

Green = good, Yellow = ok, Orange = wants improvement					
Tool	Google Suites - Luca	WordPress - Morgan	Wix - Julia	Drupal 7 Workbench - Julia	Drupal 8 Workbench - Julia
NNG Heuristics					
<i>If the answer to the question is "YES," please describe briefly how it does this. If the answer to the question is "NO" just write N/A</i>					
Visibility of System Status - does the system tell the user clear what is going on?	Yes, google is very good about this. Account info in the top right, along with time and creator of last edit in a doc. Shows small banners for reconnecting and messages for saving actions.	Always tells user who they are logged in as in the upper righthand corner on pages/posts it tells user if the page is Draft, Pending Review, Published, as well as Private, Password Protected, or Public offers a spinning wheel of death when it is working on something.	yes, indicates the site, page, status, and active work area	always tells user who they are logged in as in the upper righthand corner on pages/posts it	Upper menus give a rough location in the process, but it is unclear where users should go next in many processes. Does have the user name in the top right. Color is often used to indicate which area in a component one is editing but it is not always clear.
System-World Match - does the system use the same language for things as users do?	Generally yes, matches language used in other productivity suites as well	For the most part. There is a lot of overlap with common document editors like microsoft office icons are often used as supplement to text name.	yes- add, delete, copy, pick	content, text, create, publish,	content, text, create, edit are familiar, but words and phrases like task, component, and moderation state are used less intuitively.
User Control & Freedom - does the system support "undo/redo" and allow users to exit when mistakes have been made?	Yes, the user is well-supported here. Along with standard undo/redo, there is the ability to revert to previous versions as well, along with previews of each version for more informed decision-making.	Yes. User can undo and redo changes to content immediately. User can also revert to past saved revisions.	yes- undo, duplicate	not totally clear, but undo and redo are available in the rich text formater	not very clearly. Users can clone but many aren't sure what that means. While users can undo in the text editors, once submitted they have to use the confusing revision page to go back to earlier versions.
Consistency & Standards - does the system use language consistently and make sure similar events look similar (ex clickable buttons are the same shape/format etc across the site)	Yes. The upper right/account info is the same across various Google products, and the menubar and toolbar/ribbon are also similar across the Google Docs suite.	For the most part. The confusion comes in with the 3 different types of editors now available to users - each operated differently and offers the user different kind of tools and flexibility - so as long as you pick one and stick to it, there is consistency.	yes, buttons, menus, dropdowns, and help sections all have consistent design	overall with exceptions	buttons are the same, but some words and phrases are used inconsistently
Error Prevention - does the system eliminate error-prone situations by providing hints/suggestions and/or enabling confirmations before completing a critical action (ex. do you really want to send a nuclear bomb attack alert to Hawaii citizens?)	Google is very good about this. When sharing with new people, it reminds the user that they might be outside of their organization. Also auto-saves, which eliminates the most common work-loss scenarios entirely. Various other tips and hints appear when performing other actions if the system thinks the user is doing something they might not realize.	Yes. Warning boxes appear at the top of a page when you are doing something the system thinks you don't mean to do.	yes, lots of warnings available but not intrusive	overall with exceptions	critical actions aren't consistently prevented and several required fields are not indicated, but the error identification system is adequate, highlighting issues in red and providing context, although not always near the error.
Recognition Over Recall - does the system provide ways for users to select commonly used entry items; are definitions easily accessible for software-specific labels, templates or tools; are there other tips to support the user's ability recognize and understand what things are rather than have to remember.	Generally yes. Most actions are intuitive and easy to come back to. For more obscure things like formulas and functions, there is documentation available and linked to within the function entry itself (i.e. when you're typing the formula into Google Sheets, it tells you what's required and links to additional documentation).	Somewhat. Icons are always paired with words, so that the user has both a visual and text representation to suggest what they can expect the HELP is readily available from a number of different locations. If you are doing something wrong, the system will try to suggest how you should do it (drag the block to where you want it).	yes, everything is template-based but customizable and has memorable icons	n/a	definitions were available in help index but don't seem often checked. Layouts group components for commonly used content types.

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Flexibility and Efficiency of Use - does the system support both the veteran user and the new user? does it provide the new user with a slower, more controlled, more supported path to accomplish their work AND does it provide the veteran user with shortcuts and more efficient paths to get things done quickly once they know the system well?	Yes, it caters to multiple user types. In sheets, there are power user functions that can be enabled. Users can create templates etc as well. There are also add-ons to do things like mail merges etc.	Yes. There is a shortcut from the dashboard to draft a post so you can bypass the entire menu system if this is a task you do all the time. There is NO easy way to copy a page/post, you just have to switch into the html version of the page and copy all and then create a new page and paste the markup & content. The expert user has access to the page's mark-up and styling and can edit it from the backend, not just from the visual editor. There are no internal orientation tips for the first-time user, but there is a guide and access to a community. The editor icons: most also have hover pop-up bubbles with labels and *keyboard shortcuts*.	yes, they offer optional guides and help icons but users can also move to a more free form editor	n/a	n/a
Minimal Design - does the system only include the amount of information actually necessary to the user?	Somewhat. There are many functions shows by default that might confuse a totally new user, but I'm not sure how many could be stripped away without seriously impacting functionality for everyone else.	Somewhat. In the dashboard more information is available than necessary, but it can be collapsed or removed entirely as user desires. In the editor, things can be redundant but that may have to do with the overlaying of three different editor tools, in addition to the content editor menu (which may actually be a plugin added to access those tools).	yes, users click to see more options but the system prioritizes more common and relevant options	n/a	n/a
Errors - are errors easily visible and clearly explained in plain english and are solutions offered to the user, so they can easily overcome the error if it was something they caused?	Yes. When there is no internet connection, the message is clear. Various other messages tend to be in plain english too.	Yes. Error boxes appear at the top of the page with suggestions for how to solve the issue for SOME things, but not all things.	yes, there are hints, tooltips, and prompts to guide	n/a	error messages are often located separate from the issue they address but do have adequate explanations
Help Documentation - is help documentation easily accessible to the user? is there an orientation process for the new or very infrequent user?	Help is easily accessible in the menubar, and offers a wealth of resources. Helpful tips are also integrated into error messages in many places.	Yes. Help is accessible from a few places depending on which component you want help with.	Help is accessible from a few places depending on which component you want help with.	yes, though confusing and not customized	yes, though confusing and not customized