EVALUATOR NAME			
PRODUCT NAME AND URL			
TASK DESCRIPTOR*			
SCENARIO OF USE**			
Heuristic	**Is the heuristic supported or violated? How?**	**Severity of violation** **0=no problem, 1=cosmetic, 2=minor, 3=major, 4=catastrophic**	**Design Recommendations (what could you do to fix or improve)**
1. Visibility of system status The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.			
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.			
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.			
4. Consistency and standards Users should not have to wonder whether different words, situations or actions mean the same thing. Follow platform conventions.			
5. Error prevention Even better than good error messages is a careful design which prevents a problem from occurring in the first place.			
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.			
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.			
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.			
9. Help users recognise, diagnose and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem and constructively suggest a solution.			
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.			
11. Sustainability behaviours Does it support SHIFT? Social approval, Habit formation, Individual-self, Feelings & emotions, cognitive Factors, Tangibility			
Any other comments / observations			

https://www.nngroup.com/articles/ten-usability-heuristics/#poster

++NOTE++

* **Task descriptions** for your HE are functional e.g. ***"Find information about your assignments on Module CSC8022 in Canvas"***

Scenarios are a little more expanded and give more background information for the evaluator, who the user is, context and motivation e.g.
"A postgraduate student at Newcastle University has just started a new module and wants to find out what their assignments will be so they can organise their time."

Example scenarios https://www.usability.gov/how-to-and-tools/methods/scenarios.html (Links to an external site.)

The reason we include a scenario for heuristic evaluations is because the evaluator is usually a professional in UX / usability or IXD expert. They will not necessarily be the actual intended user of a particular product or service. Obviously in our case here you are the intended user, the student, but it is good practice for HEs to write a scenario as this may not always be the case.

SUSTAINABILITY HEURISTICS

Kalviainen M. (2021) Heuristics in Design for Sustainable Behavior Change. In: Cordan Ö., Dinçay D.A., Yurdakul Toker Ç., Öksüz E.B., Sem izoğlu S. (eds) Game + Design Education. Springer Series in Design and Innovation, vol 13. Springer, Cham. https://doi.org/10.1007/ 978-3-030-65060-5_9

SHIFT FRAMEWORK (pg114/5)

"Behavior should appear to be **socially approved**, desirable and visible and include socially observable commitments or competitions which would encourage consumers towards sustainable action.

Habit formation requires breaking down earlier habits during shifts in life contexts or by instigating penalties but supporting new, desired habits by making them cheap, easy to do or offering feedback, prizes and reminders.

Effective sustainable behavior is derived from the **individual self**, including personal norms, self-expectations, and self-standards concerning personal obligations and through self-efficacy.

Pro-environmental behavior related **feelings and emotions** includes pride in self-efficacy. Guilt should be emphasized only in subtle ways. Fear easily leads to avoidance, so hope should be emphasized as a positive coping resource.

Cognitive factors include understanding possible types of sustainable consumer behavior and the reasons they have an impact.

As ecological consumer behaviors involve putting aside proximal, immediate, and individual benefits, and engaging in distal, future-focused, and other-oriented ones, **tangibility**, highlighting specific outcomes, steps, and future benefits are important.

Additionally, the SHIFT framework encourages the use of **combinations of factors** to achieve desirable impacts [16]. Visual, sensual, identity related and social elements connect also to the emotional feel of activities especially important in the crucial initial phase of the change processes."