

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

Category	# Viol. (sev 0)	# Viol. (sev 1)	# Viol. (sev 2)	# Viol. (sev 3)	# Viol. (sev 4)	# Viol. (total)
H1: Visibility of Status						
H2: Match Sys & World						
H3: User Control						
H4: Consistency						
H5: Error Prevention						
H6: Recognition not Recall						
H7: Efficiency of Use						
H8: Minimalist Design						
H9: Help Users with Errors						
H10: 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
sev. 0					
sev. 1					
sev. 2					
sev. 3					
sev. 4					
total (sev. 3 & 4)					
total (all severity levels)					

*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