

# 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.

Nielsen Norman Group

Heuristic Evaluation  
Workbook

Evaluate the System

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Employee Management System

Product: Task:

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?

Iss

the navbar is not operational when the window is minimized which indicate that the system design is not responsive.

Recommendations

make the system design responsive so that even if the user is using a mobile device he/she can still use the system.

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

Iss

it has issues like, including a lack of contextual help for terms and actions, potentially confusing button colors, limited search functionality, no confirmation dialogs for deletions, and a weak visual hierarchy that makes navigation difficult.

Recommendations

To enhance usability, it is recommended to add tooltips for clarity, use consistent button colors with clear labels, improve search functionality with advanced filters, implement confirmation prompts for deletion actions, and strengthen visual hierarchy through better font sizes and spacing.

real-world conventions?

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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

it has no support for undo or redo functionality.

### Recommendations

To improve user control and freedom, it is recommended to implement undo and redo features to enhance user experience and facilitate error correction.

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## 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

The Employee Management System has issues with consistency and standards, particularly due to insufficient differentiation of action buttons. This can confuse users about the functions of similar-looking buttons.

### Recommendations

To improve consistency and standards, it is recommended to enhance the visual clarity of action buttons and maintain consistent styles and labels throughout the design. This will help ensure that users can easily understand and navigate the interface.

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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

It does not implement helpful constraints to minimize user errors, nor does it provide confirmation prompts for actions that could lead to significant changes or deletions. This increases the likelihood of mistakes occurring.

### Recommendations

it is recommended to incorporate input validation to ensure required fields are filled out and to implement confirmation prompts for risky actions. This will help users reconsider their choices before committing to actions that could lead to errors.

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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

### Issues

Important information, such as field labels and options, may not always be visible, requiring users to remember details from different parts of the interface. Additionally, there is a lack of in-context help or tooltips to assist users when needed.

### Recommendations

it is recommended to ensure that key information is always visible and easily accessible within the interface. Additionally, providing in-context help or tooltips will assist users without requiring them to search for information, thereby reducing their cognitive load.

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in-context?

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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

there is no option for users to customize or personalize frequent actions.

### Recommendations

allowing users to customize their interface and frequently used actions will cater to individual preferences and improve overall usability.

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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, unnecessary elements been removed?

### Issues

it contain irrelevant information and visual clutter, distracting users and reducing the visibility of essential content.

### Recommendations

the interface should prioritize essential information and functionality while removing unnecessary elements. This will create a clearer and more efficient user experience, making navigation easier for users.



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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

It appears to utilize technical language or error codes that can be difficult to understand. Furthermore, the absence of traditional error message visuals, such as bold red text, may contribute to user confusion.

### Recommendations

To enhance user experience with errors in the System, error messages should be written in plain language, clearly indicating the problem without technical jargon. Additionally, constructive solutions should be provided to help users resolve issues quickly. This approach will empower users to navigate and recover from errors more effectively.

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## 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

The Employee Management System has several issues that impact user experience, including a lack of intuitiveness, difficulty in searching help documentation, and the absence of contextual assistance.

### Recommendations

To address these problems, it is recommended to enhance the system's intuitiveness, improve the search functionality of the documentation, and implement contextual help to provide timely support when users encounter challenges.