

Heuristische evaluatie - oefening in de les

1= cosmetisch probleem, 2= minor problem, 3 = major problem, 4= catastrophe

Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

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| 1. | Prijzen van de auto's staan op de homepagina, maar niet in welk termijn. Per dag, per week, per maand? | 3 |
| 2. | Op de reserveerpagina staat ook niet in welk termijn de prijzen van de auto's moet worden betaalt. | 3 |
| 3. | Wanneer je je klikt op '[+] Bekijk auto details', dan staat er een korte omschrijving vanuit het oogpunt van de websitebeheerder. Bijvoorbeeld "Een hoge en stoere SUV auto met veel ruimte en comfort.". Dit zijn geen details over de auto, maar een beschrijving. | 2 |
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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.

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| 1. | Je kan de website alleen vertalen naar het Engels, maar geen Papiaments (de hoofdtal van Curaçao). | |
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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.

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Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

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| 1. | Wanneer je over 'Reserveren' hovert in de header, komt er een lijst met 'Extra's' en 'Bekijk en Boek'. Bij 'Extra's' is het niet duidelijk om wat voor extra's het gaat. Bij 'Bekijk en Boek' verwacht je dat je eerst een lijst met auto | |
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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.

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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 for use of the system should be visible or easily retrievable whenever appropriate.

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| 1. | Alle knoppen met 'Reserveren' op de homepagina leiden naar dezelfde pagina. Namelijk een pagina waar opnieuw wordt gevraagd naar welke auto je wilt kiezen. Dit is onnodig en kan voor verwarring zorgen bij de gebruiker. | 3 |
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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.

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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.

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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.

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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.

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