Activity 5: Evaluating Usability

Verbal and Nonverbal Communication

*Website Example*

This is a website with information for professionals working in health information systems in low- and middle-income countries:

<https://www.measureevaluation.org/his-strengthening-resource-center>

Discussion Questions

Considering professionals who are from different cultures and a diverse age range:

* Identify at least **two** of Nielsen’s usability principles (Slide 21, Usability Evaluation) that would be relevant for evaluating the website.
  + Visibility of system status
  + Match between the system and the real world
  + User control and freedom
  + Consistency and standards
  + Error prevention
  + Recognition rather than recall
  + Flexibility and efficiency of use
  + Aesthetic and minimalist design
  + Help users recognize, diagnose, and recover from errors
  + Help and documentation
* Project TWO potential problems that may arise due to poor design from a usability perspective. Explain how these problems may be countered.

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