User Experience Document Review Report

For internal use only

Tester: Phil Miotto
Review Date: August 5, 2022
Document examined: *Random Job Audit Procedure*

Summary of Key Findings and Critical Issues

The document contains several accessibility and formatting issues. In some instances, the information presented or requested is not in a logical order. The exclusive use of uppercase letters for almost the entire document is visually jarring and contributes to overall confusion and distraction, making the document difficult to read and follow. List items are inconsistently formatted and sometimes misnumbered, and do not follow an intuitive order.

Bugs and Usability Problems

- Alt Text is missing for the form, the image on page 3, and the flowchart on the last page. Missing Alt Text will cause problems for individuals who require screen readers to fully understand the information being presented.
  - Add Alt Text in these areas to address these issues.
    - *See Microsoft Word "Help" for assistance with Alt Text.*

- There are many repeated blank characters throughout the document. These may also cause problems for individuals who require screen readers as they could be perceived as blanks, incorrectly indicating the information being presented has reached an end.
  - Use styles and formatting to create whitespace instead of repeated blank characters.

- The form extends into the document header and footer on pages 2-4, which may cause accessibility issues for people who require screen readers, as well as more general problems for anyone who may need to edit or add text to the parts of the form that are currently in the header or footer.
  - Use formatting to adjust headers and footers on these pages so that the entire form is in the document body.
    - *See Microsoft Word Help for assistance with "Headers" or "Footers".*

- Page margins are inconsistent throughout the document.
  - Adjust all document page margins for consistency throughout the document.

- The form heading title section is inconsistently formatted; the format changes styles after the first page.
  - Edit the form heading title section to make it consistent across all pages.
    - The text "Rev. A" appears twice on first page of the table – remove this text from below "Document No." on this page only.
      - *Revisions can be recorded on page 1, column 1, titled "Rev."*
    - Format the top section of pages 2-4 to match page 1.

- There are color-contrast problems and inconsistencies in the image representing "The Librarian" on page 3 ("Job 120972 Ba Cd Mante") and the flowchart, as well as related accessibility issues for sight impaired individuals in both areas.
  - Adjust colors and color-contrast ratios for the image and flowchart.

- Numbering is used rather than style headings for form items 1-7 (e.g. "Purpose", "Scope", etc.). These are sections and should not be in a numbered list. Accessibility issues may arise if sections are not formatted with style headings.
  - Implement style headings for these items and remove numbering.

- The text designation for non-applicable ("n/a") in the "Definitions" section of the form is lowercase text; this is inconsistent with other parts of the form.
  - Change the format of this text item to uppercase to match the other "N/A" items.

- "Procedure" Step 2 is worded as a note rather than a procedural step. This step directs the user to check for the presence of files required to continue the procedure, so a more active step description is necessary.
  - Modify the wording of Step 2 to begin with a word directing an action, such as "Verify", to help indicate a necessary step in the procedure.
    - *Modify the flowchart to include this added procedural step.*

- Multilevel list items in the "Procedure" section are formatted incorrectly. Parentheses are used rather than a period for the third tier, the text alignment for list items is incorrect for items "2.C" and "2.C.a)", and Step 3 incorrectly has a sub-step for the spreadsheet pathway location in which to "Log the Findings."
  - Format these multilevel list items to remove parentheses, indent correctly and address alignment issues.
  - Remove the list item designation "A" for the folder pathway in Step 3.

- The step numbering for the "Procedure" section inexplicably restarts after Step 3, and a note that applies to Step 2 is included here as the new procedural Step 1 rather than a note.
  - Move the item that begins with "Any missing documents" under "Procedure" Step 2.C.a as a note.
  - Renumber the item "End of Procedure" to be Step 4 of the "Procedure" section.

Other Findings

There are spelling and grammar errors in several areas that need to be addressed. Text in the document is almost entirely uppercase and should be modified to use uppercase characters only where appropriate (e.g. section headings, beginnings of sentences, etc.).

The flowchart that demonstrates the procedure does not have a title and is inexplicably placed in the form at the end of the document; it should be titled and placed outside the form on its own page. The flowchart can then be referenced separately from the form as necessary.

While there are many issues that need to be addressed with this document as outlined above, conceptually, you have created a procedural document that successfully describes the steps to conduct a random job audit. Once you have implemented the suggested fixes and addressed the related issues, this document can be used as the template for job audit procedures it is intended to be.

Please reach out to me if you have any question or concerns.