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Name of Doc: Design Flaws and Accessibility.pdf  
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## Summary of Key Findings

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The document requires deep study to figure out what pages are truly necessary to complete the task. And once at a point where the task could be approached, the reader then faces the challenge of making sure the proper sub-steps are found due to poor layout and 2 sets of instructions. Despite the many flaws, there are plenty of ways to fix it, depending on who handles that task. Here are some of the most noticeable issues.

## Bugs and Usability Problems

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### *Page numbering*

- Last page has “5 of 4”.
  - Fix the page 1 table to fit within the page, thereby keeping 4 pages (and is the entire size of the table as is really needed?; check actual white space needed).
- Page numbering wraps to 2 lines.
  - Use a header for the document that applies to each page (this will ensure consistent design of the header, apply it to each page consistently and can manage the page numbering; incorporate company name, which is dangling outside header).

## Font styling

- Font uses all caps and lower case in random fashion.
  - More effective to use caps for the headers and titles and sentence case for the entered content.  
For example:
    1. **TITLE:** Random job audit procedure (header area)
    2. **DESCRIPTION** Original release (in the page 1 table)
- Font switches randomly from normal to bold.
  - More effective to use bold for the headers and keep normal weight for the entered content.
- Fonts are not used to categorize/organize the information .
  - In the written instructions on page 4, at the very least, change the body font to sentence case normal weight to distinguish the header from the content. The header could be made bigger but if done, then all headers should be made consistently bigger, same font, etc. Consistency is important for the hierarchy.

## Layout

- Written instructions lack proper outline nesting and structure (typical order should be roman numeral, capitals, Arabic numbers, lower case letters).
  - Fix margins of nested levels so that the layout reflects hierarchy. E.g. “C. Design, a) and b) are fully left-aligned.
  - While on the topic of outline, Under Electrical (A), use i, ii, etc. for “Electrical checklist...”.
  - Consistency is extremely important in this area.
  - Find a better image for the written instructions, one that fits and one that makes sense to include because it helps person complete the task.
- Flowchart is a nice touch but lacks readability.
  - Could do one of two things: 1. enlarge the flowchart shapes so that fonts, paddings and line-heights are increased for readability.
  - Use less text on the shapes but add some description via other means (I’ll say more about this below).

### *Information concerns*

- Page 1 table duplicates information contained in the header.
  - Remove column for “Rev. A”. This is part of the header, a constant.
- Instructions are buried back at pages 3 and 4.
  - Make instructions page 1 (or pages 1 and 2 as will be described).
- Two different sets of instructions are presented, one as a list and the other as a flowchart (last 2 pages) and they contain different information.
  - Could integrate the 2 sets of instructions, or, could use the flowchart as a table of contents, or both. I’ll discuss that below.
- Page 3 reads as if it should be in document properties or in database fields of the record that holds the document. The information doesn’t pertain to the task.
  - Move this content to document properties. There are a lot of properties with “na” and the few pertinent other properties can easily fit into the properties of the document.

### **Other Findings and Suggestions**

Instructions get most of the focus. The flowchart is easy on the eyes and conveys ease and simplicity, but needs finesse. The written instructions are the opposite, needing attention to layout and visual presentation, information hierarchy and consistency of document structure. The 2 instruction sets overlap (hint, TOC).

The document covers some basic information, telling me that some new folks would use it. It needs to provide enough information in a way that allows for confident and successful access from a low level of experience. One way to approach that is to use the flowchart shapes in outline as numbered steps. Written steps related to each numbered stage could be inserted underneath. Difficult to explain areas can be explained succinctly by using pertinent images (arrows or callouts on an image can draw attention). Or, the flowchart could be a table of contents linking to detailed areas with images (and the flowchart shapes could still be used as a header at the top of the detailed content).