

QUALITY ASSURANCE REPORT: ANN ARBOR INSTITUTE OF MASSAGE

THERAPY

aamt.com

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EXECUTIVE SUMMARY

INP Associates conducted a quality assurance evaluation of the Ann Arbor Institute of Massage Therapy website. The evaluation focused on layout, link, content, and compatibility issues which impact site quality and the experience of users. Improvements in these areas are likely to enhance the user experience as well as perception of the website and the Institute itself.

Recommendations are grouped into two sections:

- **Global Issues:** These are issues that occur either on every page of the website or on the vast majority of pages. Resolving these issues will involve making coding modifications throughout the site.
- **Page-Level Issues:** These issues are unique to a specific page and are typically of lower priority and are easier to fix. (e.g., spelling and grammar issues). Issues related to the entire website are not covered in this section, as they are described in the Global Issues section.

Within these two sections the recommendations are grouped by severity, to assist in determining which issues should be addressed first. Severity ratings are based on how frequently the issue is likely to occur and what impact it has on the user experience in navigating the site. They are also based upon the overall quality of the website. Significant issues identified at Ann Arbor Institute of Massage Therapy website that might require immediate attention include:

- *Text and graphics are cropped during printing, due to the fixed-width tables set at 750 pixels (the screen crops after approximately 520 pixels). This feature might be very important for prospective students who want to print the course descriptions or schedules of upcoming classes.*
- *Text does not resize in Internet Explorer 5.5 and the font used is very small which makes it very difficult to read. This can also present problems for users with vision difficulties that rely on their browser settings making text large enough to be readable.*
- *Alt text for all global navigation links and images is not displayed in Netscape 6.2. Alt text is very important for accessibility, especially for users employing screen readers to experience a website. Alt text is also helpful for users who browse the website with graphics turned off.*

TESTING EQUIPMENT

Browsers: Internet Explorer 5.5, Netscape Communicator 4.7, Netscape 6.2

Operating System: Windows ME

Resolutions: 640 x 480, 800 x 600, 1024 x 768

Monitor Size: 19 inch

Color-Depth: 8-bit, 16-bit, 32-bit

High Priority

- Text and graphics are cropped during printing, due to the fixed-width tables set at 750 pixels (the screen crops after approximately 520 pixels).
- Text does not resize in Internet Explorer 5.5 and font is used is very small which makes it very difficult to read. This can also present problems for users with vision difficulties that rely on their browser settings making text large enough to be readable.
- Inconsistency between link labels and page titles. 'Calendar' link on global navigation bar leads to a page titled "Courses".
- Horizontal scrolling occurs at 640 x 480. Taking into the account the diversity of users, some of them might have their monitors set at 640 x 480. Horizontal scrolling is always associated with the negative user experience of the website.
- Alt text for all global navigation links and images is not displayed in Netscape 6.2.
- The site lacks the site map.

Medium Priority

- Alt text for the 'Policies and Fees' navigation link is not consistent with the name of the link. The text displays 'Policies & Procedures' instead of 'Policies & Fees'.
- Several coding errors exist generated by WYSIWYG editor, Dreamweaver. As an example, unsupported attributes "leftmargin", "topmargin", "marginwidth", and "marginheight" are used for tag <body>.
- Pages are too long, requiring excessive scrolling.
- Web page content is too wordy.
- Image quality of pictures is noticeably degraded at 8-bit.

Low Priority

- There is a typo in alt text of 'Supplies' section of global navigation bar. It spelled 'supplies' instead of 'supplies'.

Home Page

<http://www.aaimt.com>

Medium Priority:

- Coding error: <script> tag lacks "type" attribute.

About AAIMT

<http://www.aaimt.com/about.htm>

Medium Priority:

- Unequal spacing between global navigation links in Internet Explorer 5.5. There is too much white space between 'Contact AAIMT' link and 'Continuing Education' link.

Courses

<http://www.aaimt.com/courses.htm>

Medium Priority:

- Coding errors: <script> tag lacks "type" attribute, <link> tag lacks "type" attribute.

Calendar

<http://www.aaimt.com/calendar.htm#top>

High Priority:

- Links have different behavior in Internet Explorer 5.5 and Netscape 6.2. 'Return to top' link does not work at all in Netscape 6.2.

Policies and Fees

<http://www.aaimt.com/policies.htm>

High Priority:

- Broken page title link: <http://www.aaimt.com/Policies%20&%20Fees>. Trying to make a title of the page a link is inconsistent with the rest of the website title pages. The title of the page does not need to be a link here.

Medium Priority:

- Coding error: <script> tag lacks "type" attribute, <link> tag lacks "type" attribute.

- Alignment problems of text in description of grade scale and prorated tuition reimbursement schedule. Only experienced in Netscape 6.2.

Low Priority:

- Typo in the word ‘transcrip’; should be spelled ‘transcript’.
- Change spelling of ‘workdays’ to ‘work days’.
- Typo in the word ‘maniken’; should be spelled ‘manikin’ or ‘mannikin’(and without □).
- Typo in the word ‘apporach’; should be spelled ‘approach’.

Application

<https://www3.security-one.com/aaimt/application.htm>

High Priority:

- The form allows to check all the boxes instead of just one.

Medium Priority:

- Coding error: invalid attribute “name” for tag <input>. Input attribute “name” is also not compatible with tested browsers.

Supplies

<http://www.aaimt.com/supplies.htm>

High Priority:

- Page weight is higher than normal: it is 89k, including code and images. The recommended size is 50k for code and images. The download time is 26 seconds, which is also higher than normal. It is recommended to keep page load times under about 12 seconds. This is due to the large sizes of images that are not optimized. Thus, one of the images’ size is 34k.

Medium Priority:

- Graphics are not properly aligned in Netscape 6.2. There is almost no space between Massage FX image and text.

Contact AAIMT

<http://www.aaimt.com/contact.htm>

Medium Priority:

- Coding error: invalid attribute “name” for tag <input>.

Continuing Education

<http://www.aaimt.com/continuing.htm>

Medium Priority:

- Coding error: <script> tag lacks "type" attribute, <link> tag lacks "type" attribute.