

User Interface Design Principles (“Heuristics”)

Nielsen: Original 10 Usability Heuristics (1990)

Simple and natural dialogue

Clearly marked exits

Speak the user’s language

Shortcuts

Minimize memory load

Good error messages

Consistency

Prevent errors

Feedback

Help and documentation

Previously, published guidelines had hundreds or thousands of rules

Nielsen: Revised 10 Usability Heuristics

(based on extensive empirical testing)

*Visibility of system status
(i.e. feedback)

Match between system and the
real world (speak the user's
language)

*User control and freedom
(undo, redo, clear exits)

*Consistency and standards

*Error prevention

Recognition rather than recall
(minimize memory load)

*Flexibility and efficiency of
use (includes shortcuts,
macros)

Aesthetic and minimalist
design

*Help users recognize,
diagnose and recover from
errors

Help and documentation

* Also included in Shneiderman's 8 golden rules

A quick insight on Jakob Nielsen's 10 Usability Heuristics for Interface Design

- ◆ <http://www.nngroup.com/articles/ten-usability-heuristics/>
- ◆ <https://www.youtube.com/watch?v=hWc0Fd2AS3s>