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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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Product: Employee Management System
Task: Validation and Error Handling

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	Recommendations
The system does not provide any feedback or confirmation message after performing actions such as clicking the "Add Employee" or "Export" buttons.	The system should display clear and immediate feedback messages, such as a success notification when an employee is added or an error message if the action fails, to inform users about the result of their actions.

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
The label "Designation" might be unclear for some users who are not familiar with HR terms; simpler wording like "Job Title" might be more intuitive for general users.	The system should replace the term "Designation" with a more commonly understood label such as "Job Title" to better match the language and expectations of general users.

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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	Recommendations
There is no "undo" or "redo" functionality for operations such as deleting an employee or editing details.	Add a “Back” button or allow breadcrumb navigation to let users return to the previous screen without losing control.

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
Inconsistent wording, varied error display methods, non-standard icons, inconsistent colors and visual styles.	Standardize wording, unify error display inline, use industry-standard icons, apply consistent colors and visuals.

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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	Recommendations
Lack of input constraints, no confirmation prompts for risky actions.	Implement input constraints to prevent errors, add confirmation dialogs before risky actions.

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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-

Issues	Recommendations
Important info hidden or requires memory, lack of in-context help.	Keep key information visible, provide contextual help near relevant elements.

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context?

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 gestures, lack of personalization features.	Add accelerators for expert users, enable customization and personalization options.

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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	Recommendations
Cluttered interface, presence of unnecessary elements.	Simplify visuals, remove non-essential content for clearer focus.

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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	Recommendations
Technical error messages, vague problem descriptions, no immediate solutions.	Use clear, plain-language messages with standard visuals, provide actionable solutions or guidance.

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
The system lacks accessible, searchable help documentation, and its error messages are vague—often just stating "An error occurred" without guidance—leaving users confused and unsupported.	Develop clear, searchable help documentation that users can quickly access to find answers.