Heuristic Evaluation of [ProjectName]

Evaluator #A: __________
Evaluator #B: __________
Evaluator #C: __________
Evaluator #D: __________
Evaluator #E: __________

(Your TA will remove your names before the document is given to the project team. Use the letters below)

1. Problem
[Insert one sentence description of the project idea and 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 profile, but used the string “Update” 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

<table>
<thead>
<tr>
<th>Category</th>
<th># Viol. (sev 0)</th>
<th># Viol. (sev 1)</th>
<th># Viol. (sev 2)</th>
<th># Viol. (sev 3)</th>
<th># Viol. (sev 4)</th>
<th># Viol. (total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1: Visibility of Status</td>
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<tr>
<td>H2: Match Sys &amp; World</td>
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<tr>
<td>H3: User Control</td>
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<td>H4: Consistency</td>
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<td>H5: Error Prevention</td>
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<td>H6: Recognition not Recall</td>
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<td>H7: Efficiency of Use</td>
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<td>H8: Minimalist Design</td>
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<td>H9: Help Users with Errors</td>
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<tr>
<td>H10: Documentation</td>
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</tbody>
</table>

**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)

*Note that the bottom rows are not calculated by adding the numbers above it.*
4. Evaluation Statistics

<table>
<thead>
<tr>
<th>Severity / Evaluator</th>
<th>Evaluator A</th>
<th>Evaluator B</th>
<th>Evaluator C</th>
<th>Evaluator D</th>
<th>Evaluator E</th>
</tr>
</thead>
<tbody>
<tr>
<td>sev. 0</td>
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<tr>
<td>sev. 1</td>
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<td>sev. 2</td>
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<td>sev. 3</td>
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<td>sev. 4</td>
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<tr>
<td>total (sev. 3 &amp; 4)</td>
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<tr>
<td>total (all severity levels)</td>
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</table>

*Note that the bottom rows are not calculated by adding the numbers above it.*

5. Summary Recommendations

[merge the general recommendations you made here]

**Severity Ratings**

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

H1: Visibility of System Status
- Keep users informed about what is going on

H2: Match Between System & Real World
- Speak the users’ language
- Follow real world conventions

H3: User Control & Freedom
- “Exits” for mistaken choices, undo, redo
- Don’t force down fixed paths

H4: Consistency & Standards

H5: Error Prevention

H6: Recognition Rather Than Recall
- Make objects, actions, options, & directions visible or easily retrievable

H7: Flexibility & Efficiency of Use
- Accelerators for experts (e.g., gestures, kb shortcuts)
- Allow users to tailor frequent actions (e.g., macros)

H8: Aesthetic & Minimalist Design
- No irrelevant information in dialogues

H9: Help Users Recognize, Diagnose, & Recover from Errors
- Error messages in plain language
- Precisely indicate the problem
- Constructively suggest a solution

H10: Help & Documentation
- Easy to search
- Focused on the user’s task
- List concrete steps to carry out
- Not too large