating should be determined as a combination of frequency (the more times it occurs = higher severity rating), impact (the greater the impact on the overall site = higher severity rating) and persistence (is it a one-time problem that users can overcome or will users be repeatedly bothered by it)

0 – don't agree that it is a problem/not directly related to usability; 1 – cosmetic problem; 2 – minor usability problem; 3 – major usability problem, important to fix; 4 – usability catastrophe, imperative to fix

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		Back button). Cannot undo; don't know where you are		
11.	H1	Since the nav bar doesn't change you don't know where you are.	2-3	Hi-light on nav where you are
12.	H1, H5	Top of EL060. Link to EL060 takes me to the same page.	2	Delink.
13.	H1	Footer of data sets:  <div style="background-color: #e0e0e0; padding: 5px;"> <p><i>USA Counties 1998 on CD-ROM [Washington, D.C. : U.S. Dept. of Commerce, Economics and Statistics Administration, Bureau of the Census, 1998]</i>  <i>Using Counting California</i>  <a href="http://countingcalifornia.cdlib.org">http://countingcalifornia.cdlib.org</a>: Monday, 26FEB2001</p> <p><i>More on: <a href="#">Title</a></i></p> </div> <p>Italics is hard to read. Bold and Italics is redundant. , no spaces is hard to read.</p>	2	IF this is the full citation, keep the citation on one line.  Remove Italics  Add "Source:" or "Source Citation" and use this consistently  Important to have citations on each page so users can easily copy and paste for use
14.	H1	<a href="http://countingcalifornia.cdlib.org/california.html">http://countingcalifornia.cdlib.org/california.html</a> footer <i>Script last modified on January 18, 2001.</i>	2	Last modified on.. pick a format and go with it
15.		<a href="http://countingcalifornia.cdlib.org/about.html">http://countingcalifornia.cdlib.org/about.html</a> Footer: Last Modified on (none)	2	Automate this
<b>HELP Page</b>				
16.	H2, H10	The Help page could use more internal (down-the-page) links and contains some undefined technical terms (metadata, XML).  Help: does not support user tasks --help info currently serves as system documentation --does not instruct user how to search or explore data	2	Should help the user to use the site; this appears to be an "about us/system status" section
17.	H2	Help: Functionality: By Title: Titles Datasets, and tech documentation: heavy librarian speak; use plain English	2	Use "Source"
18.	H2	Help: Functionality: "By Title: [print version]:" - --confusing dialogue box --no instructions for checks and button sequence --links out of counting California without informing user	2	Print Function Tell users when they will be leaving the site and where they will be going
19.	H6	Help: Functionality: By Title "see..... with no link to reference; provide user with direct path	2	Provide internal hyperlink to referenced info
20.	H1	<a href="http://countingcalifornia.cdlib.org/help.html">http://countingcalifornia.cdlib.org/help.html</a> Missing a closing </em> tag? Italics at top looks funny.	1	Remove all italics
<b>Feedback page</b>				
21.	H1	Feedback form. (Excellent response time, Trisha!). Comment box is to big. Also, perhaps reduce space at the bottom by shrinking contact info to something like: [Is postal address and fax necessary? Do people still use those?]	1	Remove "by form, by fax, by email, by mail" Just give address
22.	H2	Feedback: "by form" label is unclear	1	
23.	H2	Feedback: generalized	0	Integrate usability testing methods into Feedback. This is an opp. to get info on your users. E.g. ask demographics (are they a student, faculty, librarian, etc) make answering the questions optional

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	By Title			
24.	H8, H2	Tough to deal with this un-ordered/uncategorized list:  Results for Agriculture and Natural Resources: <a href="http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=6">http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=6</a> Long list in alpha order	3	Add category headings and chuck info  Offer alternative display options – (by topic, by table numbers, by alpha, by source)
25.	H4	By Title: USA Counties: Browse by Topic: inconsistent terminology -- explore used previously	1	
26.	H4	By Title: USA Counties: Browse by Topic: inconsistent list display -- different from main by Topic list display and by Topic through Geography	1	
27.	H1	<a href="http://countingcalifornia.cdlib.org/title/">http://countingcalifornia.cdlib.org/title/</a>  Some titles bold, some aren't. If this is meaningful, include explanation.	1	
	Topics			
28.	H4, H2	Starting on the Topics page < <a href="http://countingcalifornia.cdlib.org/topics.html">http://countingcalifornia.cdlib.org/topics.html</a> > clicking on a main heading such as "Agriculture and Natural Resources" gets an undifferentiated list of all items in that broad topic. Clicking on "(more)" gets a menu of subtopics, which seems more useful.	2-3	On the broad topic pages , e.g. < <a href="http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=6">http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=6</a> > , arrange items by subtopic.  Make it more "yahoo-like" – when you click on top level item should go to a page that list all the possible subtopics, not a list of titles.
29.	H7	By Topic: user must click on topic to identify fixed number of results. -- slows user task	2	Display number of results next to topic top level top name.
30.	H4	By Topic: results returned in mix capitalization	1	
31.	H1	<a href="http://countingcalifornia.cdlib.org/topics.html">http://countingcalifornia.cdlib.org/topics.html</a> "Elections" is bold but the other headings are not. I like the bold.	1	Use bold consistently
32.	H4	By Topic: Exploring vs Explore --inconsistent verb tense	1	
	By Geography			
33.	H3, H5	By Geography: no Back or Return to select new geography or new counties or new cities once user selects path -- system does not support user modification to initial search parameters --user must click through to Tables or datasets before recognizing error in geographic selection	2-3	Make user selections visible throughout search/exploration
34.		By Geography: all cities: crime: group quarters: error set_dialog=131 -- no instructive user action to take; no return to previous screen	2	
35.	H4	By Geography: By state: Table CR160: [California] link displays all counties -- user doesn't know what to expect --functionality not available at county table i.e. user cannot view state total easily	2	

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36.	H5	By Geography: cities by county: user selects cities and is given county links as options -- inadvertent selections distract from user task	2	
37.	H6	By Geography: one or more counties: new functionality [chart it] button -- user has to remember which paths provide which functionality	2	
38.	H1	By Geography: all cities: crime: group quarters: long loading	1-2	Inform user of system status if certain data sets take longer to load
39.	H4	By Geography: one or more counties/ one or more cities: gaps in list --gaps create groupings --irregular columns	1	
Font, caps, italics,				
40.	H4	Links throughout the site use nonstandard font colors (red for both visited and unvisited). This makes it harder to navigate, since it provides no cues about where you've been before.	3	Use standard default colors (blue for unvisited, maroon for visited).  Visited linked should change color
41.	H8	Font used for body text is not very readable in my browser (Netscape Navigator 4.08/ Windows 98).	2	Change style sheet to specify "Arial, Helvetica" or use browser default fonts.
42.	H8	Hard to read numbers without commas	2	
43.	H8	On pages listing data files, most of the table titles are in ALL CAPS.	1	Would be more readable in upper & lower case.
44.	H1	PO27. Grey headers that group the headers in various ways are hard to read. Perhaps use other techniques to distinguish: color? solid lines?	1	
45.	H1	Italics generally regarded as hard to read on screen.	1	
46.	H2, H4	Highlights: section heading misleading --identifies main functionality of system --user doesn't know what to expect	1	
Unclear Labels/Jargon				
47.	H3, H8	<a href="http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=10">http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=10</a> Titles of dataset do not match content and are sometimes cryptic ("total") and jargony ("Universe") and irrelevant (copyright info doesn't need to be at this level?!? Could/should be on document itself? Or just listed once for all these 4?). Also, all caps is hard to read.  Results for Elections: --REGISTRATION AND VOTES CAST IN CALIFORNIA, 1994, 1996 AND 1998 <a href="#">Table: O01 (MS Excel file)</a>  --STATEMENT OF VOTE FOR ELECTED OFFICIALS, 1996 AND 1998 <a href="#">Table: O02 (MS Excel file)</a>  --VOTER PARTICIPATION BY COUNTY, CALIFORNIA AT THE GENERAL ELECTION, OCTOBER 5, 1998 <a href="#">Table: O04 (MS Excel file)</a>	3	--Registered voters, by party, and votes cast in Primary and General Elections (1994, 1996, 19998) – [.xls]  --Votes cast for election for statewide officials (1998) and Votes cast in U.S. Presidential Election (1996) – [.xls]  --Voter participation in General Election, by county (1998) – [.xls]

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		<p>--VOTER REGISTRATION BY COUNTY, CALIFORNIA, OCTOBER 5, 1998  <a href="#">Table: O03 (MS Excel file)</a></p> <p>Vote cast for president  --<a href="#">Universe: Leading party code (1=Dem., 2=Rep.)</a>  ***<a href="#">Copyright; see source notes in technical documentation</a>*** (EL060)</p> <p>--<a href="#">Universe: Other, Perot</a> ***<a href="#">Subject to copyright; see source notes in technical documentation</a>*** (EL041)</p>		<p>--Voter registration, by county, by party (1998) – [.xls]</p> <p>--Vote (party preference) in U.S. Presidential Election, by county (1980-1996) – [.html]</p> <p>--Votes for “Other” and “H. Ross Perot” for U.S. President, by county (1992, 1996)</p> <p>Come to think of it, since we’re slicing and dicing these tables in different ways, I’m not sure how feasible it is to customize every title. But we can still delete “Universe” and codes and rejigger copyright info.</p>
48.	H2	<a href="#">Universe: Total</a> *** <a href="#">Subject to copyright; see source notes in technical documentation</a> *** (EL010)	2-3	Remove “Universe” – make like descriptive of function (view, download) rather than cryptic dataset titles. Avoid this term (at least, don’t use it in a link to the table). If used, define it on the page and/or in Help.
49.	H2, H8	Maps have incomprehensible legends	3	Define legend, define colors
50.	H1 H6	“Average age of farm operators Universe: Average age of farm operators” page --Unclear what will happen when you click on “With Farm self-employment income”	2-3	Add clarification to label
51.	H1, H5	“total mid March employees” – unclear labels	2	
52.	H1, H5	“the State of California” “all counties” unclear what you will get from these links; how these links are different	2	“by county”
53.	H1, H5	Unclear what clicking total would do; I thought it would total the column	2	“sort by total”
54.	H1, H5, H2	“More on: Title” is cryptic. At the bottom of page	2	“Title” is unclear to the user what they will get
55.	H8	In a table name, e.g., < AREA OF NATIONAL FORESTS MANAGED BY USDA FOREST SERVICE IN CALIFORNIA, 1998, Table: G28 (MS Excel file) > it’s not obvious that a download will result, and the table number “G28” doesn’t have any meaning for the novice user.	2	-Have such links read “Download table in MS Excel format” to make it clear that the action involved is a download. -Omit the table numbers (e.g., “G28”); or if needed for power users, put them in the plain text in parentheses after the table title.
56.	H2	jargon – “indicates CDP (Census Designated Place)” what does this mean?	1-2	Link to description and significance of CDP
57.	H2	In “Explore Information by Title,” it’s not obvious what “title” means (I thought it meant table title).	1-2	Maybe fold this together with “Provider” and call the combined page “Explore Information by Source”

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58.	H1	Top of EL060: Page Titles unhelpful (and inconsistent: <TITLE>SAS Output</TITLE> (uninformative) and <BODY>Counting California Prototype Results</BODY> (stating the obvious.	1-2	The page title I'd expect is something like. "Vote (party preference) in U.S Presidential Election, by county (1980-1996)"
59.	H2	<a href="http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=">http://countingcalifornia.cdlib.org/cgi-bin/matrix?subid=</a> I think pages at this level and the level below don't need to sults." You and I know this is the results of a query but I'm guessing users don't know and don't care.	1	
Other/Unclear Issues				
60.	H4	Table by Year: TableID not visible	1	
61.	H1	ELO41 columns are 1992 1996 1992 1996 on the page itself	1	Add "Other" and "Perot"
62.	H9	EL010, EL050, PO68  Set _DEBUG=131 and resubmit in order to see the SAS Log file, or set _DEBUG=16 to see a hex dump of the output.	1-2	Unclear Error message
63.	H1, H2	--Disclosure of search functionality --keep users informed about status of search functionality --status currently available through About Us and Help links --users would not logically search for status of search in system documentation where it is currently located	??	
64.	H3	no visible link to CDL from home	0	