

Heuristic evaluation

Vehicle Rental Application

Does the application keep you informed about what is going on?

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☒ Agree
- ☐ Strongly Agree

Are words, phrases, and concepts familiar within the application?

- ☐ Strongly disagree
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Does the application follow platform and industry conventions?

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Is it easy to make a mistake while using the application?

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Are there good error messages through-out the application?

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Are elements, actions, and options recognisable?

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Did you find any shortcuts?

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Is help & documentation provided?

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