

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.

Heuristic Evaluation Workbook

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Product: Mobile Store Management System
Task: Admin – Secure Login/Logout

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

The system provides visual feedback during login and logout (e.g., redirects properly), which is good.

Recommendations

No critical issue, but it would be better to add a brief “Login successful” or “Logged out” notification to clearly confirm the action.

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

Heuristic Evaluation Workbook

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

There is a logout option available, which is good.

Recommendations

You could add a "Cancel" or "Back" button on the login page in case the user wants to return to the homepage or client side.

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

Recommendations

Heuristic Evaluation Workbook

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

Recommendations

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

The field labels like “Username” and “Password” are visible, making the form easy to use.

Recommendations

You can add a placeholder example in the username field for clarity (e.g., “admin123”).

Heuristic Evaluation Workbook

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 functionality personalized or customized for individual users?

Issues

Missing “Remember Me” option, which could make logins easier for frequent admin users.

Recommendations

Add a “Remember me” checkbox to save login credentials locally (with user permission), so the admin doesn’t have to retype 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, unnecessary elements been removed?

Issues

Recommendations

Heuristic Evaluation Workbook

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

The system shows a basic error message when the wrong credentials are used.

Recommendations

Improve the error message by specifying the issue, such as “Incorrect username or password.”

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’s no visible link for help or “Forgot password?”

Recommendations

Add a small link or icon for admin users to recover their account if they forget their login details.