

Sample Site Interface Checker™ Scorecard

Issue Count								
		Key User Process Steps						# of Aspect Area Issues
		Home Page Entry	Obtain Product Info	Compare Products	Enter Profile	Find Doctor	Purchase Product	
Web Pages		1	1	2	6	4	4	
Interface Aspect Areas	Operating Environment	6	4	7	10	14	6	47
	Physical Factors	10	12	0	14	13	12	61
	Mental Processes	8	14	6	15	13	11	67
	Psychosocial Aspects	2	0	0	5	1	0	8
# of Step Issues		26	30	13	44	41	29	183

Web Site Total

Usability Score								
		Key User Process Steps						Aspect Area Usability Score
		Home Page Entry	Obtain Product Info	Compare Products	Enter Profile	Find Doctor	Purchase Product	
Web Pages		1	1	2	6	4	4	
Interface Aspect Areas	Operating Environment	18	12	17	14	42	13	116
	Physical Factors	30	34	0	39	38	36	177
	Mental Processes	24	42	12	45	39	33	195
	Psychosocial Aspects	6	0	0	10	2	0	18
Process Step Usability Score		78	88	29	108	121	82	506

Web Site Total

Interface Aspect Areas

- Operating Environment – Technical, operational and content parameters that allow the user to access the web site and assess the value and usefulness of content.
- Physical factors - Visual elements that allow the user to recognize and evaluate site structure, process and content as well as auditory, olfactory and ergonomic factors that impact the user-interface interaction.
- Mental Processes - Capabilities and structure that allow the user creative choices and controls to fully explore content and efficiently accomplish missions in the context of their expectations.
- Psychosocial Aspects – Psychological, emotional and spiritual elements that take into account the users perception and expectations of the interface experience as well as their response to it.

Usability Score - Higher scores indicate more important usability issues. The usability score is calculated from the number of usability issues and a weighting (more to less important) for each interface aspect for each process step. The weighting is based upon a definition of user objectives and our extensive body of information interface research.