Aplicação avaliada:

Avaliada por:

Data:

	Heurística	Dificuldades	Oportunidades de melhoria
1	**Visibility of system status** The system should always keep users informed about what is going on, through appropriate feedback within reasonable time. - Does the design clearly communicate its state? - Is feedback presented quickly after user actions?		
2	**Match between system and the real wo** 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. - Will user be familiar with the terminology used in the design? - Do the design's controls follow real-world conventions?		

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. - Does the design allow users to go back a step in the process? - Are exit links easily discoverable? - Can users easily cancel an action? - Is Undo and Redo supported?		
4	**Consistency and standards** Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions. - Does the design follow industry conventions? - Are visual treatments used consistently throughout the design?		

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. - Does the design prevent slips by using helpful constraints? - Does the design warn users before they perform risky actions?		
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 required to use the system should be visible or easily retrievable whenever appropriate. - Does the design keep important information visible, so that users do not have to memorize it? - Does the design offer help in-context?		

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. -Does the design provide accelerators like keyboard shortcuts and touch gestures? - Is content and funtionality personalized or customized for individual users?		
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. - Is the visual design and content focused on the essentials? - Have all distracting, unnescessary elements been removed?		

9	**Help users recognize, diagnose, and** Error messages should be expressed in plain language (no error codes!), precisely indicating the problem, and constructively suggesting a solution. - Does the design use traditional error message visuals, like bold, red text? - Does the design offer a solution that solves the error immediately?		
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. - Is help documentation easy to search? - Is help provided in context right at the moment when the user requires it?		