# Heuristic Evaluation of [ProjectName]

Evaluator #A: \_\_\_\_\_\_\_\_\_\_\_

Evaluator #B: \_\_\_\_\_\_\_\_\_\_\_

Evaluator #C: \_\_\_\_\_\_\_\_\_\_\_

Evaluator #D: \_\_\_\_\_\_\_\_\_\_\_

Evaluator #E: \_\_\_\_\_\_\_\_\_\_\_

(These names will be removed before the document is given to the project team.)

## 1. Problem

*[Insert one sentence description of the UI you are evaluating.]*

## 2. Violations Found

**1. [H2-4 Consistency & Standards] [Severity 3] [Found by: A, C, D]**

The interface used the string “Save” on the first screen for saving the user’s file, but used the string “Write file” on the second screen. Users may be confused by this different terminology for the same function. Fix: Use the same string on each screen.

*[..list violations here with a blank line between each -- number from 1 to n, where n is total # of violations]*

## 3. Summary of Violations

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **# Viol.**  **(sev 0)** | **# Viol.**  **(sev 1)** | **# Viol.**  **(sev 2)** | **# Viol.**  **(sev 3)** | **# Viol.**  **(sev 4)** | **# Viol. (total)** |
| [H2-1: Visibility of Status] |  |  |  |  |  |  |
| [H2-2: Match Sys & World] |  |  |  |  |  |  |
| [H2-3: User Control] |  |  |  |  |  |  |
| [H2-4: Consistency] |  |  |  |  |  |  |
| [H2-5: Error Prevention] |  |  |  |  |  |  |
| [H2-6: Recognition not Recall] |  |  |  |  |  |  |
| [H2-7: Efficiency of Use] |  |  |  |  |  |  |
| [H2-8: Minimalist Design] |  |  |  |  |  |  |
| [H2-9: Help Users with Errors] |  |  |  |  |  |  |
| [H2-10: Documentation] |  |  |  |  |  |  |
| **Total Violations by Severity** |  |  |  |  |  |  |
| **Note: check your answer for the green box by making sure the sum of the last column is equal to the sum of the last row (not including the green box)** | | | | | | |

## 4 Evaluation Statistics

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **severity\evaluator** | | **evaluator A** | **evaluator B** | **evaluator C** | **evaluator D** | **evaluator E** |
| level 0 | |  |  |  |  |  |
| level 1 | |  |  |  |  |  |
| level 2 | |  |  |  |  |  |
| level 3 | |  |  |  |  |  |
| level 4 | |  |  |  |  |  |
| **total (levels 3 & 4)** | |  |  |  |  |  |
| **total (all levels)** | |  |  |  |  |  |
| **evaluator # Ex. C** | **# problems found Ex. 7** | | **# problems remaining & problem IDs**  **Ex: 5 (1, 7, 11, 13, 17)** | | | |
|  |  | |  | | | |
|  |  | |  | | | |
|  |  | |  | | | |
|  |  | |  | | | |
|  |  | |  | | | |

Right right-click on the chart and select “Edit Data...”

## Severity Ratings

1. don’t agree that this is a usability problem
2. cosmetic problem
3. minor usability problem
4. major usability problem; important to fix
5. usability catastrophe; imperative to fix

## Heuristics

**[H2-1: Visibility of System Status]**

* keep users informed about what is going on

**[H2-2: Match Between System & Real World]**

* speak the users’ language
* follow real world conventions

**[H2-3: User Control & Freedom]**

* “exits” for mistaken choices, undo, redo
* don’t force down fixed paths

**[H2-4: Consistency & Standards]**

**[H2-5: Error Prevention]**

**[H2-6: Recognition Rather Than Recall]**

* make objects, actions, options, & directions visible or easily retrievable

**[H2-7: Flexibility & Efficiency of Use]**

* accelerators for experts (e.g., gestures, kb shortcuts)
* allow users to tailor frequent actions (e.g., macros)

**[H2-8: Aesthetic & Minimalist Design]**

* no irrelevant information in dialogues

**[H2-9: Help Users Recognize, Diagnose, & Recover from Errors]**

* error messages in plain language
* precisely indicate the problem
* constructively suggest a solution

**[H2-10: Help & Documentation]**

* easy to search
* focused on the user’s task
* list concrete steps to carry out
* not too large