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: Employee Management System

Task: Test feature for **RESPONSIVE DESIGN**

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 does not show how it behaves on different screen sizes because it only works in a fixed size on a laptop.

Recommendations

Add features to show or adjust how the system will look on smaller screens or different devices.

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

The system is designed only for laptops and desktops, not for phones or tablets.

Recommendations

Use flexible layouts that can change automatically to fit phones, tablets, and other screen sizes.

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● 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

Users cannot resize the window or switch to a mobile-friendly view because the system runs only on a laptop in a fixed size.

Recommendations

Allow the system to resize properly and add a mobile view option for users on different devices.

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

Since the system does not support resizing, it does not follow modern web standards for responsive design.

Recommendations

Use standard web design techniques (like media queries) to keep the layout consistent on all screen sizes.

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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

Users may not be able to use the system properly on smaller screens or mobile devices because it does not support them.

Recommendations

Make sure the system adapts well to different devices so users do not face errors or miss information.

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

Because the system cannot change its layout, it might be hard to find buttons or menus on different screen sizes.

Recommendations

Keep important controls always visible and easy to find on all devices.

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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

The system only works on laptops via XAMPP and does not support tablets, phones, or smaller screens.

Recommendations

Add flexible design so the system can be used efficiently on many devices.

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 fixed layout may look crowded or hard to use if forced into smaller spaces, but there is no support to handle this.

Recommendations

Design the system to hide or collapse less important information on small screens for a cleaner look.

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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

There is no message or help that explains the system works only on laptops and not on mobile devices.

Recommendations

Add clear notes or messages to inform users about device support or improve the system to handle all devices.

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

No documentation explains that the system is only designed for laptop use through XAMPP and is not mobile-responsive.

Recommendations

Provide clear help materials that explain this limitation or update the system to support mobile devices.