Website and Application Review Instructions

Setting up a review

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What we’ll need from you

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Timeframe</th>
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<tbody>
<tr>
<td>A short description of your website or application</td>
<td>a week and two days prior to the meeting</td>
</tr>
<tr>
<td>1-5 (depending on complexity) frequent or important scenarios describing</td>
<td>a week and two days prior to the meeting</td>
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<tr>
<td>how these users might use it</td>
<td></td>
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<tr>
<td>A short description of its typical user or users (descriptions of roles</td>
<td>a week and two days prior to the meeting</td>
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<tr>
<td>are fine, but it’s even better if you have personas)</td>
<td></td>
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<tr>
<td>A URL where we can find it, or wireframes or mockups or screenshots</td>
<td>if possible, a week and two days prior to the</td>
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<tr>
<td></td>
<td>meeting</td>
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We'd like to get these items from you as early as possible.

The earlier we can get these things out to the group, the more likely you are to have a better review – as people will have had more opportunity to review them.

What you’ll get from us

- An expert review of your system from people who are trained in user experience design, along with feedback from others who are interested in learning to do these reviews.
- Notes about what we found in the critique, with each item tied to Nielsen’s Heuristics or a recognized design principle.

How the review works

1. We will ask you to describe your website or application and any questions or issues you’d like us to explore.
2. We will walk through the scenarios you’ve provided using a variation of the UX Walkthrough method (without the Accessibility Markup Review). We will put ourselves in the shoes of the user profile or persona that is performing the action in each scenario.
3. As we do the walkthrough, we will discuss any questions we have with you and provide you with both verbal and written feedback based on Nielsen’s Heuristics.

References

User-Centered Design

- Introduction to User-Centered Design: PDF | PowerPoint slides

Personas

- Fluid Project: Personas overview
- Fluid Project: Fluid Personas

Scenarios

- Fluid Project: Scenarios
- Fluid Project: Uploader Scenarios and Use Cases
Wireframes

- Website wireframe
- Real Wireframes Get Real Results
- Jakub Linowski: Wireframes
- App Conceptual Framework