

## Website usability

Marianne W. Zawitz, Bureau of Justice Statistics, U.S. Department of Justice,  
zawitzm@ojp.usdoj.gov

Colleen Blessing, Energy Information Administration, U.S. Department of Energy,  
COLLEEN.BLESSING@eia.doe.gov

---

## Usability Resources

### Websites

Jakob Nielsen's Alertbox - <http://www.useit.com/alertbox/>

Keith Instone's Usableweb - <http://usableweb.com/>

Usability First - <http://www.usabilityfirst.com/>

IBM's Ease of Use, Design site - [http://www-3.ibm.com/ibm/easy/eou\\_ext.nsf/publish/561](http://www-3.ibm.com/ibm/easy/eou_ext.nsf/publish/561)

User Interface Engineering - <http://world.std.com/~uieweb/>

National Cancer Institute's Usability.gov - <http://www.usability.gov>

### Books

*Designing Web Usability*, Jakob Nielsen, 2000 (<http://www.useit.com/jakob/webusability/>)

*Don't Make Me Think: A Common Sense Approach to Web Usability*, Steve Krug, 2000, New Riders Publishing(<http://www.newriders.com/>)

*Homepage Usability: 50 Websites Deconstructed*, Jakob Nielsen and Marie Tahir, 2002  
(<http://www.useit.com/homepageusability/>)

*Information Architecture for the World Wide Web: Designing Large-scale Web Sites*, Louis Rosenfeld & Peter Morville, 1998 (O'Reilly - <http://www.ora.com/catalog/infotecture/noframes.html>)

Web Site usability: A Designer's Guide, Spool, et al. 1997, User Interface Engineering (Order form - <http://world.std.com/~uieweb/bookform.htm>)

*Web Navigation: Designing the User Experience*, Jennifer Fleming, 1998  
(<http://www.ora.com/catalog/navigation/index.html>)

## Website usability

Marianne W. Zawitz, Bureau of Justice Statistics, U.S. Department of Justice,  
zawitzm@ojp.usdoj.gov

Colleen Blessing, Energy Information Administration, U.S. Department of Energy,  
COLLEEN.BLESSING@eia.doe.gov

---

### Top 10 Mistakes of Web Design

1. Frames
2. Bleeding-edge technology
3. Scrolling text and looping animations
4. Complex URLs
5. Orphan pages
6. Scrolling navigation pages
7. Lack of navigation support
8. Non-standard link colors
9. Outdated information
10. Slow download times

*May 1996*

### Top 10 New Mistakes of Web Design

1. Breaking or slowing down the back button
2. Opening new browser windows
3. Non-standard use of GUI widgets
4. Lack of biographies
5. Lack of archives
6. Moving pages to new URLs
7. Headlines that make no sense out of context
8. Jumping at the latest Internet buzzword
9. Slow server response times
10. Anything that looks like advertising

*May 30, 1999*

Source: Jakob Nielsen's Alertbox  
<http://www.useit.com/alertbox/>