

Title:	Andrew Magoteaux
Device / Browser:	Chrome
Website:	Donkey Coffee
Date:	01.06.2023



1. Visibility of system status <i>Aalways keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	Description of the issue When you hover over a menu item, it indicates that you can click on it, however nothing happens when you click. 2	Recommendation Get rid of highlight and the underline when you hover over a menu item, to indicate that the item is not clickable.
2. Match between system and the real world <i>Follow real-world conventions, making information appear in a natural and logical order.</i>	Description of the issue Home page is a unorganized and does not seem like sections are at a place where users would look for it. One button is named “Email Update Sign Up” but this could be confusing to a user on what exactly that means. 4	Recommendation Move awards CTA on a separate tab that isn't the homepage, replace with “Order Online” or “See Menu.” Rename CTAs to provide more clarification to the user.
3. User control and freedom <i>Users should leave the unwanted state without having to go through an extended dialogue. undo and redo.</i>	Description of the issue Users are able to go back and forth through tabs and pages relatively easily. They are able to click the logo to go back to the hompage 1	Recommendation In the “Our Menu” page, users can’t go back to the previous picture unless they press next to go all the way around. They could add a back button in this part.
4. Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing.</i>	Description of the issue Buttons on the right side of the platform on certain pages display as different colors, even though the actions seem similar. This could cause confusion on what is an actionable button or not. There is also inconsistent font sizes and locations on the home page. 4	Recommendation Ensure consistent design, CTAs, and font styles, sizes and alignment.
5. Error prevention <i>Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.</i>	Description of the issue There appears to be validation indicators in text boxes and required fields are starred. 0	Recommendation No recommendations for this section.
6. Recognition rather than recall <i>Minimize the user's memory load by making objects, actions, and options visible.</i>	Description of the issue Website is relatively easy to navigate as there isn't enough content to where is could cause confusion. Most of the websites content can be found by the user in the navigation bar. 1	Recommendation User’s will be able to recognize more if the design is more consistent.
7. Flexibility and efficiency of use <i>Accelerators. Allow users to tailor frequent actions.</i>	Description of the issue There's no way for users to order online without going to a completely different site through the CTA. 3	Recommendation Add online ordering to the website so that they user does not have to leave the site to order.
8. Aesthetic and minimalist design <i>Dialogues should not contain information which is irrelevant or rarely needed.</i>	Description of the issue The colors and UI design could be used in a more consistent way. Website is too cluttered as well and outdated. 4	Recommendation Modernize the website to make it cleaner and use the colors to make it look more visually appealing.
9. Help users recognize, diagnose, and recover from errors <i>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</i>	Description of the issue When an error occurs, the codes are expressed in a way the user could understand. 3	Recommendation No recommendations for this section.
10. Help and documentation <i>Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.</i>	Description of the issue There is no comprehensive help or documentation section for users who might be unfamiliar with the website or the booking process. 2	Recommendation Add a help or documentation section that provides guidance on using the website and booking accommodations.