**Page ID**: **#.# Heuristic Evaluation - Participatory**

# Primary Content

**Description -- i.e., What it is:**

Enter the **Title** of the **Method** here (REQUIRED).

**Heuristic Evaluation - Participatory**

**Description**

Enter the **Description** here (REQUIRED).

An extension of a traditional heuristic evaluation in which user experience (UX) practitioners partner with work-domain experts to assess a system's design.

In a traditional heuristic evaluation, one or more reviewers, preferably experts, compare a software, documentation, or hardware product to a list of design principles (commonly referred to as heuristics) and identify where the product follows and does not follow those principles. The participatory heuristic evaluation is used for the assessment of highly technical or complex systems where domain expertise is crucial.

The addition of work-domain experts in the participatory heuristic more readily affords the assessment of:

* Task flow
* Suitability of the design to the task
* Suitability of the design to the user

**Recommended Uses**

Enter the **Recommended Use** here. If there are no details, insert N/A or TBD.

* To identify issues within the operational environment of the system when pre-existing design solutions and/or those of the competitors are available.
* To evaluate versions of the user interface at one or more timepoints during the iterative design cycle.

**Limitations**

Enter the **Limitations** here. If there are no details, insert N/A or TBD.

* Domain experts may not be able to add any further information to that of the heuristic evaluation of the usability experts, because of their lack of understanding of usability principles and rationale.
* The limited availability of work-domain experts may limit the number of expert evaluators that can be used, greatly reducing the number and scope of usability problems that can be found.
* Does not include interaction with intended users of the product or application. As a result, it may identify issues that are not pertinent to the intended user and may miss issues that impact end user performance.
* Not a substitute for a usability test, as the two methods often uncover different types of usability issues.

**Outcomes**

Enter the **Outcomes** here. If there are no details, insert N/A or TBD.

* A list of potential usability problems along with their associated design violations, typically categorized by severity, illustrated with screenshots, and design recommendations.

**Required Skills and Expertise**

Enter the **Required Skills** **and Expertise** here. If there are no details, insert N/A or TBD.

* Usability experts identify more issues than non-experts, but with training, non-experts are able to identify usability problems (Nielsen, 1992).
* Inclusion of domain experts central to the participatory heuristic evaluation.

**How to Proceed**

If there are no details, insert TBD.

* **How-To Guide.** Review step-by-step instructions on how to conduct a participatory heuristic evaluation and access tools and instruments to support your evaluation.
* **Schedule a Consult.** Connect with a usability specialist for support on your project.

[BEGIN: How to Do It]

**Introduction**

Enter the **Introduction** here (REQUIRED).

N/A

**Procedure**

Enter the **Steps** here. (Required).

N/A

**Tools**

If there are no details, insert N/A or TBD.

* N/A

[END: How to Do It]

**Author**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* Human Factors Engineering (HFE), Office of Health Informatics, Veterans Health Administration

**Sources**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* N/A

**References**

Enter the **REFERENCES** here. If there are no details, insert N/A or TBD.

* Nielsen, J. (1992). Finding usability problems through heuristic evaluation. *Proceedings of the SIGCHI conference on human factors in computing systems* (Monterey, CA): 373-380.