**Example Heuristic Evaluation Form**

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Prototype: LinedUp

Date:

**Evaluation**

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| --- | --- | --- | --- |
| **Frame/Page** | **Heuristic violated** | **Severity** | **Description / Comment** |
| Sign up | User control and freedom | 3 | Consider asking user to send one request for both university and faculty. In the worst case he/she must send two separate requests in two different moment. |
| Next button | Flexibility and efficiency of use | 3 | Reconsider colors |
| Sign up | Match between the system and the real world | 2 | Usually systems ask for name/surname or first name/last name |
| Calendar /date of birth) | Flexibility and efficiency of use | 3 | Set the calendar so that users must not go back from 2020 to their year of birth. |
| Report new queue | Recognition rather than recall | 3 | Provide support for the abbreviations (For example the meaning of DIAG). |
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**Heuristics used**

1. Visibility of system status
2. Match between the system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognize, diagnose and recover from errors
10. Help and documentation

0 = I don’t agree that this is a usability problem at all

1 = Cosmetic problem only

2 = Minor usability problem

3 = Major usability problem

4 = Usability catastrophe