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.

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Heuristic Evaluation Workbook

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Product: Mobile Store Management System
Task: Client - Secure Login and

1

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.

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

Issues

After clicking the "Register" button, there is a loading animation, but no message appears to confirm if the registration was successful or failed. Users are left unsure of what happened next.

Recommendations

Add clear and timely feedback messages such as "Registration successful" or "Something went wrong, please try again later." This gives users confidence that the system is working properly.

2

Match Between System and the Real World

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?

Issues

Recommendations

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3

User Control and Freedom

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?

Issues

During registration, there is no visible option for the user to cancel the process or return to the homepage. If the user changes their mind, they are stuck on the same screen.

Recommendations

Add a "Cancel," "Back," or "Return to homepage" button so users feel in control and can easily exit the current action.

4

Consistency and Standards

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?

Issues

The login section only shows "Login," and there is inconsistency in labeling and button styles across different pages. There's also no standard separation between login and sign-up areas.

Recommendations

Follow consistent design language by using the same font, colors, and naming conventions (e.g., always using "Log In" and "Sign Up") across all client pages.

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Error Prevention

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?

Issues

The contact number field accepts letters, and the email field allows input even without an "@" symbol or domain name. This can lead to incorrect or fake entries being submitted. -No realtime feedback after the fill up.

Recommendations

Add strong input validation. The contact field should only allow numeric input, and the email field should require a valid format. Show warning messages like "Please enter a valid email address."

6

Recognition Rather 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?

Issues

There are no hints or examples to help the user understand what kind of input is expected in each field. For example, there is no indication that the email needs an "@" or that the contact number should be 11 digits.

Recommendations

Provide placeholder examples inside form fields (e.g., "example@gmail.com", "09XXXXXXXXX") and add small text instructions below the input when necessary.

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Flexibility and Efficiency of Use

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?

Issues

There's no "Remember me" option to make future logins faster.

Recommendations

Add a checkbox for "Remember me" so users who frequently access the site don't need to type their information every time.

8

Aesthetic and Minimalist Design

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?

Issues

The page is too minimal, and it lacks important buttons like "Sign Up." The form doesn't feel complete, and some labels look plain or unclear.

Recommendations

Keep the layout clean but complete. Include essential elements like properly labeled input fields, buttons, and brief messages. Use proper spacing and visual hierarchy for clarity.

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Help Users Recognize, Diagnose, and Recover from Errors

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?

Issues

When a user tries to register and the system fails, the only feedback is "An error occurred." This message is vague and unhelpful, especially when there's no explanation of what caused it.

Recommendations

Improve error messages by specifying what went wrong (e.g., "Email already exists" or "Server is unavailable"). This helps users fix the issue and try again properly.

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.

- Is help documentation easy to search?
- Is help provided in context right at the moment when the user requires it?

Issues

There is no link or tooltip that explains how to properly fill out the form or what format is accepted for the inputs.

Recommendations

Add short inline guides or a small help icon beside each field that users can hover over or click to see sample inputs or explanations (e.g., "Your email must contain @ and a domain").