

Sample Site InterfaceChecker™ 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
<b># of Step Issues</b>		<b>26</b>	<b>30</b>	<b>13</b>	<b>44</b>	<b>41</b>	<b>29</b>	<b>183</b>

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
<b>Process Step Usability Score</b>		<b>78</b>	<b>88</b>	<b>29</b>	<b>108</b>	<b>121</b>	<b>82</b>	<b>506</b>

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.