Site: http://www.suzannecollinsbooks.com/

Evaluator: Megan Bethea

Severity Scale Used: Jeff Rubin

0. No Issue	1. Irritant	2. Moderate	3. Severe	4. Unusable
No usability issue	The problem occurs only intermittently, can be circumvented easily, or is dependent on a standard that is outside the product's boundaries. Could also be a cosmetic problem.	The user will be able to use the product in most cases, but will have to undertake some moderate effort in getting around the problem.	The user will probably use or attempt to use the product here, but will be severely limited in his or her ability to do so.	The user is not able to or will not want to use a particular part of the product because of the way that the product has been designed and implemented.

Heuristic	Rating	Explanation
Feedback	0	There isn't much need on this site for feedback. It loads very quickly and there aren't any forms that would require a confirmation message.
Metaphor	1	The language on the site is pretty user friendly. The links of home, works, and interview make sense. The biography label might be confusing to users so I would recommend using the word "about" instead. It may be a better label for the contents of that page and alleviate any confusion.
Navigation	3	The navigation is severely lacking. The links in the side bar are jumbled and appear to have no organization. The works page has a list of all books with links to a more thorough look at each. These links do not appear to be clickable and may not appear to be links at all to some users. Should a user click on the links, they would be required to hit back or re-click the works page in the main navigation. I would recommend having a works page with the book series listed as a dropdown off of the main item. This could be supplemented with a bread crumb trail in the upper left corner. Finally, there are no supplemental links in the footer. A user looking for copyright or contact information would not be able to find it anywhere on the site.

Consistency	2	Most users will be expecting certain content on a website about a famous author. Content such as where to purchase the books, new releases, multimedia content, book content, contact info, and information about the author herself. Some of that content is here, but it does not follow traditional content hierarchy or structure. The missing content is significant. Users will be expecting to find a contact form, links to purchase books, and news posts and will be disappointed when they can't find it.
Prevention Error	0	As with feedback, there are minimal opportunities for users to make mistakes on this website. I did appreciate that the external links, such as the Scholastic website, were opened in another tab to prevent the error of a user clicking the wrong link and having to hit back.
Memory	2	On the works page, users might have difficulty recognizing which books belong to which series as are they are not categorized or grouped together. Instead, there is a long list of all Collins' books that requires users to remember which series each belongs to or read the description in the right column.
Efficiency	4	There are no shortcuts or quick links to the content that a user might want to view. For all content, the user is required to scroll through everything to find what they are looking for. If a user wants to read reviews about Hunger Games Mockingjay, they have to scroll through every review of every book. This is tedious and users will likely bounce to another site if they are not able to quickly find the information they need. Finally, the quick links to the various stores do not link to the books, they simply go to the home page where a user would be required to type in the search box themselves.
Design	4	The design for this site will be a huge turn off for all future users. Not only is it a horrible first impression, it directly affects usability. The lack of content hierarchy through font size and alignment is confusing to users- especially for the content in the right column. The colors and typefaces are also drab and outdated.
Recovery	1	They "page not found" page is not helpful and provides no way to return back to the site. If the user is entering from a browser, it is unlikely they will reach a missing link but the information should still be there.
Help	0	This site should be self explanatory and not require any documentation or help.