

# Usability Review for Westfield Eastgardens Website

([www.westfield.com/eastgardens](http://www.westfield.com/eastgardens))

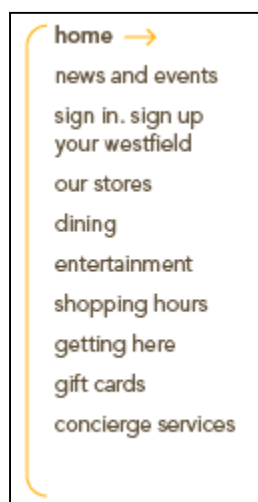
## Navigation Issues

1. Left nav: When looking at the lower level pages there is additional navigation within the body section. This also appears to the left of the body text. Two levels and columns of navigation are unnecessary, take up valuable screen real estate and confuse the eye. This could be solved using DHTML in one single nav element that expands and contracts based on user interaction such as in this example.

This downloads faster as it is code based interaction. It is manageable from the CMS and is more easily updateable because there are no images involved.



2. The order of the links in the left nav seems to be random. News and events should be at the top. The signin link should be made more obvious by moving it up in the list. There is no compelling reason to sign in because the link is buried and practically invisible in the list. Reordering the list could be done similarly to the example below left. Another option would be to move the signin function to the front page and take it out of the left nav altogether such as in the example below right. Signin can be done from the home page. This saves time for the user. Information on the signin page is redundant.



3. Search/Find a Store/Find a Westfield is practically invisible on the page. It gets lost in the layout. The buttons are not immediately visible because the colour usage fades them into the background somewhat. This is the most modern element of this page design. It is a value-adding element of the site and should be made more noticeable. Different colour choices can be used to improve this.

## Accessibility

4. The orange and cream colour combo makes it hard to read the text and the tiny type makes it more difficult again. This is an accessibility issue. Try wherever possible to maintain black or strongly coloured text on white background. Colour backgrounds can be used on items which need to be highlighted for a specific reason.



## Miscellaneous

5. Consistency of core design needs to be maintained from top level to lower level pages. Corporate links appear at the bottom of the front page as in the example below and move to the left on lower level pages as in the example to the right. This basic element should be consistent through all pages. The links should be moved to the left on the front page as well.

