

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.

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EVALUATOR:

DATE:

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?

Issues

No feedback when submitting forms or navigating pages.

Search and booking actions do not show progress/loading indicators

Recommendations

Add loading spinners or progress bars.

Provide confirmation messages after successful actions like booking

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 real-world conventions?

Issues

Use of unclear or technical terms like "Timetable Index."

Recommendations

Replace with familiar words like "Train Schedule," "Search," and "Book Ticket."

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3

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

Users can't undo selections easily.

No "Back" or "Cancel" buttons on forms.

Recommendations

Provide an undo option before final confirmation.

Add "Back" and "Cancel" options.

4

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

Inconsistent font sizes between Sinhala and English.

Layout varies across pages.

Recommendations

Use consistent styling and layout system throughout the site.

Align text and components uniformly.

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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

Forms allow submission without required fields.

No confirmation before final booking.

Recommendations

Validate forms before submission.

Ask for confirmation before committing actions like booking or cancelling.

6

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 in-context?

Issues

Users must remember station names manually.

Lack of suggestions or history

Recommendations

Use station name autocomplete.

Show recent searches or popular routes

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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

No quick access for frequent users.

All users follow same long process.

Recommendations

Allow users to save favorite routes.

Provide shortcuts for logged-in users.

8

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

Empty space on screens

Unnecessary links and clutter.

Recommendations

Use full screen effectively.

Remove distractions and focus on main tasks

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9

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

Error messages are unclear.

No guidance for correction.

Recommendations

Use clear language like “Please enter a valid date.”

Provide suggestions to fix the problem.

10

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

Users don’t get help when confused.

Recommendations

Show tooltips or brief help messages near forms.