



Remax - Usability Lab

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In this lab, we look at the homepage of Remax.ca. This gateway to the site has some confusing elements, which make the user's initial experience with the site disappointing.



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The screenshot shows the RE/MAX Canada website with a dark blue header containing the logo and a stylized maple leaf. Below the header is a red navigation area divided into three steps:

- 1 CAN WE HELP YOU FIND...**
 - ▶ AN AGENT
 - ▶ AN OFFICE
 - ▶ MORE ABOUT RE/MAX
 - ▶ FIT TO SELL
 - ▶ A RESIDENTIAL PROPERTY
 - ▶ A COMMERCIAL PROPERTY
 - ▶ NEWS & REPORT
- 2 IN WHICH PROVINCE...**

Select A Province
- 3 NOW YOU'RE READY!** **GO ▶**

Before

- non-standard controls make it unclear what will happen when the options in step 1 are clicked (are they links or are they radio buttons?)
- some of these options don't make sense in the context of "Can we help you find..."
- some of the options in step 1 do not require the 2nd and 3rd steps
- it's possible to miss a step, which brings up a nasty Javascript warning
- the Go button is misaligned, making it the eye do more scanning than necessary



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RE/MAX CANADA

1 CAN WE HELP YOU FIND...

A Residential Property An Agent

A Commercial Property An Office

2 IN WHICH PROVINCE...

Select A Province

3 NOW YOU'RE READY!

GO ▶

After

- utilized standard form controls to establish expected behaviour
- most used options are the first to be seen
- options which don't make sense contextually have been moved elsewhere
- latter steps are disabled until the prerequisite steps have been completed, making it impossible to miss a step and negating the need for an error notification
- submit button is directly below the previous steps, making quick scanning easier