Website UX Design Review

TESTER NAME

Mike Lerner

WEBSITE/PAGES EXAMINED

[Redacted for privacy]

Link to website: [Redacted for privacy]

DATES EXAMINED

11/3/2021 – 11/6/2021

SUMMARY OF KEY FINDINGS OR CRITICAL ISSUES

This website has multiple accessibility issues, including color contrast, unlabeled images, and inconsistent controls.

The images contain text with important information not otherwise accessible. Information is disorganized and hard to find.

LIST OF BUGS AND USABILITY PROBLEMS

- **Color contrast:** The use of red and black text on a green background is hard to read.
  - Use a white background with black text.

- **Fonts:** The website uses an uncommon sans-serif font, Impact. Impact is hard to read. The website bolds the font, making it even more difficult to read.
  - Use a common sans-serif font without bold: Arial or Verdana.

- **Images:** None of the images on the website are labelled. Screen reader software cannot provide information about the images.
  - Add descriptive labels and alternative text tags to all images.

- **Image Galleries:** The image gallery pager control is hard to use.
  - Use a better gallery tool that works well with screen readers or display all gallery images on a single page. Every image in the galleries needs an alternate text tag and a label that describes the image.

- **Menu image:** No alternative text tags are present. Screen readers cannot determine the menu's content.
  - Create the menu in text format so screen readers can access the information.

- **Inconsistent contact methods:** The homepage has a web form to submit contact information. The dinner page has a "Contact Us" button with a pop-up that may not work in every web browser.
  - Choose a consistent method for contacting the restaurant and use it everywhere on the website.
  - Put the "Contact Us" button on every page of the website, in the same location on every page.
- **Catering menu link:** The menu link goes directly to a JPEG file instead of a web page, inconsistent with the website's flow. After clicking on Catering, the menu and website frame disappears. The missing website frame is confusing.
  - Create a Catering landing page that includes the menu and website frame.
  - Put the information from the JPEG file into text format so screen readers can interpret the text.

- **Contact information at top of homepage:** Address and phone number aren't clickable.
  - Clicking the address should take the user to Google Maps.
  - Clicking the phone number should pull up the phone number in the user's phone.

- **Unorganized Information:** Information is presented as blocks of text without any organization, making it difficult for users to find the information they need.

  Example: Part of the homepage flow has hours of operation, a request to contact the restaurant about catering, a tagline, awards information, and quotes from reviews. The user has to read through everything to find what they need.

  - Create a menu system with hierarchical organization. Group information under similar categories so users can bypass the information that doesn't interest them and focus on what they need.