

Heuristic Evaluation Checklist

How to Conduct an Effective Heuristic Evaluation?

- Define the scope of your evaluation
- Know your end-user
- Choose your set of heuristics.
- Set up an evaluation system and identify issues
- Analyze and summarize findings





Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

#	Checklist	Yes	No	N/A	Comments
1.1	Example: Does every display begin with a title or header that describes screen contents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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2

Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

#	Checklist	Yes	No	N/A	Comments
2.1	Example: Do the selected colors correspond to common expectations about color codes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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3 User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue.

Support undo and redo.

#	Checklist	Yes	No	N/A	Comments
3.1	Example: Can users cancel out of operations in progress?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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4

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

#	Checklist	Yes	No	N/A	Comments
4.1	Example: Have industry or company formatting standards been followed consistently everywhere?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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5 Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

#	Checklist	Yes	No	N/A	Comments
5.1	Example: Does the system warn users if they are about to make a potentially serious error?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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6 Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another.

Instructions for use of the system should be visible or easily retrievable whenever appropriate.

#	Checklist	Yes	No	N/A	Comments
6.1	Example: Are prompts, cues, and messages placed where the eye is likely to be looking on the screen?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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7 Flexibility and efficiency of use

Accelerators – unseen by the novice user – may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

#	Checklist	Yes	No	N/A	Comments
7.1	Example: Does the system allow experts to use shortcuts or customize them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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8

Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

#	Checklist	Yes	No	N/A	Comments
8.1	Example: Is only (and all) information essential to decision making displayed on the screen?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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9

Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

#	Checklist	Yes	No	N/A	Comments
9.1	Example: Do error messages suggest the cause of the problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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10

Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

#	Checklist	Yes	No	N/A	Comments
10.1	Example: Do the instructions follow the sequence of user actions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
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Out of space?

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ADAM FARD
abc@adamfard.com