

Heuristic	Is the heuristic violated? How?	Severity
1. Visibility of system status The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.	Facebook is always informing users about what is going on within the application itself (notifications, messages, etc). So Facebook does not violate heuristic at this step	
2. Match between system and the real world 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.	Facebook does have a function to change languages according to user's preferences. It also can detect and translate not only normal written/spoken language, but also slangs.	
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.	Facebook has functions to undo user's actions, also clear signs of what is being done, and what not	
4. Consistency and standards Users should not have to wonder whether different words, situations or actions mean the same thing. Follow platform conventions.	Standards at Facebook as far as I can see is pretty high. They have clear wording scheme, signs with colorful text and buttons depends on the purpose and visibility, consistency is witnessed too when I was using Facebook application	
5. Error prevention Even better than good error messages is a careful design which prevents a problem from occurring in the first place.	I might see a problem in Facebook under this matter, sometimes an error prevention for example in accidentally starting a video or sending a random message with a stranger. A little alert saying, 'Do you want to start ... with this person?' would be nice	

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6. Recognition rather than recall Make objects, actions and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.	Facebook is doing quite good in this matter, every time people see an icon with letter F and blue background, it immediately reminds them of Facebook, so no doubt about this aspect	
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.	For this aspect, I would see it as 3.5/5 when it comes to efficiency of use, especially for small kids and older people, Facebook tends to be more understandable for younger people	
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.	Facebook has quite simple design, yet easy to see/use. Not too many information is displayed on the screen and you can actually tell which button do what function	
9. Help users recognize, diagnose and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem and constructively suggest a solution.	Error messages shown on the screen is helpful sometimes	
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.	There is huge documentation about how Facebook is operating and how to efficiently use it, but most people would dive right in and start looking around on their own	