

UX Heuristic Evaluation Worksheet

Heuristics listed are the “classic” 10 Usability Heuristics developed by the Nielsen Norman Group.

Heuristic	Comments
Visibility of system status <i>The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.</i>	
Match between system and the real world <i>The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.</i>	<ul style="list-style-type: none">- The use of globe means that it has the relevant information for all around the world/targeted for people all around the world.
User control and freedom <i>Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.</i>	
Consistency and standards <i>Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.</i>	
Error prevention <i>Even better than good error messages is a careful design which prevents a problem 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.</i>	

<p>Recognition rather than recall Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.</p>	
<p>Flexibility and efficiency of use Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.</p>	<ul style="list-style-type: none"> - Based on the prototype, user can only choose to select country to view the bar-chart. It would be better to include filters to find a certain result that user wants to see.
<p>Aesthetic and minimalist design Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.</p>	<ul style="list-style-type: none"> - The design based on the paper prototype is very simple, there is only the globe and the drop-down box to select country to view the bar-chart. - It would be better to put the globe to the middle of the website and the drop-down box before the globe (at the top) - Insufficient relevant information on the website, there should be texts stating the purpose of the website, giving users an idea of the aim of the website. For example, "in this world, there are ... number of people contracted with NCDs etc."
<p>Help users recognize, diagnose, and recover from errors Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</p>	
<p>Help and documentation Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.</p>	<ul style="list-style-type: none"> - There are no instructions on how user should navigate, however due to the simplistic design based on the prototype, user finds it easy to navigate around the page.