

CHECKLIST FOR USABILITY

(Numbers in parentheses refer to the first page of major discussion in the text.)

CONTENT

- ❖ Is all the material relevant to this user for this task? (38)
- ❖ Has all the material been checked for accuracy? (173)
- ❖ Is the level of technicality appropriate for this audience? (30)
- ❖ Are warnings and cautions inserted where needed? (546)
- ❖ Are claims, conclusions, and recommendations supported by evidence? (56)
- ❖ Is the material free of gaps, foggy areas, or needless details? (39)
- ❖ Are all key terms defined? (481)
- ❖ Are all sources documented? (685)

ORGANIZATION

- ❖ Is the structure of the document visible at a glance? (219)
- ❖ Is there a clear line of reasoning that emphasizes what is important? (222)
- ❖ Is material organized in the sequence users are expected to follow? (235)
- ❖ Is everything easy to locate? (219)
- ❖ Is the material “chunked” into easily digestible parts? (239)

STYLE

- ❖ Is each sentence understandable the first time it is read? (245)
- ❖ Is rich information expressed in the fewest words possible? (253)
- ❖ Are sentences put together with enough variety? (260)
- ❖ Are words chosen for exactness? (264)
- ❖ Is the tone appropriate? (274)

DESIGN

- ❖ Is page design inviting, accessible, and appropriate for the user's needs? (340)
- ❖ Are there adequate aids to navigation (heads, lists, timesteps)? (344)
- ❖ Are adequate visuals used to clarify, emphasize, or summarize? (289)
- ❖ Do supplements accommodate the needs of a diverse audience? (643)

ETHICAL, LEGAL, AND CULTURAL CONSIDERATIONS

- ❖ Does the document indicate sound ethical judgment? (74)
- ❖ Does the document respect copyright law and other legal standards? (85)
- ❖ Does the document respect users' cultural diversity? (59)