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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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Heuristic Evaluation Workbook

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Product: Mobile Store Management System
Task: Client Homepage

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

There is no visible indication of what the current system status is, whether the user is logged in, or any loading indicators.

Recommendations

Add a status bar or loading spinner when data is being fetched. And also show logged-in user information and system notifications visibly.

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

Some labels or section names might not align with common terms customers expect an example of that is unclear navigation terms. Icons and categories may not reflect typical real-world shopping language.

Recommendations

Use plain language like "My Orders" instead of technical terms. And replace any abstract icons with more relatable imagery an example like; a shopping bag for orders.

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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

None

Recommendations

None

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

Icons, buttons, and labels may not be consistent in size, placement, or color.

Recommendations

Maintain a consistent style guide like fonts, button shapes, colors.

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5

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

None

Recommendations

None

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

Users must navigate or guess icons or links to find what they need.

Recommendations

Add labels to all icons.

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7 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	Recommendations
No shortcuts or customization options apparent.	Allow users to bookmark or prioritize frequently used actions.

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, unnecessary elements been removed?

Issues	Recommendations
The page might contain too much visual clutter or irrelevant images and the layout may be unbalanced or poorly organized.	Simplify the layout only essential information should be shown. Group related content and use whitespace effectively.

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9

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	Recommendations
None	None

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	Recommendations
No help button, FAQ, or onboarding tutorial present.	Add a help icon or "Need Help?" section linking to FAQs.