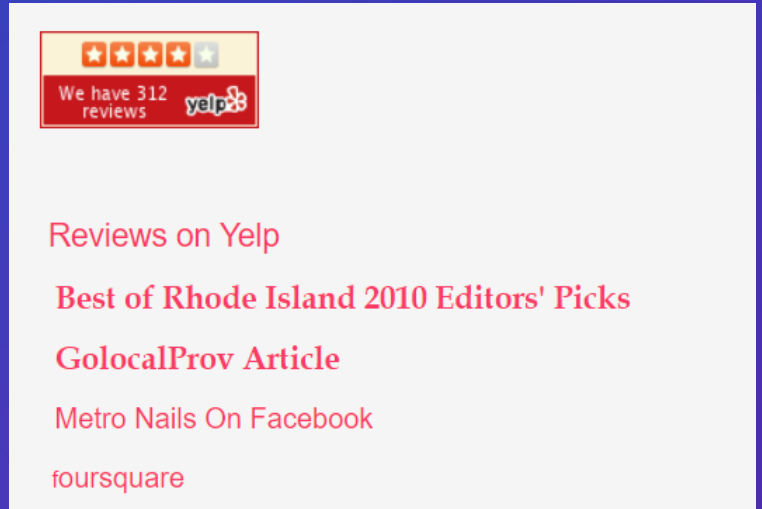


Identifying Usability Problems in Responsive Redesign

1

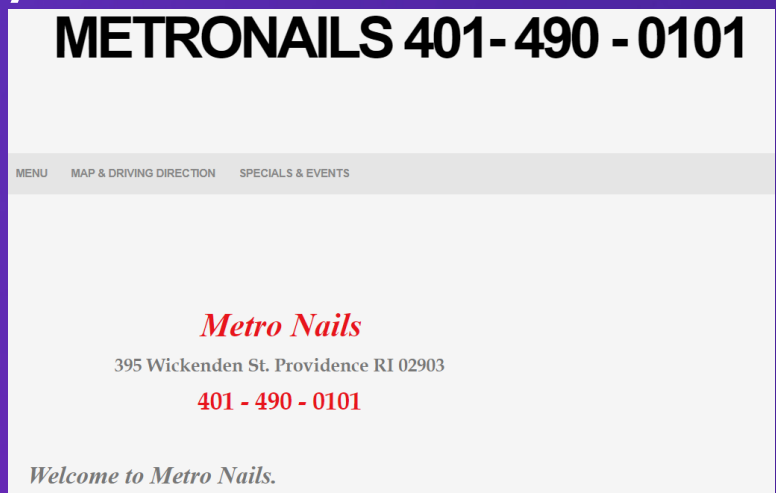
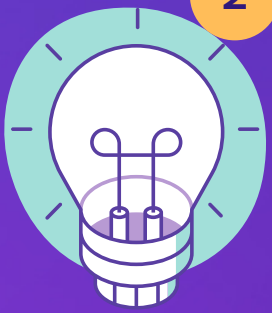
Learnability



The Metro Nails site performs poor on learnability. If a first time user were asked to navigate to Metro Nails Facebook page they might have trouble doing so. Pictured above is a navigation section containing the business's references. The section contains no title/is not surrounded by any identifying information, making it difficult for users to learn the layout and find certain aspects of the page

2

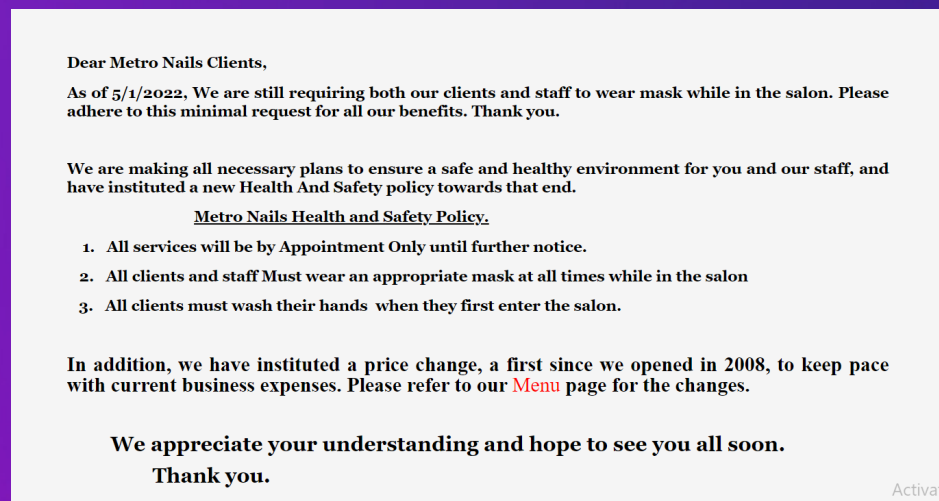
Memorability



The memorability of this site is most hurt by its lack of visual cues, which are crucial to site memorability. The lack of logos, icons, anywhere on the site detract from its memorability as show in the picture above.

3

Usability



The loading time on the website and pages within its domain are efficient, however, usability aside from this could be improved. Pictured above is a block of text that is meant to instruct users of the webpage on several important pieces of information. The text is not justified nor very readable. This decreases the usability of the site.

Usability

in Responsive Redesign

4

Accessibility



METRONAILS 401-490 - 0101

METRO NAILS MENU MAP & DRIVING DIRECTION SPECIALS & EVENTS

According to the WAVE web analysis tool the site has no ARIAs. Lack of accessibility is further exemplified by a lack of justified text shown above. Furthermore, sections of low contrast and undersized text don't allow the site to be very accessible.

5

Conceptual Model



Patrons Satisfaction:

We ask that you inform us, at time of service, if the service was less than satisfactory. We really want you to leave our salon fully satisfied.



The section above attempts to inform users that if they aren't satisfied with their treatment then they should inform "at time of service". However, the text blends into the rest of the text existing on the page and is accompanied by what appear to some entirely unrelated images. A better attempt at a conceptual model might be to format this as more of a warning in order to inform users that it contains important text.

3

Responsive Redesign



METRONAILS 401-490 - 0101

METRO NAILS MENU MAP & DRIVING DIRECTION SPECIALS & EVENTS

Nails

Metro

Providence RI 02903
- 0101

395 Wickenden St.
401 - 490

Welcome to Metro Nails.



Reviews on Yelp
Best of Rhode Island 2010 Editors' Picks
GoLocalProv Article
Metro Nails On Facebook
foursquare



Dear Metro Nails Clients,
As of 5/1/2022, We are still requiring both our clients and staff to wear mask while in the salon. Please adhere to this minimal request for all our benefits. Thank you.

We are making all necessary plans to ensure a safe and healthy environment for you and our staff, and have instituted a new Health And Safety policy towards that end.

The image to the right shows what the site might look like on an iPhone X. The text size on the nav bar is not resized properly. Furthermore, the lack of use of justified and flexed content is emphasized on the iPhone screen.