

Heuristic Evaluation

Principles	Original Site	Remedy
Visibility of System	Hard to see updates or realize that the links on the front page are updates to what is currently happening	Make the updates more visible with a slideshow
Match System vs real world	speaks technical in terms of laws and forms	simplify some wording. Keep form names.
User Control & Freedom	total freedom. Home button is not clear.	remain the same. Add a more defined "home" button
Consistency & Standards	Menu needs to be more consistent	align menu items with what is on the respective page.
Error prevention	none that I could find	hopefully keep up the standards
Recognition over Recall	fees are often listed without any link to another part of the site that it goes with	add a link near the fees to direct users to where they should go
Flexibility & efficiency	code muddled with a lot of unneeded code and useless javascript.	cut back on javascript and unnecessary code.
Aesthetic & minimalist design	not minimal. Colors are very vivid and hard to look at for a long time	reduce the colors used to something that is cooler. Get rid of unneeded information.
User Troubleshooting	no error messages that could be found	no error messages
Help & Documentation	there is no search function for people who know exactly what they need.	add a search function