



The Mountaineers Heuristic Evaluation Report

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Introduction

What are Heuristics?

A Heuristic Evaluation is a usability inspection method with the goal of identifying problems associated with the design of user interfaces. It is based on the 10 principles of interaction design laid down by Jakob Nielsen which are as follows:

1. Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

2. Match between system and the real world

The system should speak the user's language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

3. User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

4. Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

5. Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

6. Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

7. Flexibility and efficiency of use

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

8. Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

9. Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

10. Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Why a Heuristic Evaluation?

A heuristic Evaluation is an informal, proven testing method that is

- Quick
- Cost effective
- Provides clear and concise results

Objectives

Our team conducted a Heuristic Analysis on The Mountaineers website (www.mountaineers.org) and examined its interface to see how the site adheres to the principles of interaction design. This evaluation will help improve our understanding of the usability problems in the UI design of the website. We aim to achieve significant insight through our testing scenarios and tasks to come up with useful redesign recommendations.

Heuristic Testing Scenarios

A Heuristic Testing Scenario is a hypothetical situation designed to be representative of a particular type of user that the website typically serves. These scenarios inform what common tasks should be evaluated and provide a goal and context to guide the evaluator in performing the tasks. Our group chose two scenarios based on two user profiles, The Environmentalist and The Outdoor Enthusiast. We chose two tasks to be accomplished for each scenario.

Scenario 1: The Environmentalist

An environmentalist and local youth leader is searching for a volunteering opportunity involving hiking. He or she is also interested in potentially donating to the Mountaineers, either gear, time, or money. This person is not a current member of the Mountaineers.

Task 1: Search and sign up for a volunteering gig through mountaineers.org.

Task 2: Make a donation to the Mountaineers Organization.

Scenario 2: The Outdoor Enthusiast

An outdoor enthusiast who wants to improve their climbing skills is looking to book a course (find a program) through the Mountaineers. He or she in doing so is also interested in purchasing a book through the Mountaineers book store.

Task 1: Find and register for a course related to climbing through mountaineers.org.

Task 2: Purchase a book through the Mountaineers online book store.

Procedures & Materials

All four of our team members performed these tasks, evaluating the usability of mountaineers.org by taking screenshots and notes on the relevant heuristics as they progressed. Once complete, each team member filled out a Heuristic Checklist, compiled from Jakob Nielsen's framework, assigning a letter grade for each heuristic. The team members compiled and discussed their observations, identifying the most prominent usability problems and developing re-design recommendations.

Heuristic Methodology

For the purposes of conducting a thorough Heuristic Evaluation, each team member individually performed the same tasks from each of our scenarios. We went through the tasks evaluating the usability of each one while keeping in mind Jakob Nielsen's 10 Usability Heuristics for Interface Design. We created a chart with a color coded grading scale, to which each of us rated each task on every Usability Heuristic.

A- No Issue: *No issues whatsoever.*

B- Minor Cosmetic Issue: *Minor cosmetic issue, task is still completed with ease.*

C- Minor Usability Issue: *Minor issue, task is still completed but needs to be addressed.*

D- Major Usability Issue: *Major issue, runs the risk of being*

F- Completely Broken: *task can not be completed, completely broken.*

Findings and Results

Scenario 1(Environmentalist)

Task 1:(Volunteering)

"Volunteers" appears in the main navigation bar at the top. Hovering over it reveals links to tertiary pages.



After simply clicking "Volunteers" the user is brought to the Volunteers gateway page.

The screenshot shows the website's navigation bar with the logo 'The Mountaineers' and menu items: Books, Blog, Events, Donate, Search, Log in, and Join. Below the navigation bar is a secondary menu with categories: LEARN, EXPLORE, CONSERVE, VOLUNTEERS, YOUTH, MEMBERSHIP, and ABOUT. The main content area features a breadcrumb trail 'Home > Volunteers' and social sharing icons. A large photograph of three smiling people (two men and one woman) outdoors is the background for the main content. On the left, a blue sidebar contains a 'VOLUNTEERS' header and several menu items: 'Get Involved as a Volunteer', 'Schedule an Activity', 'Schedule a Course, Clinic or Seminar', 'Schedule an Event', 'Find Instructor Opportunities', and 'Leader Resources'. The main content area has a white box with the heading 'VOLUNTEERS' and the tagline 'make a difference', followed by a paragraph: 'Share your love for the outdoors with others today! Learn about different volunteer opportunities and find helpful resources for leading Mountaineers activities.'

Home > Volunteers

SHARE THIS PAGE: [f](#) [t](#) [✉](#)

VOLUNTEERS
make a difference

Share your love for the outdoors with others today! Learn about different volunteer opportunities and find helpful resources for leading Mountaineers activities.

After clicking "Get Involved as a Volunteer" the user is brought to another page. This page has an article with sections that explain different volunteering options. In the "Volunteering as an Outdoor Instructor or Leader" section it instructs people interested in being an instructor or "leader" to first become a member. "become a member" is a hyperlink in the article.



VOLUNTEERING AS AN OUTDOOR INSTRUCTOR OR LEADER

This is the backbone of our volunteer culture. Hiking, paddling, rock climbing, mountaineering, skiing, snowshoeing, sailing, photography, natural history... **you name it, we teach it.** We rely on skilled and passionate outdoors people to pass their love and knowledge of

the outdoors on to others. Inspiring others to love and protect the outdoors - and teaching them to do it safely and responsibly - is the heart of our mission, and we invite you to be a part of it. [You can read a little about what it's like in this article.](#) **To get started - become a member!** Then, **find the activity you're excited about** and we'll give you a meaningful role to best utilize your talents and give you an opportunity develop your own skills and leadership while meeting new people. If you are already a member participating in our activities, **contact the activity committee chairperson** to find out what needs the committee has and the requirements for **becoming a trip leader**. Then browse [instructional opportunities](#) online to fulfill the requirements for leading trips or **instructing at courses** so you can help pass it forward!

Once you have satisfied our committees that you can safely lead a trip, you can be approved as a "Leader" of an activity ("Climb Leader," Hike Leader," "Sea Kayak Leader," etc.). Find out what [authority and responsibilities come with the privilege of being a Mountaineers Leader](#). For most people, the easiest way to get started is to become a Mountaineers Hike or Backpack Leader. If you are interested, [apply here!](#)

[HIKE/BACKPACK LEADER APPLICATION](#)

After the "become a member" link is clicked in the above article the user is brought to the "Join" page in the "Membership" section of the site. All of the membership options are tidily laid out, succinctly described and have a big obvious "Join" button. The guest membership options are highlighted with a different color.



MEMBERSHIP

- Join The Mountaineers
- Getting Started
- Benefits
- Give a Gift Membership
- Financial Assistance
- Business Directory
- Badges

JOIN the mountaineers

You are joining a community built around passion for the outdoors. For over 100 years, we've been teaching skills, creating volunteers, conserving land, and sharing adventure. Discover the wild places with us.

Click on a membership type below to get started with sign up. Join our community of members who enjoy [benefits](#) including discounts on events, gear, and guide books. As a 501(c)(3) nonprofit, 100% of your dues and donations are tax-deductible and may be matched by your employer's workplace giving program. Your support advances our youth education and conservation efforts. NOTE: Youth under 18 who need to be part of a Family Membership. Student memberships are for adult students.

Don't see a category that seems right for you? We have [financial assistance programs](#) available for everyone, and are supporters of military families and seniors with dependents. Contact our [member services team](#) to qualify for a discount.

<h3>ADULT</h3> <p>\$75.00 <i>yearly</i></p> <hr/> <p>Most people aged 18-64.</p> <p>JOIN</p>	<h3>FAMILY</h3> <p>\$130 <i>yearly</i></p> <hr/> <p>Up to 2 adults and ALL CHILDREN under 18 living in a single household. Use this membership to sign your kids up for our youth programs.</p> <p>JOIN</p>	<h3>STUDENT & MILITARY</h3> <p>\$48 <i>yearly</i></p> <hr/> <p>Full-time students 18+ or Active Military members. Proof of student status/military service required at signup and with renewal.</p> <p>JOIN</p>
<h3>SENIOR</h3> <p>\$36 <i>yearly</i></p> <hr/> <p>Most people aged 65+.</p> <p>JOIN</p>	<h3>GUEST ADULT</h3> <p>FREE</p> <hr/> <p>Adults (ages 18+) are invited to sign up as a guest to get to know our outdoor community. Guests can participate in two activities prior to joining (leader permission required as appropriate).</p> <p>JOIN</p>	<h3>GUEST FAMILY</h3> <p>FREE</p> <hr/> <p>Up to 2 adults and all youth in a household can sign up to try a course or activity OR for our youth programs. Each member can try two activities (leader permission required as appropriate).</p> <p>JOIN</p>

After the Guest Adult membership option button is clicked the is brought to the following page. The form has good error prevention, invalid field entries are highlighted in red with an explanation.



Books Blog Events [Donate](#) Search    [Log in](#) [Join](#)

[LEARN](#) [EXPLORE](#) [CONSERVE](#) [VOLUNTEERS](#) [YOUTH](#) [MEMBERSHIP](#) [ABOUT](#)

Home

1. CREATE YOUR ACCOUNT

■ = required field

First Name ■

Last Name ■

Email ■

Account

Username ■

Password

Confirm Password

Contact Preferences

Street Address ■

City ■

State ■

ZIP ■

Country ■

Date of birth ■ / / 

You must be at least 18 years old to set up your own account. If you are younger, your parent or guardian can add you to their account.

Preferred phone number ■

Phone number type ■ Mobile Home

Branch
Choose a branch location closest to you for personalized course, activity, and event information.

-- Select a branch -- 

[CONTINUE](#)

Date of birth ■
You must be at least 18 years old to set up your own account. If you are younger, your parent or guardian can add you to their account.
You must be over age 18 to create an account.

4 / July / 2017 

After submitting the form the user is brought to a page with a waiver in a scrollable frame.

Home > asdf asdf

asdf asdf
SIGN THE WAIVER

■ = required field

Full Legal Name ■

Date of Birth
1/1/80

Emergency Contact Name ■

Emergency Contact Phone Number ■

Liability Waiver

I hereby state that I wish to participate in courses and/or activities offered by The Mountaineers, a non-profit corporation. I recognize any outdoor activity may involve certain dangers, including but not limited to the hazards of traveling in mountainous terrain, accidents or illness in remote places, force of nature, and the actions of participants and other persons. I further understand and agree that without some program providing protection of its assets and its leaders, The Mountaineers would not be able to offer its courses and activities.

I understand that in this course or activitv. I MAY BE PHOTOGRAPHED. I agree to allow mv photo. to be used for anv

Yes, I agree to the waiver.

SIGN WAIVER

Signing the waiver completes signup and you are taken to your member profile page.

The screenshot shows the user interface for The Mountaineers website. At the top, there is a navigation bar with links for Books, Blog, Events, a yellow Donate button, a search bar, and a shopping cart icon. The user's name, Joseph, is displayed in the top right. Below the navigation bar is a menu with links for LEARN, EXPLORE, CONSERVE, VOLUNTEERS, YOUTH, MEMBERSHIP, and ABOUT. The main content area is titled "Home > Joseph Wanderer". On the left, a blue sidebar lists the user's name "JOSEPH WANDERER" and a list of profile options: My Profile, My Activities, My Courses & Programs, My Lodge Stays, My Volunteer Profile, My Payments, My Preferences, My Membership, and My Waiver. The main content area features a green success message: "Thanks for signing the new waiver." Below this is the user's name "Joseph Wanderer" and the heading "MEMBERSHIP". A yellow warning message states: "It looks like you aren't yet a member with us. Join your outdoor community today to begin taking advantage of these member benefits and much, much more." A yellow "JOIN" button is positioned to the right of this message. Below the warning, the user's membership details are listed: "Membership Type: Guest Adult" and "Member since: Feb 01, 2017". A link "Change my membership level" is provided below these details. At the bottom of the page, there are partial links for "Contact Us", "Membership Page", and "connect with the".

"My Volunteer Profile" appears as part of my member profile

Home > Joseph Wanderer

JOSEPH WANDERER

- ▶ My Profile
- ▶ My Activities
- ▶ My Courses & Programs
- ▶ My Lodge Stays
- ▶ My Volunteer Profile
- ▶ My Payments
- ▶ My Preferences
- ▶ My Membership
- ▶ My Waiver

Joseph Wanderer
VOLUNTEER PROFILE

VOLUNTEER SKILLS

From time to time, our programs need help from people with unique skills. When volunteers and staff know who has those skills it helps us do amazing things. You're never obligated to help, but we usually hear that people appreciate being asked to share their talents. Tell us about yours!

- ▶ Construction/Building
- ▶ Education/Training
- ▶ Outdoor Certifications
- ▶ Health Care
- ▶ Writing/Arts/Performance
- ▶ Technology
- ▶ Nonprofit/Government/Policy
- ▶ Other Professional

VOLUNTEER INTERESTS

It helps our volunteers and staff connect people with opportunities if we know what you enjoy doing to promote our mission. Always keep an eye on the [volunteer opportunities posted online](#), but we can reach out to you if we know how you'd like to help. Tell us about your interests!

- ▶ Leading/Instructing
 - Acting & Performing
 - Advocacy
 - Branch Leadership & Administration
 - Building or Property Maintenance
 - Building Projects & Capital Improvements
 - Content Development (Writing/Editing)
 - Data Entry
 - Fundraising
 - Graphic Design
 - Help at Events
 - Lodges (Cooking/Hosting/Maintenance)
 - Marketing Outreach & Promotion
 - Office or Bookstore Help
 - Research & Archiving
 - Video Editing
 - Video Filming/Directing

GEAR SIZING

Shirt/Jacket Size
- Select your preferred size - ▼

Other comments about your unique sizing:
(We can't promise anything but you never know when your committee or branch may decide to honor you for your volunteerism!)

SAVE

The Volunteer profile consists of skills, certifications and areas of interest. There is no way to cause an error on this form.

Books Blog Events Donate Search Joseph

LEARN EXPLORE CONSERVE VOLUNTEERS YOUTH MEMBERSHIP ABOUT

Activities

- ▶ My Courses & Programs
- ▶ My Lodge Stays
- ▶ My Volunteer Profile
- ▶ My Payments
- ▶ My Preferences
- ▶ My Membership
- ▶ My Waiver

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- ▶ Construction/Building
- ▶ Education/Training
- ▼ Outdoor Certifications
 - ACA/BCU Certification
 - AIARE Certification
 - AMGA Certification
 - Lifeguard
 - PSIA/AASI Certification
 - PSUPA Certification
 - Sailing (USSA/ASA)

Tell us more about your Outdoor Certifications experience:

▼ Health Care

- EMT or Paramedic
- First Aid Instructor
- Nurse
- Physician
- Wilderness First Responder

Tell us more about your Health Care experience:

- ▶ Writing/Arts/Performance
- ▼ Technology
 - Microsoft Office/365 Expert
 - Mobile Development
 - Network Administrator
 - Plone (Web) Developer
 - Project Manager
 - Salesforce (CRM) Developer/Administrator
 - User Experience Design

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▼ Leading/Instructing

- Avalanche Safety
- Backpacking
- Climbing
- Day Hiking
- Environmental Awareness
- Exploring Nature
- First Aid
- Folk Dancing
- Global Adventures
- Mountain Biking
- Navigation
- Outdoor Leadership
- Outdoor Theater
- Photography
- Road Biking
- Sailing
- Scrambling
- Sea Kayaking
- Skiing/Snowboarding
- Snowshoeing
- Stewardship & Trail Maintenance
- Trail Running
- Whitewater Kayaking
- Mountain Workshops (kids of all ages)
- Summer Camps (ages 6-12)
- Pioneers (ages 8-9)
- Explorers Program (ages 10-13)
- Adventure Club (ages 14-20)

Tell us more about your Leading/Instructing experience:

There was nothing else directly volunteer related in my member profile so I returned to the article explaining volunteer options and to the section for outdoor instructors and leaders. This was awkward, requiring me to return to a previous page to progress in the task. Better to have the necessary forms and instructions in or linked from the volunteer profile.



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[HIKE/BACKPACK LEADER APPLICATION](#)

After clicking the "Hike/Backpack Leader Application" button a new tab opens with the application form. The form is long and involved but conforms to standards of error prevention and makes information highly visible as needed.

The look on people's faces when you get them outside and show them places they've never seen is often cited as one of the best rewards for our volunteers. If you are interested in contributing to the mission of The Mountaineers by organizing and leading hikes or backpacking trips, please let us know by completing this simple application. We obviously have to ensure that every leader meets some critical baseline standards and this application will provide our committee with relevant information about your goals and experience. One of our volunteers will follow up with you on the next steps to get you certified as a hike or backpack leader!

Thank you for your interest!

■ = required field

Tell us a little about yourself

Please tell us your first and last name ■

Your E-Mail Address ■

What phone number can we use to reach you?

What address should we use to correspond with you?

This will also help us make sure we work with the Mountaineers branch that is closest to you.

Are you a current Mountaineers member?

This is not a requirement at this point, but may help the equivalency evaluator assess your level of comfort on outdoor experiences. Ultimately, you will have to set up a profile in our system so that you can sign our waiver and participate in activities with us.

- Yes
 No
 I'm a Guest Member

Which branch do you think you would like to be affiliated with as a Leader?

We can point you to your nearest branch, but tell us if you have a preference.

Bellingham
Everett
Foothills (East King County)
Kitsap
Olympia
Seattle
Tacoma
I don't know/I have no preference

If a Naturalist Committee is active at your branch, would you be interested in that?

Some branches offer "Naturalist Hikes" by volunteers who have additional training in identification of plants and animals. Are you interested in becoming this type of hike leader?

- Yes
 No

Tell us briefly about your experience with hiking and/or backpacking. ■

Please list the hikes and backpacks you have done during the past 1-2 years and whether they were with The Mountaineers, on your own/with friends, or with another organization. Please include the trip name or destination, the approximate mileage/number of days, and the pace. If there are many (more than 10), please describe a few representative ones and indicate about how often you hike or backpack.

Why are you interested in leading trips? ■

Please tell us what interests you about becoming a trip leader with The Mountaineers. What about leading appeals to you and how might it fit with your personal goals or other plans?

PLEASE [CLICK HERE TO REVIEW OUR MINIMUM STANDARDS](#)

Can you comply with all of the minimum standards for our hiking and backpacking programs? ■

- Yes
 No

Anticipated Number of Trips

Do you have a sense of how often you would like to lead trips for The Mountaineers?

10 Essentials and Leave No Trace

Please describe your familiarity with the essential hike and backpack gear along with your familiarity of Leave No Trace principles (camp on durable surfaces, dispose of waste properly etc).

Group Leadership Experience

Please explain any group leadership/outdoor leadership experience you have (including service as a leader, instructor, or other similar role in conducting outdoor recreational activities).

Navigation Training ■

Have you had any formal navigation training? Please describe it and what level of comfort and experience you have with using topographical maps, compasses, and other navigation tools.

First Aid Training ■

Have you taken an Wilderness First Aid (WFA) or Wilderness First Responder (WFR) course? If so, how long ago was it? Please also let us know of any other medical training you've had.

Other Outdoor Skills Training

Have you received training in any other outdoor skills that would be relevant to taking groups of people into the wilderness? If so, please tell us about it!

Anything else you would like to share with us?

Let us know if you have any concerns, questions, or simply want to let us know more about you!

Thank you for your interest in our Hiking and Backpacking programs!

We will forward your application on to one of our amazing volunteers, who will review it and get in touch with you about how to move forward. If you have any questions, feel free to reach out to us at info@mountaineers.org.

SUBMIT

The leader application can also be reached from a page in the membership section

The screenshot shows the website for The Mountaineers. The top navigation bar includes links for Books, Blog, Events, a Donate button, a search bar, and a user profile for Joseph. The main navigation menu features categories: LEARN, EXPLORE, CONSERVE, VOLUNTEERS, YOUTH, MEMBERSHIP, and ABOUT. The breadcrumb trail indicates the current location: Home > Membership > Badges > Leader Badges > Hike Leader. A sidebar on the left lists various membership and badge options, with 'Hike Leader' highlighted under the 'Badges' section. The main content area is titled 'BADGE HIKE LEADER' and features a diamond-shaped badge graphic with a mountain, trees, and a hiker, with the text 'HIKE LEADER' overlaid. Below the title, a paragraph states: 'The holder of this badge has been approved as a hike leader for The Mountaineers.' The 'DESCRIPTION OF SKILLS' section explains that the holder has participated in training and demonstrated skills in group leadership, map use, mountain safety, first aid, and emergency preparedness. The 'WHAT DOES THIS BADGE ALLOW ME TO DO?' section states that the holder can lead day hike trips. The 'HOW DO I GET THIS BADGE?' section provides instructions on attending seminars and getting approval from the hiking committee. A prominent blue button at the bottom of the main content area says 'APPLY TO BECOME A HIKE LEADER!'. At the bottom right, there are tags for 'Day Hiking', 'Hiking', and 'Outdoor Leadership'.

For the purposes of this evaluation we did not proceed beyond viewing the application form.

Task 2:(Donating)

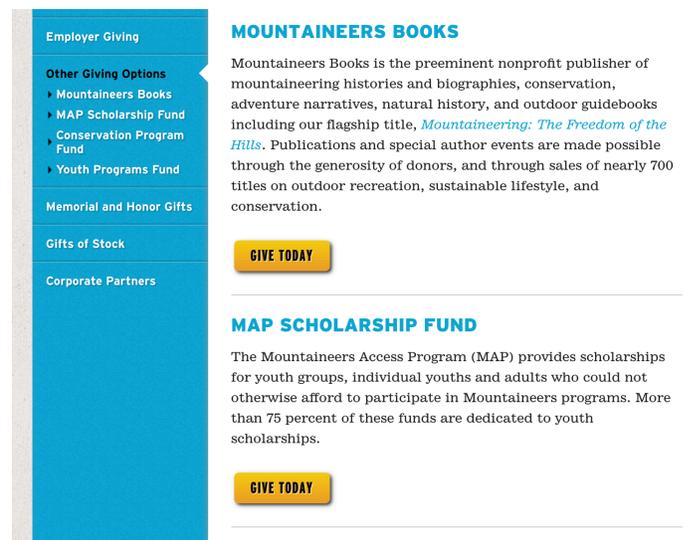
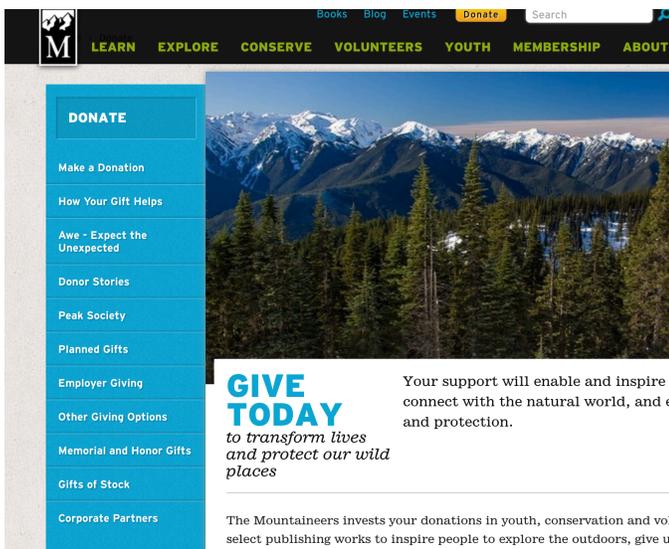
The 'Donate' button is located above the navigation bar and right besides the search bar. The labeling is clear and to the point



Clicking the Donate button displays a page where a vertical nav bar lets you select the type of donation.

After selecting the type of donation, it takes you to a page that lets you select the donation Amount and card details if it is a monetary donation in general but if you want your donation to go towards a specific cause like the map scholarship fund or the books fund you will have to select "other giving options" and click on the button "Give Today" and that will take you to a payment gateway.

It can be difficult in finding this as the navigation options within the donation vertical bar are cluttered and ambiguous. Also this subsidiary nav bar contains a lot of irrelevant information that can be condensed or omitted



After you have navigated your way to the type of donation the payment gateway page is simple and straightforward

[Learn more about the impact of your support.](#)

DONATION

1 Choose a donor level

Make this a monthly recurring donation.

Donation amount:

\$50.00

\$100.00

\$250.00

\$500.00

\$

Peak Society Member Donation

\$1000.00

I work for a company that will match my gift

I approve of my donation being publicly recognized

Additional Notes

2 Donor details

First name

Last name

Address

City

State

Postal code

Country

Email

Phone

3 Payment Information



Credit Card Number

CCV

Expires

- Month - ▼

- Year - ▼

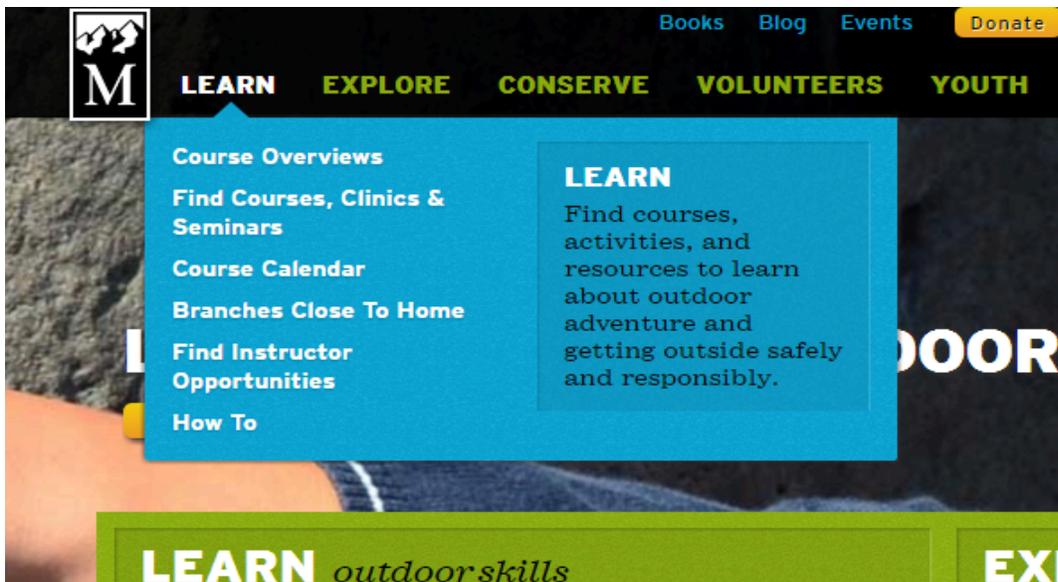
SUBMIT DONATION

Scenario 2(Outdoor Enthusiast)

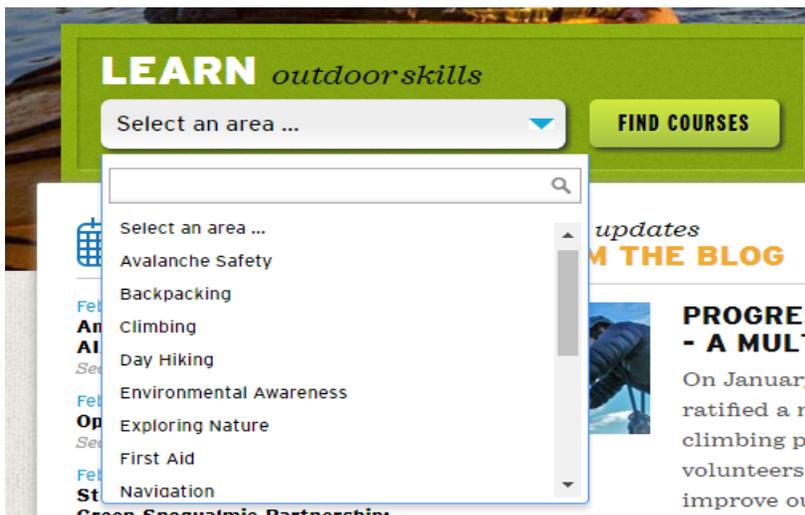
Task 1:(Book a Course)

For this task, the user could do one of two options. One, the user can hover over the *Learn* nav item and click on the *Find Courses, Clinics & Seminars* section, or two, navigate to the center of the page where there is a box labeled **Learn Outdoor Skills** which has a dropdown menu with different types of skills and a **Find Courses** button. It might be more intuitive for the user if their were a more specific naming convention for the navigation items. For the purpose of this evaluation, we chose option 2.

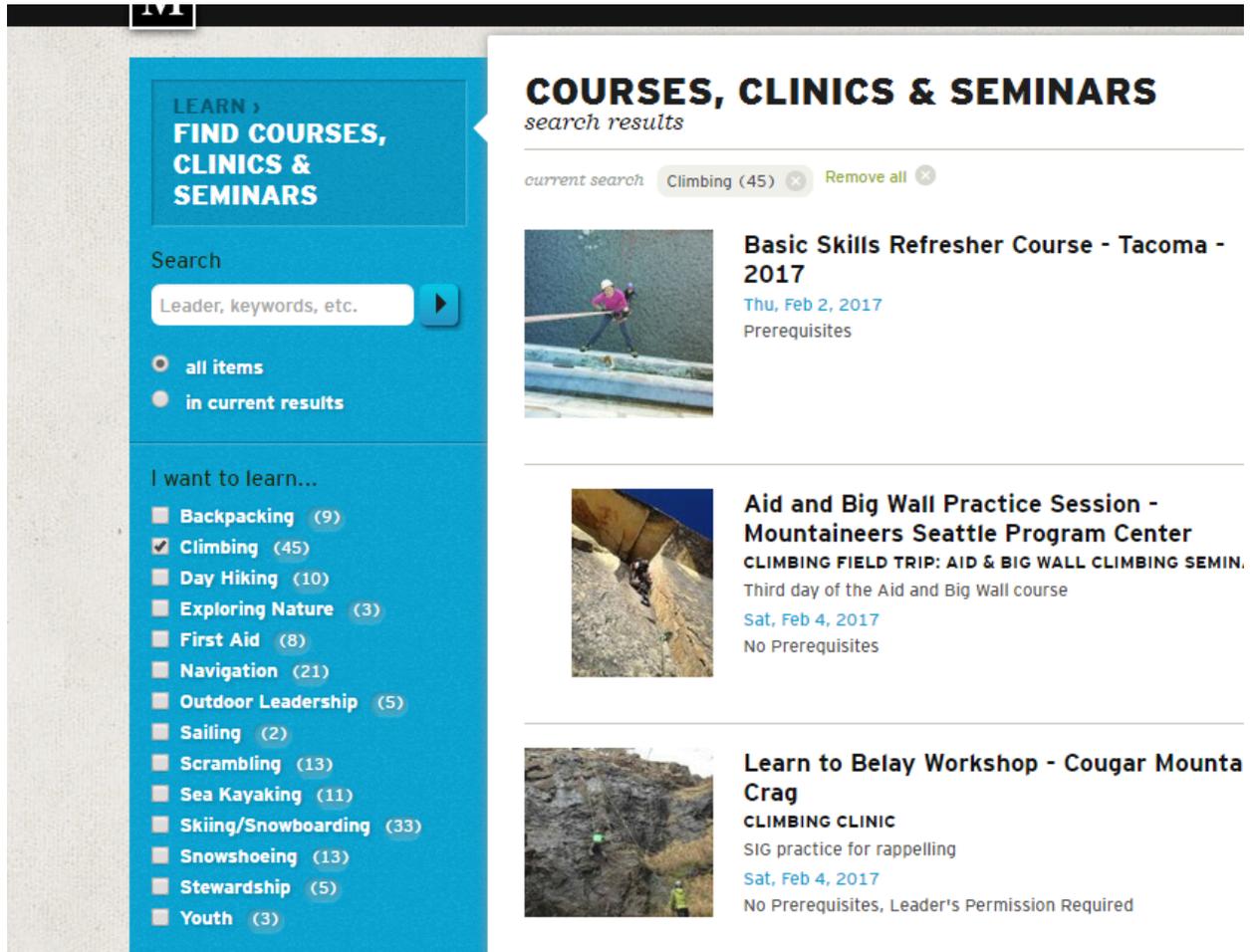
Option 1:



Option 2:



After doing so, it brings the user to a *COURSES, CLINICS & SEMINARS* search results page. The page contains a sidebar allowing the user to filter their search through a search bar and checkboxes labeled with different types of skill sets. Since our user is an enthusiast interested in climbing, we checked the climbing checkbox for this evaluation. This immediately prompts the user to search through all of the courses related to climbing.



LEARN > FIND COURSES, CLINICS & SEMINARS

Search
Leader, keywords, etc. 

all items
 in current results

I want to learn...

- Backpacking (9)
- Climbing (45)
- Day Hiking (10)
- Exploring Nature (3)
- First Aid (8)
- Navigation (21)
- Outdoor Leadership (5)
- Sailing (2)
- Scrambling (13)
- Sea Kayaking (11)
- Skiing/Snowboarding (33)
- Snowshoeing (13)
- Stewardship (5)
- Youth (3)

COURSES, CLINICS & SEMINARS

search results

current search Climbing (45)  Remove all 



Basic Skills Refresher Course - Tacoma - 2017
Thu, Feb 2, 2017
Prerequisites



Aid and Big Wall Practice Session - Mountaineers Seattle Program Center
CLIMBING FIELD TRIP: AID & BIG WALL CLIMBING SEMIN.
Third day of the Aid and Big Wall course
Sat, Feb 4, 2017
No Prerequisites



Learn to Belay Workshop - Cougar Mounta Crag
CLIMBING CLINIC
SIG practice for rappelling
Sat, Feb 4, 2017
No Prerequisites, Leader's Permission Required

We chose a Basic Climbing Course Second Year type course for the purposes of this evaluation. The *Basic Climbing Course Second Year* page was full of useful content ranging from the costs, dates and locations, as well as equipment required and course materials. The right of the page had a sidebar labeled **Register Participant** with a *Register* button at the bottom.

CLIMBING COURSE
Basic Climbing Course Second Year

Basic Climbing Course Second Year - Tacoma

- ▶ Sun, Feb 5, 2017 - Sat, Oct 21, 2017
- ▶ **Committee:** Tacoma Branch Climbing Program
- ▶ **Members:** \$75.00 **Guests:** \$100.00
[Cancellation & Refund Policy](#)
- ▶ **Availability:** 10 (20 capacity)

Second Year Participants: If you require a second year to complete the course requirements you must contact the Critical Skills Chair, Nick Wilson (npwilson@live.com) by e-mail to request permission. The fee is \$75 (plus \$20 if you want a current student manual). Second year participants are required to attend the full day skills evaluation, Second Year Qualifier on Sunday, February 5th, 2017. After the evaluation a determination will be made on where in the

[MORE +](#)

BADGES
you will earn:

- Lead Belay Certified
- Top Rope Belay Certified
- Basic Alpine Climbing Course

REGISTER PARTICIPANT

PREREQUISITES
One of the following badges:

None. Open to all members.

[Log in to your account](#)
[Join The Mountaineers](#)

You must log in to register.

REGISTER

The site would only let us register if we created a login account with the Mountaineers. This was kind of a hassle, and it would be better if there was information informing the user to create a login prior to searching for a course. For the purposes of this evaluation, one of our group members created an account for testing purposes.

Home

Username

Password

Keep me logged in.

LOG IN

Forgot your password?
If you have forgotten your password, [we can send you a new one.](#)

New user?

After doing so, it sends us back to the course page where we left off. There is now a checkbox located above the *Register* button labeled **Also required** (*I have contacted the leader and received permission to register. (Leaders are listed below.)*)

REGISTER PARTICIPANT

PREREQUISITES
One of the following badges:

None. Open to all members.

CHOOSE A FAMILY MEMBER:

ALSO REQUIRED
 I have contacted the leader and received permission to register.
(Leaders are listed below.)

REGISTER

CONTACTS

 **NICK WILSON**
Leader

After clicking the *Register* it expands to a lightbox which prompts the user to check a radio button if necessary to get permission from the instructor to register for the course. It seems to be kind of a hassle to always have to get instructor permission to sign up for courses. This might be a turnoff for the user. For the purposes of this course, we chose to continue past that option.

The screenshot shows a registration lightbox with a green header and a white body. The header contains the text "REVIEW YOUR SELECTION" and a close button. The main content area displays the course title "BASIC CLIMBING COURSE SECOND YEAR - TACOMA - 2017" in blue. Below the title, there are two items: "Tacoma Branch" and "Guest fee: \$100.00". A light blue information box contains an 'i' icon and the text "You are registering Joseph Wanderer as a Student." Below this, a grey box titled "BASIC CLIMBING COURSE SECOND YEAR SKILL EVALUATION FIELD TRIP" asks the user to "Pick one activity:". A radio button is selected for the option "Mountaineers Tacoma Program Center - Sun, Feb 5, 2017 - 9 spots", with a link "Request Leader's Permission" below it. At the bottom of the lightbox, there is a message: "If you have any problems with registration, please contact our Member Services Team: info@mountaineers.org or 206-521-6001. Thanks!". Below the message are two buttons: a blue "CONTINUE" button and a grey "or Cancel" button. The background of the page is dark grey and partially obscured by the lightbox. At the bottom of the page, there are two buttons: "Basic Navigation Course" and "Stewardship Credit", with a small green "STEWARDSHIP" logo between them.

REVIEW YOUR SELECTION

BASIC CLIMBING COURSE SECOND YEAR - TACOMA - 2017

- Tacoma Branch
- Guest fee: \$100.00

i You are registering **Joseph Wanderer** as a Student.

BASIC CLIMBING COURSE SECOND YEAR SKILL EVALUATION FIELD TRIP

Pick one activity:

- Mountaineers Tacoma Program Center - Sun, Feb 5, 2017 - 9 spots
[Request Leader's Permission](#)

If you have any problems with registration, please contact our Member Services Team: info@mountaineers.org or 206-521-6001. Thanks!

CONTINUE or Cancel

Basic Navigation Course  Stewardship Credit

After continuing, it recommends the user to purchase a book from the bookstore that is one of the required course materials. This is not required, but a very useful feature if you don't already have the book. We proceeded without purchasing the book for the purpose of this evaluation.

BASIC CLIMBING COURSE SECOND YEAR - TACOMA - 2017

BOOKS

Before you complete registration, would you like to add any of the following books related to this course?



recommended

READING



Mountaineering: The Freedom of the Hills, 8th Edition

\$29.95

Add to cart

PROCEED TO CHECKOUT

[No thanks](#)

It finally brings you to the section that allows the user to pay for the course. The page contains a textbox for a potential promo code, and an option to donate before proceeding to the checkout cart.

The screenshot shows a shopping cart interface. At the top left, there is a logo with the letter 'M'. The main heading is "Your Shopping Cart". Below this, a yellow banner contains a warning icon and the text: "Registrations in this cart will expire at 5:26 in order to give others a chance to register." The cart items are listed in a table with columns for ITEM, PRICE, QUANTITY, AMOUNT, and REMOVE. One item is listed: "Course Registration: Basic Climbing Course Second Year - Tacoma - 2017" for Joseph Wanderer, priced at \$100.00 with a quantity of 1. To the right, under "RELATED BOOKS", there is a book titled "Mountaineering: The Freedom of the Hills, 8th Edition" priced at \$29.95 with a 5-star rating and an "Add to cart" button. Below the table, a light blue section contains a "YOUR PURCHASES SUBTOTAL" of \$100.00, a "Promo Code" input field with an "APPLY" button, a donation prompt: "Would you consider adding a donation to your purchase? The Mountaineers is largely donor funded. Even a small addition of 5 dollars helps ensure we are able to fulfill our mission of exploration, conservation and learning in the lands of the Pacific Northwest and beyond." with a "\$" input field and "donation amount" label, and a "YOUR TOTAL" of \$100.00. A note at the bottom states: "Note that any shipping charges or sales tax for physical items will be added later in the checkout process." At the bottom of the page, there are two buttons: "CONTINUE EXPLORING" and "PROCEED TO CHECKOUT".

Your Shopping Cart

Registrations in this cart will expire at 5:26 in order to give others a chance to register.

ITEM	PRICE	QUANTITY	AMOUNT	REMOVE
Course Registration: Basic Climbing Course Second Year - Tacoma - 2017 for: Joseph Wanderer	\$100.00	1	\$100.00	

YOUR PURCHASES SUBTOTAL \$100.00

Promo Code

APPLY

Would you consider adding a donation to your purchase? \$ donation amount
The Mountaineers is largely donor funded. Even a small addition of 5 dollars helps ensure we are able to fulfill our mission of exploration, conservation and learning in the lands of the Pacific Northwest and beyond.

YOUR TOTAL \$100.00

Note that any shipping charges or sales tax for physical items will be added later in the checkout process.

CONTINUE EXPLORING **PROCEED TO CHECKOUT**

The final page is the shopping cart section that allow the user to input their payment information to finalize the registration of the course. For the purposes of this evaluation, we did not proceed with paying for the course.

CHECK OUT

Registrations in this cart will expire at 5:26 in order to give others a chance to register.

ITEM	PRICE	QUANTITY	AMOUNT
Course Registration: Basic Climbing Course Second Year - Tacoma - 2017 for: Joseph Wanderer	\$100.00	1	\$100.00

YOUR PURCHASES TOTAL \$100.00

1 Billing address

First name

Last name

Address

City

State

Postal code

Country

Email

Phone

2 Payment Information

Credit Card Number CCV

Expires

Additional Notes

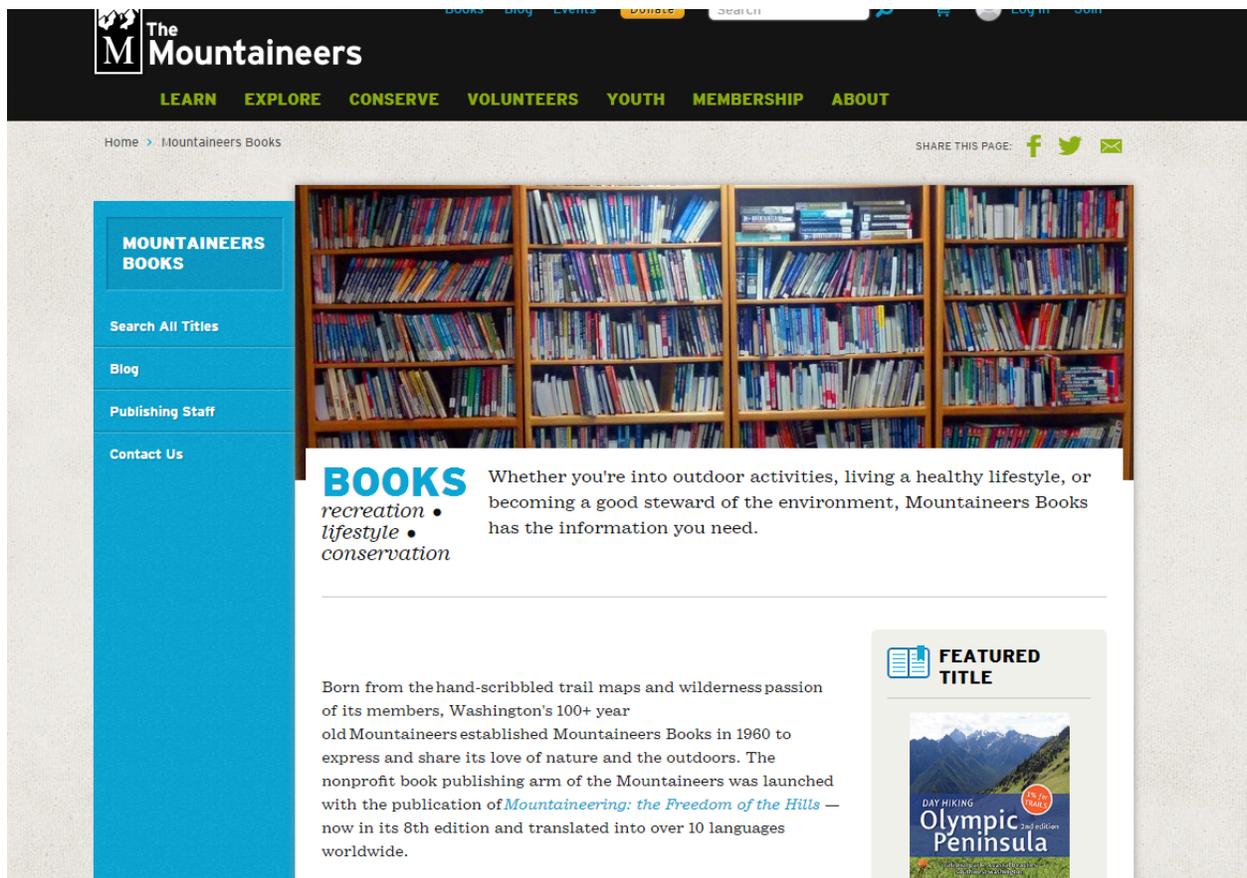
COMPLETE PURCHASE

Task 2:(Buy a Book)

In order to purchase a book, you must click the **Books** label located at the top/ middle of the page next to the **Blogs**, **Events**, and **Donate** labels. Since the bookstore is such a significant piece of the Mountaineers organization, it would be a better idea to have a more visible label or maybe even a button for the **Books** section.



The next page allows the user to search through all of the titles of the entire book catalog with a sidebar that has a **Search All Titles** section. It also gives some information on the background and history of the Mountaineers Books.



Further down this page, there are multiple boxes with popular book subjects offered by the Mountaineers. Each box is labeled with a corresponding picture to the subject, making it easier for the user to narrow their book search. For the purpose of this evaluation, we chose the climbing section.

YOUR SKILLS IN AN AREA YOU LOVE?

[SEARCH ALL TITLES](#)

or choose your favorite subject:



Adventure & Bios



Biking



Climbing



First Aid & Safety



Fitness



Hiking & Backpacking



History



Lifestyle/Skipstone



Nature & Advocacy



Outdoor Leadership



Photography



Travel



BeWild 2017 Speaker Series

[The Hills are Alive with The Sound of Music And I'm Not Happy About It](#)

[Adventure Writing Workshop with Charlotte Austin - May 15, 2017](#)

[Retro Rewind: Conservationist Helen Engle](#)

[My Old Man and the Mountain - An interview with Leif Whittaker](#)

[Mountaineers Books Amplifies Voices for The Arctic](#)

[MORE...](#)

visit our *seattle* BOOKSTORE

If you'd like to browse, get expert advice or prefer to buy books in person, stop by the [bookstore](#) in our Seattle Program Center in Magnuson Park.

The next page allows the user to scroll through all books related to climbing. This may seem a bit overwhelming for someone not really knowing exactly what they're looking for. There is, however a sidebar on the left of the page with a text box search bar and additional checkboxes (including a "how to" and "where to") to even further filter the search. For the purposes of this evaluation, we chose to use the search textbox to look for a book on *Mountaineering*.

The screenshot shows the website's search results for 'Climbing'. The top navigation bar includes 'LEARN', 'EXPLORE', 'CONSERVE', 'VOLUNTEERS', 'YOUTH', 'MEMBERSHIP', and 'ABOUT'. Below this is a breadcrumb trail: 'Home > Shop > Books'. A search bar on the left contains 'Title, author, etc.' and a search button. Below the search bar are filters for 'Type' (How-to: 35, Where-to: 54) and 'Categories' (Adventure: 96, Avalanche: 12, Biking: 133, Climbing: 90, Cookbooks: 6, Dogs: 21, Environment: 24, Field Guides: 75, Fitness: 13, Food: 18, Foraging: 6, Gardening: 9, Health and Survival: 17, Hiking and Backpacking: 285, History: 33, Navigation: 6, Outdoor Leadership: 6, Photography: 25, Rescue: 13, Safety: 22, Skills and Tips: 31, Sustainable Living: 4, Travel: 12, Water Sports: 8). The main content area is titled 'BOOKS search results' and includes a promotional message for members. It lists three books: 'Mountain Weather Pocket Guide: A Field Reference' (out of stock), 'The 9th Grade: 150 Years of Free Climbing' (hardback, \$50.00), and 'Advanced Rock Climbing: Expert Skills and Techniques' (paperback, \$24.95).

BOOKS
search results

MOUNTAINEERS MEMBERS, DON'T FORGET YOUR DISCOUNT! LOG IN TO ACCESS THE [PROMO CODE](#) AND RECEIVE 20% OFF YOUR ORDER.

Shop for books from *The Mountaineers Books*, *Skipstone*, *Braided River*, *Colorado Mountain Club* and *the American Alpine Club*.

current search: Climbing Remove all

Next 40 items >> 1 2

Mountain Weather Pocket Guide: A Field Reference
AUTHOR: Jeff Renner
Mountain and marine adventurers have one thing in common—they can't just step inside their homes when the weather suddenly turns on them.
Fold-out book or chart
Price: \$8.95
Out of stock

HOW-TO

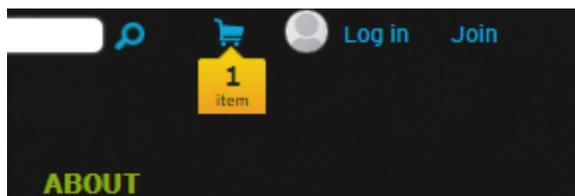
The 9th Grade: 150 Years of Free Climbing
AUTHOR: David Chambre
A comprehensive world history of the sport of free climbing
Hardback
November 2016
Price: \$50.00
Add to cart
WHERE-TO

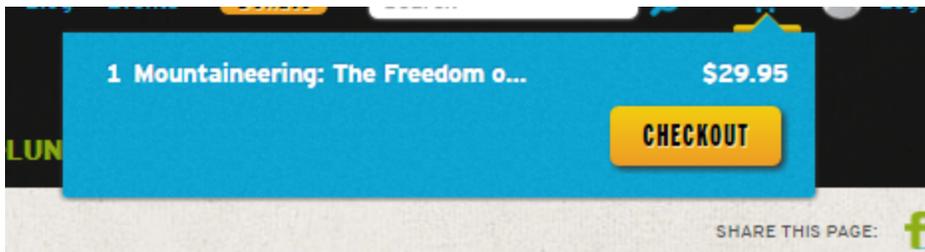
Advanced Rock Climbing: Expert Skills and Techniques
AUTHOR: Topher Donahue
"The old way of climbing was systematic, methodical, and consistent. Now it's anything goes, reacting to every situation differently." —Tommy Caldwell
Paperback / softback
November 2016
Price: \$24.95
Add to cart
HOW-TO

The next page showed us all of the books relating to *Mountaineering*. We chose the very first option which is a book called *Freedom of the Hills*, a world renowned publication on the broad subject of *Mountaineering*. There was a button with the price of the book above it labeled **Add to cart** that we clicked to proceed.

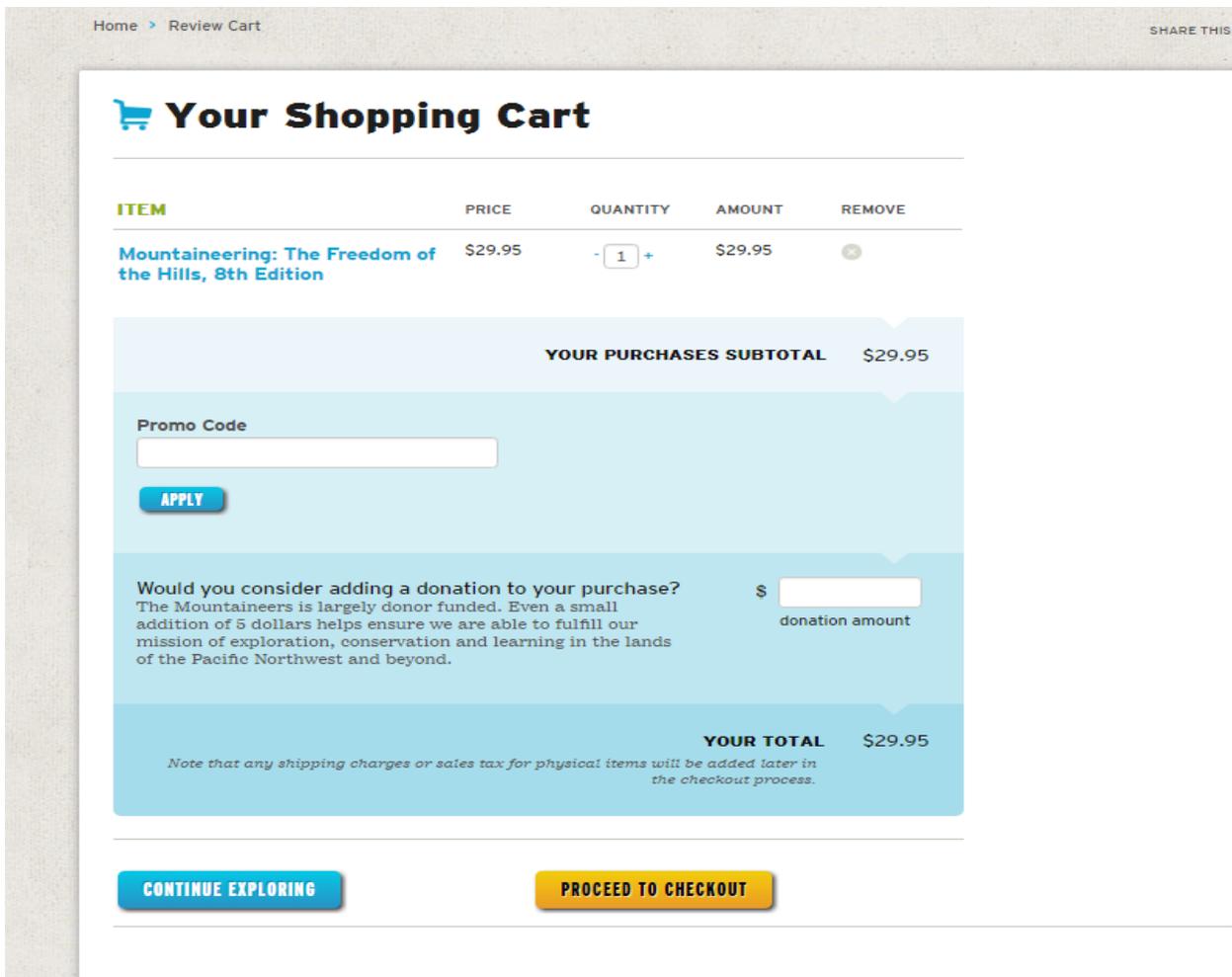
The screenshot shows a website's 'BOOKS' search results page. The left sidebar contains navigation options: 'SHOP > BOOKS', a search bar with 'Mountaineering' entered, filters for 'all items' and 'in current results', 'Type' filters for 'How-to (11)' and 'Where-to (8)', 'Categories' including 'Adventure (42)', 'Avalanche (3)', 'Climbing (20)', 'Health and Survival (6)', 'Hiking and Backpacking (3)', 'History (11)', 'Navigation (2)', 'Outdoor Leadership (1)', 'Photography (2)', 'Rescue (5)', 'Safety (4)', 'Skills and Tips (1)', and 'Winter Sports (3)', and 'Series' including 'A Climbing Guide (1)', 'American Alpine Club (7)', and 'Outdoor Expert (2)'. The main content area is titled 'BOOKS search results' and includes a promotional message for members. Below this, there are two book listings for 'Mountaineering: The Freedom of the Hills, 8th Edition'. The first listing is for a 'Paperback / softback' edition, priced at \$29.95, with an 'Add to cart' button. The second listing is for a 'Hardback' edition, priced at \$39.95, also with an 'Add to cart' button. Both listings include the author information and a brief description of the book as the '50th anniversary edition of the "Bible" of climbing and mountaineering'.

After clicking the **Add to cart** button, an item appeared in the shopping cart label at the top of the page, prompting the user to proceed to the check out. It might be a good idea to have a **Proceed to checkout** button located somewhere else in the book section after you've added a book to your cart. The user could potentially be confused as to how to check out if they don't notice the shopping cart label at the top of the page.

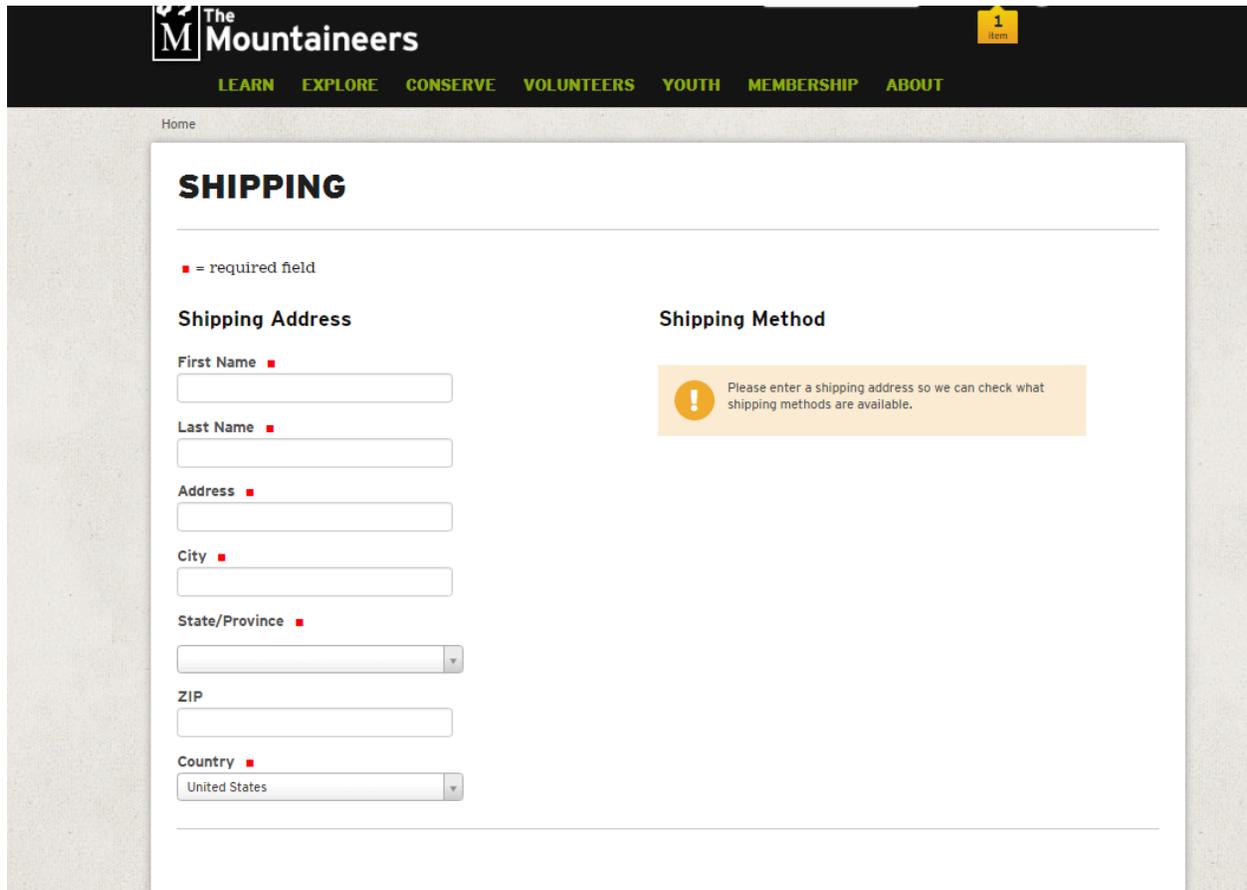




The next page allows the user to input a promotional code and make a donation if they choose. It seems like they offer this page anytime the user is purchasing anything whether it be a book or even booking a course. This is a nice feature. We then clicked the **Proceed To Checkout** button.



The final page allows the user to input their personal information for purchasing. The user does not need to have a special login for buying a book compared to other purchases on this site. For the purposes of this evaluation, we did not proceed past this point. While the overall buying process was straightforward for most internet-shoppers, extra-signaling and better error messages could smooth out the experience.



The screenshot shows the 'SHIPPING' page of The Mountaineers website. The page has a dark header with the logo and navigation links: LEARN, EXPLORE, CONSERVE, VOLUNTEERS, YOUTH, MEMBERSHIP, and ABOUT. A yellow badge in the top right corner indicates '1 Item'. Below the header, a breadcrumb trail shows 'Home'. The main content area is titled 'SHIPPING' and includes a legend: a red square followed by '= required field'. The 'Shipping Address' section contains input fields for First Name, Last Name, Address, City, State/Province (a dropdown menu), ZIP, and Country (a dropdown menu with 'United States' selected). The 'Shipping Method' section is currently empty. A yellow warning box with an exclamation mark icon contains the message: 'Please enter a shipping address so we can check what shipping methods are available.'

Heuristic Evaluation Team Ratings

Manitasha Jeremiah Ruth Joseph

	Scenario 1: Task 1	Scenario 1: Task 2	Scenario 2: Task 1	Scenario 2: Task 2
Visibility of system status	A ^A A ^A A	B ^A A ^A A	B ^B B ^B B ^B	B ^A B ^A B ^A
Match between system and the real world	A ^B B ^B B	A ^A A ^A A	B ^B B ^B B ^B	A ^A B ^A B ^A
User control and freedom	A ^A A ^A A	B ^B B ^B B ^B	A ^A A ^A A	B ^A B ^A B ^A
Consistency and standards	B ^B B ^B B ^B	B ^B B ^B A	A ^B B ^A B ^A	C ^C B ^B C ^B
Error prevention	B ^B B ^B A	C ^B B ^B B	B ^B B ^B B ^B	B ^A B ^A B ^A
Recognition rather than recall	B ^B B ^B C	B ^B B ^B A	A ^A A ^A A	A ^A A ^A A
Flexibility and efficiency of use	B ^B A ^B B	B ^A A ^A A	B ^A A ^A A	B ^B B ^B B ^B
Aesthetic and minimalist design	B ^B C ^B B	C ^B C ^B B	B ^B C ^B B	B ^B C ^B B
Help users recognize, diagnose, and recover from errors	A ^A B ^A B ^A	B ^B B ^B A	A ^B B ^B B	B ^A B ^A B ^A
Help and documentation	C ^C B ^B C ^B	B ^B B ^B B ^B	B ^B B ^B A	B ^B B ^B B ^B