UX Audit Guidelines Document

1. Basic Information

1. URL of the Digital Service:
   a. Provide the URL link to the website or digital platform being audited.
2. Login Credentials (if required):
   a. If the platform requires login access, mention the credentials that need to be used for accessing the services.

2. Submission Requirements

1. Format:
   a. A PDF document, A4 size, not exceeding 25MB.
2. Submission Portal:
   a. Upload the document on the provided portal for the audit submission.

3. Checklist for UX Audit

1. Information Architecture
   a. Existing Architecture: A detailed description or sitemap of the current information architecture. This should map out how information is structured and navigated on the platform.
   b. Proposed Architecture (if changes are needed): Present a refined or alternative architecture if the current structure is found lacking. Include a visual representation like a sitemap or flowchart to showcase improved navigation or content organization.
2. Heuristic and Intuitive Evaluation: Evaluate the platform using standard usability heuristics (e.g., Nielsen's 10 heuristics). Each heuristic should be analyzed to identify issues or violations of usability principles.
3. Intuitive Evaluation: Assess how intuitive the user interface is from a user's perspective. Evaluate ease of use, navigation clarity, and user-friendly design.
4. The Law Violated with Explanation: For each heuristic violation, clearly mention which heuristic or usability law (e.g., Fitts' Law, Hick's Law) has been violated.
5. Severity of Violation: Rate the severity of each violation on a scale of 1 (Minor) to 5 (Critical). Include explanations for why the severity rating was assigned.
6. Suggestion for Immediate Action to Improve: Provide actionable recommendations for each violation or area needing improvement. Suggestions should be specific, easy to implement, and focused on enhancing user experience and accessibility.

7. Content Review (to be done by the content writer)
   a. Relevance and Clarity of Content: Review whether the content aligns with the platform's purpose and target audience. Evaluate clarity, conciseness, and the relevance of the information presented.
   b. Readability and Tone: Analyze the readability of the content, focusing on sentence structure, word choice, and overall tone. Ensure that the tone is appropriate for the audience and consistent throughout the platform.
8. Performance Analysis (using Lighthouse or other tools)
   a. Load Times and Responsiveness: Include a performance report generated using a tool like Lighthouse. Focus on load time metrics, especially for mobile devices. Suggest improvements if the site performance lags.
   b. Mobile and CrossBrowser Performance: Analyze the platform's performance across different mobile devices and browsers. Test responsiveness, and provide suggestions if the platform fails to meet performance standards.
9. Compliance Matrix: Create a comprehensive compliance matrix that lists all the standards and regulations the platform is required to meet (e.g., WCAG, ADA, GIGW for government platforms). Map the platform's current state against these standards. For each compliance criterion, mark the status as:
   a. Compliant
   b. Partially Compliant
   c. NonCompliant
   d. Criteria violated
      i. Severity of noncompliance (low, medium, high)
      ii. Explanation of how the platform fails to comply
      iii. Recommendations for making the platform compliant.