

## Heuristic Evaluation

Date: \_\_\_\_\_

Reviewer: \_\_\_\_\_

Application: \_\_\_\_\_

Test setting (operating system, browser): \_\_\_\_\_

Severity of the problem:

- 0 I do not believe this is a usability issue
- 1 Only a cosmetic problem: does not need to be fixed unless extra project time is available
- 2 Minor usability problem: should be addressed with low priority
- 3 Major usability problem: important to fix, should be a high priority
- 4 Usability catastrophe: must be fixed before the product can be released

### 1. Visibility of System Status

System informs users about what is happening.  
Feedback is quick and unambiguous.

Severity of the problem



Problem

Recommendation

## 2. Match Between the System and the Real World

System uses familiar concepts (e.g., “recycle bin” for files) and familiar vocabulary. Technical terms and error codes are hidden from users.	Severity of the problem  0 1 2 3 4
Problem	Recommendation

## 3. User Control and Freedom

Users can exit dialogs and correct errors. Mistakenly opened dialogs can be canceled. Actions can be undone and redone.	Severity of the problem  0 1 2 3 4
Problem	Recommendation

## 4. Consistency and Standards

Terms and actions have consistent meaning across contexts. Platform conventions are followed.	Severity of the problem  0 1 2 3 4
Problem	Recommendation

## 5. Error Prevention

Typical errors (e.g., incorrect input formats) are prevented (e.g., by showing acceptable formats and instant validation). Users are asked to confirm critical actions.	Severity of the problem  <table><tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr></table>	0	1	2	3	4
0	1	2	3	4		
Problem	Recommendation					

## 6. Recognition Rather than Recall

Minimize memory load. Objects and options are visible. Information needed later remains visible.	Severity of the problem  <table><tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr></table>	0	1	2	3	4
0	1	2	3	4		
Problem	Recommendation					

## 7. Flexibility and Efficiency of Use

Experienced users can use shortcuts to work more efficiently. Frequently performed actions can be customized or shortened.	Severity of the problem  <table><tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td></tr></table>	0	1	2	3	4
0	1	2	3	4		
Problem	Recommendation					

## 8. Aesthetic and Minimalist Design

Dialogs do not contain irrelevant or rarely used information. Important information does not get lost between unimportant details.	Severity of the problem  0 1 2 3 4
Problem	Recommendation

## 9. Help Users Recognize, Diagnose, and Recover from Errors

Error messages use clear language (without error codes). They describe the problem precisely and provide suggestions for solutions.	Severity of the problem  0 1 2 3 4
Problem	Recommendation

## 10. Help and Documentation

Help and documentation are provided when needed. They are easy to search and focus on the user's task. They list the concrete steps to follow.	Severity of the problem  0 1 2 3 4
Problem	Recommendation