



## Heuristic Evaluation Checklist

Evaluator [1]		Type of device		Task / Feature [2]	
Product		Screen location [3]			
	I am inspecting the interface alone	STEP 1 [4]	STEP 2 [5]	Optional [6]	
HEURISTICS	DESCRIBE ISSUE <small>focus on generating all the problems first [7]</small>	RATE IMPACT [8]	RECOMMENDATION <small>(how can it improve? jot down ideas freely) [9]</small>		
<b>1. Visibility of system status</b>					
Are you able to tell what's going on and where you are within the system after each interaction?					
<b>2. Match between the system and the real world</b>					
Does the system's language, logic and operations echo your target user's real-world experiences?					
<b>3. User control and freedom</b>					
Is it possible for the users to undo, redo, edit, or exit a command after they have initiated it?					

<b>4. Consistency and standards</b>			
Does the system's language, layout and commands follow the conventions of similar systems?			
<b>5. Error prevention</b>			
Did you encounter errors that you think could be preventable by providing constraints or feedback?			
<b>6. Recognition rather than recall</b>			
Can inexperienced users with no previous knowledge of the system operate the interface easily?			
<b>7. Flexibility and efficiency of use</b>			
Are there shortcuts for experienced users to accelerate frequent actions or access personalized information?			
<b>8. Aesthetic and minimalist design</b>			
Is the important information visible? Is there visual clutter or lack of information hierarchy?			



[1] To avoid biases, ideally the evaluator should be someone who isn't involved in creating the system.

[2] Define the user tasks you want to test and priorities them based on their importance.

You can begin by thinking: what are the most common actions on the interface you are evaluating?

[3] The location of the interface you're currently evaluating, i.e. "landing page" or the "add a post screen."

[4] Focus on generating all the problems first, before you start rating the severity.

[5] Wait until all the problems found are captured by this list, and then start to rate the severity of each problem.

[6] The focus of a heuristic evaluation is to identify the list of potential usability problems.

Only jot down recommendations or insights if they happen to come to mind during the evaluation.

Don't spend additional time pondering on it.

[7] Be specific.

i.e. Writing "text is too small, and has poor contrast (black text on dark green background)" is much more tangible than "text is unreadable."

[8] Wait until all the problems found are captured by this list, and then start to rate the severity of each problem.

You will find the "Impact Scale" at the bottom of this list.

[9] How might you improve the usability issue discovered? If you don't have any ideas yet, continue with the evaluation.

Our priority here is to come up with the list of violations first.

[10] What are some complementary heuristics that this specific type of product interface might also include in this study?

Did you find any usability issues and abstract principles that you could learn from testing and analyzing existing products?