Heuristics Evaluation for Playability

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| Problem Category | Key Issues | Example |
| 1. Provide consistent responses to the user’s actions. |  |  |
| 1. Allow users to customize video and audio settings, difficulty and game speed. |  |  |
| 1. Provide predictable and reasonable behavior for computer controlled units. |  |  |
| 1. Provide unobstructed views that are appropriate for the user’s current actions |  |  |
| 1. Allow users to skip non-playable and frequently repeated content. |  |  |
| 1. Provide intuitive and customizable input mappings. |  |  |
| 1. Provide controls that are easy to manage, and that have an appropriate level of sensitivity and responsiveness. |  |  |
| 1. Provide users with information on game status. |  |  |
| 1. Provide instructions, training, and help. |  |  |
| 1. Provide visual representations that are easy to interpret and that minimize the need for micromanagement. |  |  |