

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/>

Nielsen Norman Group

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**Heuristic Evaluation
Workbook**

Product: Employee Management System

Task: Department and Designation
Management

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

- No confirmation or feedback when adding / updating / deleting departments / designations.
- Page reloads silently, leaving users uncertain whether the action succeeded.

Recommendations

- Add toast / pop-up notifications for success / error actions.
- Use loading indicators during database operations to show progress.

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 term "Designation" may be confusing for some users; "Job Title" is more commonly understood.
- Table headers and form labels use developer-centric terms.

Recommendations

- Use clearer labels like "Department Name" instead of just "Department".
- Replace technical jargon with industry-friendly terms.

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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

- No undo feature or confirmation prompt when deleting items.
- Clicking the delete icon immediately removes data.

Recommendations

- Implement an "Undo" feature for a few seconds post-deletion.
- Add a confirmation dialog before deletion.

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

Inconsistent styling between buttons .

Recommendations

Use a consistent color, layout, and button style across modules.

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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

Forms allow submission with empty fields or invalid input like duplicate department names.

Recommendations

Implement frontend and backend validations for required fields and duplicates.

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 remember which designations belong to which departments.

Recommendations

Display department name contextually when managing designations.

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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 functionality personalized or customized for individual users?

Issues

No keyboard shortcuts or batch operations for managing multiple entries.

Recommendations

Provide keyboard shortcuts for form navigation and common tasks.

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

UI is cluttered with dense tables and minimal spacing.

Recommendations

Improve spacing, padding, and group related elements visually.

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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

System messages are generic .

Recommendations

Use descriptive System messages .

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 in-app help, tooltips, or guidance for managing departments/designations.

Recommendations

Add tooltips or inline help icons next to fields and buttons.