Nielsen Norman Group

**Heuristic Evaluation**

**Workbook**

Use this workbook to conduct your own heuristic evaluation.

For each of Jakob’s 10 Usability Heuristics, look for specific places where the interface fails to adhere to the guideline. Write your recommendations for how to fix those usability issues.

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

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| Nielsen Norman Group  **Heuristic Evaluation**  **Workbook** | Evaluator:China Jecoliah C Abad  Date:May 19 2025  Product:Store Inventory  Task: Evaluate |

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Issues

Recommendations

Issues

Recommendations

# Visibility of System Status

**The design should always keep users informed about what is going on, through appropriate feedback within a reasonable amount of time.**

Everything the user needs to see is easy to find. The system does a good job of showing notifications and error messages clearly and quickly.

I see that there is no need for improvements necessary for this area

Does the design clearly communicate its state? Is feedback presented quickly after user actions?

2

**Match Between System and the Real World**

would help if the wording were simpler and more user-friendly. Fixing the grammar would also make the messages look more professional.

Some of the messages include terms like “DB” that might not make sense to regular users. A few messages also have grammar mistakes.

**The design should speak the users' language. Use words, phrases, and concepts familiar to the user, rather than internal jargon. Follow real-world conventions, making information appear in a natural and logical order.**

Will user be familiar with the terminology used in the design? Do the design’s controls follow real-world conventions?

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## User Control and Freedom

A simple confirmation pop-up before clearing the data would give users a chance to stop if they clicked by mistake.

There’s no confirmation prompt when a user tries to clear the data, so it’s easy to delete everything by accident.

**Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process.**

Does the design allow users to go back a step in the process?

Are exit links easily discoverable?

Can users easily cancel an action? Is *Undo* and *Redo* supported?

4

### Consistency and Standards

Try to stick with terms that most people would understand. Consistency in wording goes a long way in making the system easier to use.

Some words used in the system might be unfamiliar to everyday users — they feel more like developer terms.

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

Does the design follow industry conventions?

Are visual treatments used consistently throughout the design?

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#### Error Prevention

It would be better to show the error messages right next to the input fields where the problems happened, so users can spot and fix them faster.

Error messages appear at the top of the screen, so they’re easy to miss, especially when the issue is somewhere else on the page.

**Good error messages are important, but the best designs carefully prevent problems 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.**

Does the design prevent slips by using helpful constraints?

Does the design warn users before they perform risky actions?

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Nothing to fix here; this part of the system is working well.

**Recognition Rather**

No real problems here — the layout is clean, and users can find what they need without having to remember anything complicated.

**Than Recall**

**Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed.**

Does the design keep important information visible, so that users do not have to memorize it? Does the design offer help in-context?

7

Adding some shortcuts or time-saving tools would make the system more efficient for people who use it often.

**Flexibility and Efficiency of Use**

There aren’t any keyboard shortcuts or quick actions to help experienced users work faster.

**Shortcuts — hidden from novice users — may speed up the interaction for the expert user such that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.**

Does the design provide accelerators like keyboard shortcuts and touch gestures? Is content and funtionality personalized or customized for individual users?

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**Aesthetic and Minimalist Design**

No changes needed here. The minimalist design is one of the system’s strengths.

The design is simple and focused — there’s nothing unnecessary that gets in the way.

**Interfaces should not contain information that is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility.**

Is the visual design and content focused on the essentials?

Have all distracting, unnescessary elements been removed?

9

**Help Users Recognize, Diagnose, and Recover from Errors**

Adding cancel or undo buttons would make the system more forgiving and user-friendly.

There’s no way to cancel or undo certain actions, which could be frustrating if a user makes a mistake.

**Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.**

Does the design use traditional error message visuals, like bold, red text?

Does the design offer a solution that solves the error immediately?

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##### 10 Help and Documentation

**It’s best if the system doesn’t need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.**

Including a simple help section or guide could be a big help, especially for new or forgetful users.

There’s no built-in help or support feature. While the system is easy to use, some users might still need a little guidance.

Is help documentation easy to search?

Is help provided in context right at the moment when the user requires it?