

Design Principles

Does the system always keep users informed about what is going on, through appropriate feedback within reasonable time?

Inspired by Jacob Nielsen's 'Visibility of system status' heuristic -[UseIt](#)

Does the system speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms?

Inspired by Jacob Nielsen's 'Match between system and the real world' heuristic -[UseIt](#)

Are the 'emergency exits' clearly marked so that users can leave unwanted states without having to go through an extended dialogue?

Inspired by Jacob Nielsen's 'User control and freedom' heuristic -[UseIt](#)

Is it clear whether different words, situations, or actions mean the same thing?

Inspired by Jacob Nielsen's 'Consistency and standards' heuristic -[UseIt](#)

Does the design prevent problems from occurring in the first place?

Inspired by Jacob Nielsen's 'Error prevention' heuristic -[UseIt](#)

Are objects, actions, and options visible?

Inspired by Jacob Nielsen's 'Recognition rather than recall' heuristic -[UseIt](#)

Are accelerators available for expert users such that the system can cater to both inexperienced and experienced users?

Inspired by Jacob Nielsen's 'Flexibility and efficiency of use' heuristic -[UseIt](#)

Do dialogues contain only information which is relevant or frequently needed?

Inspired by Jacob Nielsen's 'Aesthetic and minimalist design' heuristic -[UseIt](#)

Are error messages expressed in plain language? Do they precisely indicate the problem, and constructively suggest a solution?

Inspired by Jacob Nielsen's 'Help users recognize, diagnose, and recover from errors' heuristic -[UseIt](#)

Is help information easy to search, focused on the user's task, and does it list concrete steps to be carried out?

Inspired by Jacob Nielsen's 'Help and documentation' heuristic -[UseIt](#)

Is the page load time reasonable?

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Is the text-to-background contrast adequate?

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Does the font size/spacing make text easy to read?

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Is Flash and other add-ons used sparingly?

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Does the site have a custom 404 page?

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Is the homepage digestible in 5 seconds?

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Is there a clear path to contact information?

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Is the main navigation easily identifiable?

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Are navigation labels clear and concise?

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Is the search tool easy to access?

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Are major headings clear and descriptive?

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Is critical content above the fold?

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Are URLs meaningful and user-friendly?

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Are icons self-explanatory?

Submitted by an anonymous user.