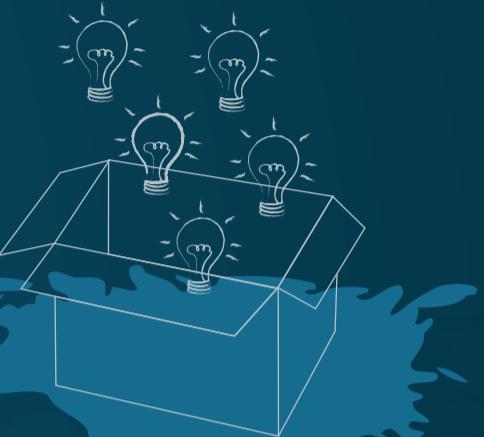


Heuristic Evaluations

Scott Klemmer



Quiz 2

- 10 mins for quiz
- Don't start quiz until instructed to

If it beeps,
make it quiet

Quiz 2

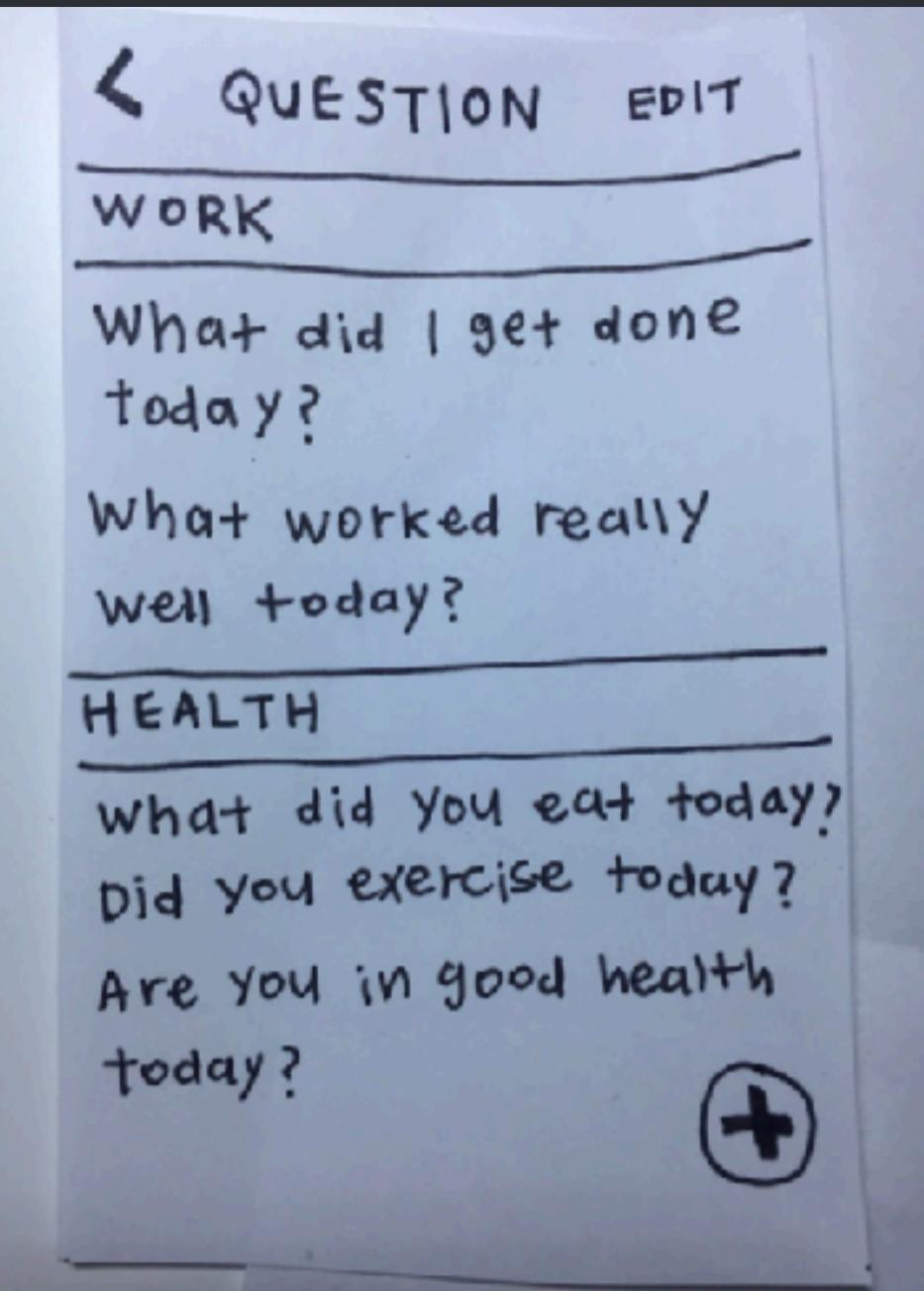
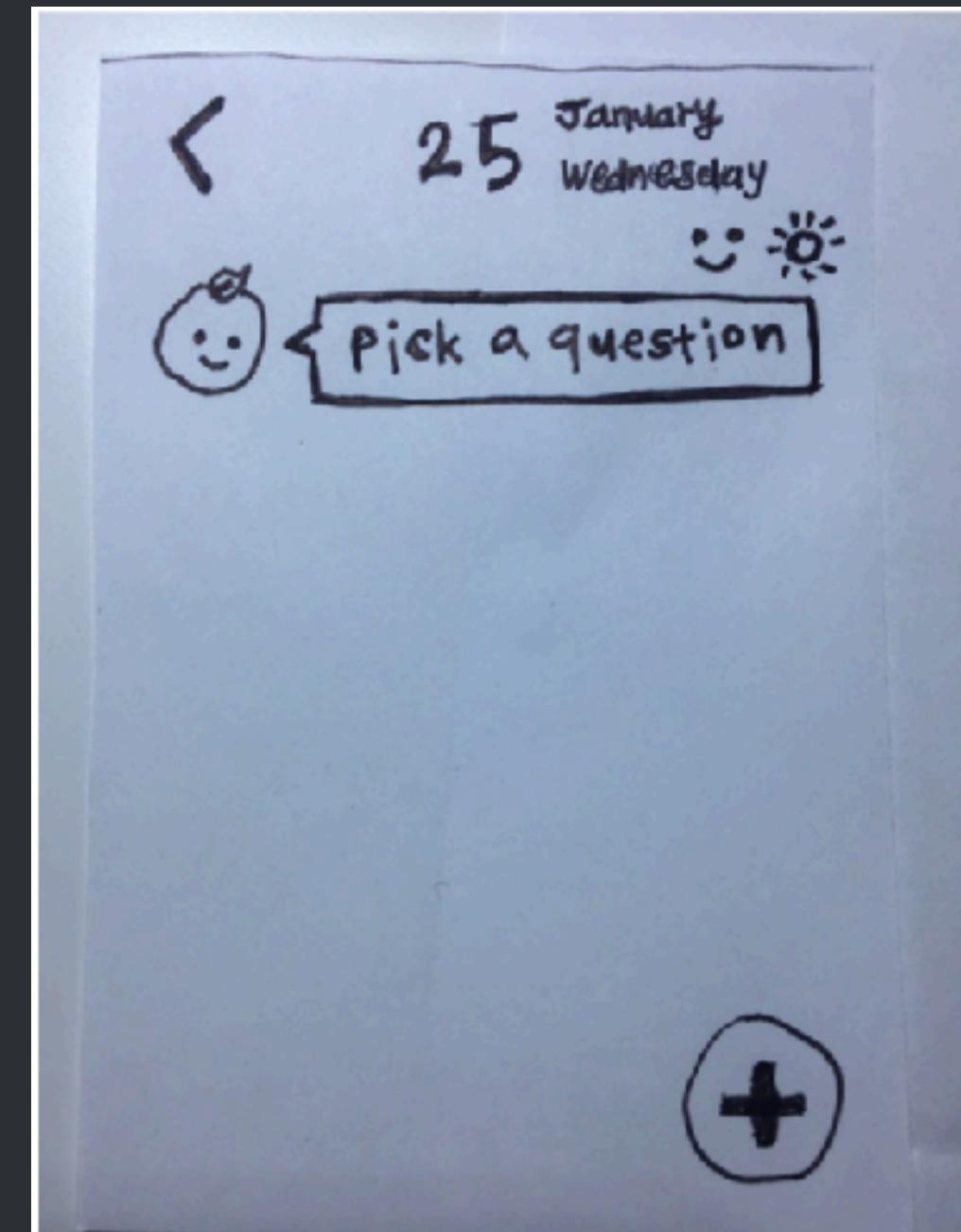
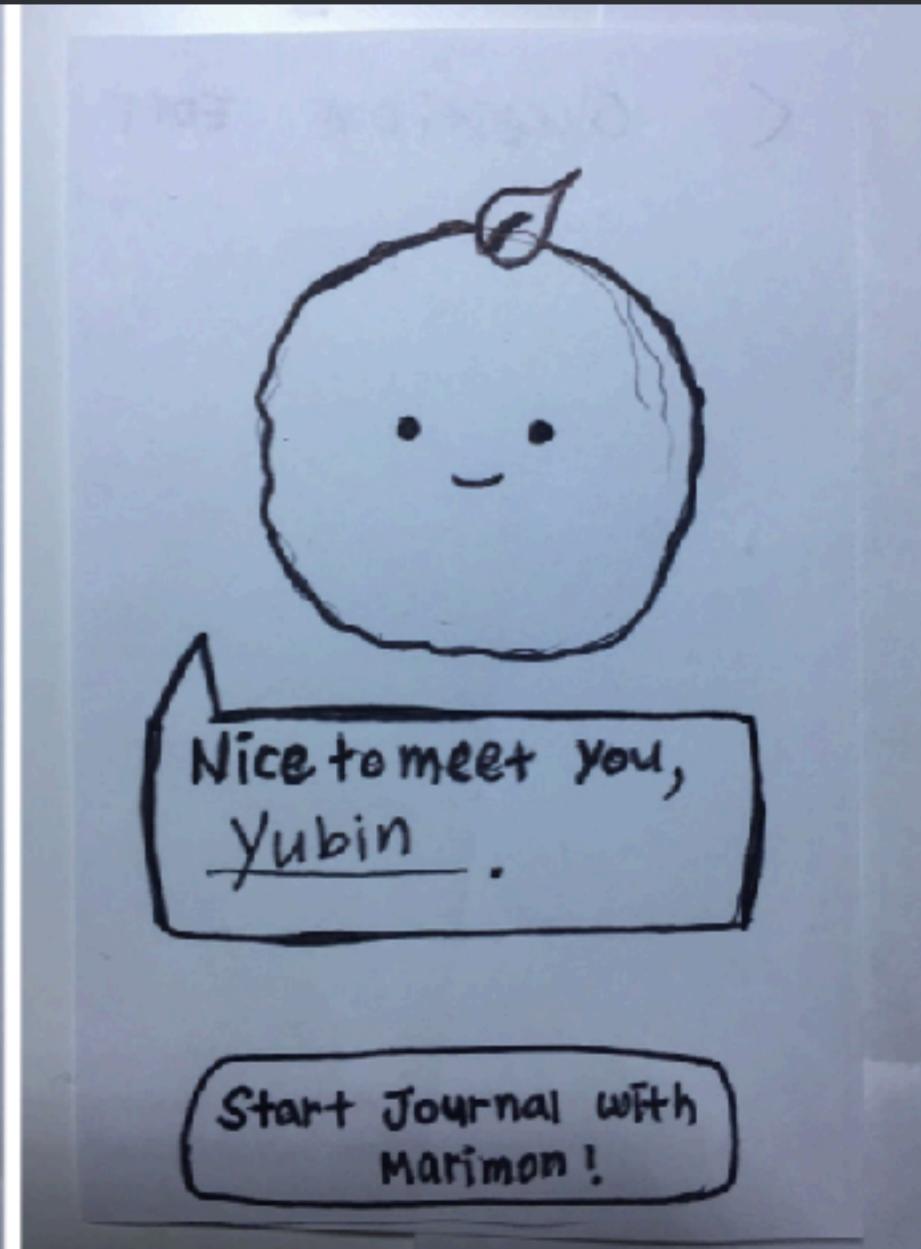
- 1. D
- 2. B
- 3. B, D
- 4. C
- 5. E
- 6. B or C
- 7. All are correct.
- 8. True
- 9. C
- 10. A or B

A3 Examples

Storyboard: Amanda Dharmadi, Brandon Lee, Petter Eikeland



Prototype: Timothy Choi, Jeffrey Lim, Yubin Cho



Announcements

- If you're having group problems, let your TA know privately THIS WEEK
- Mid-quarter evaluations in studio
- Design Tips:
 - Need finding never ends
 - All design is redesign

10 Heuristic Examples

Ten Design Heuristics

UNDERSTANDING

 Consistency

 Use Familiar
Metaphors &
Language

 Clean & Functional
Design

ACTION

 Freedom

 Flexibility

 Recognition
Over Recall

FEEDBACK

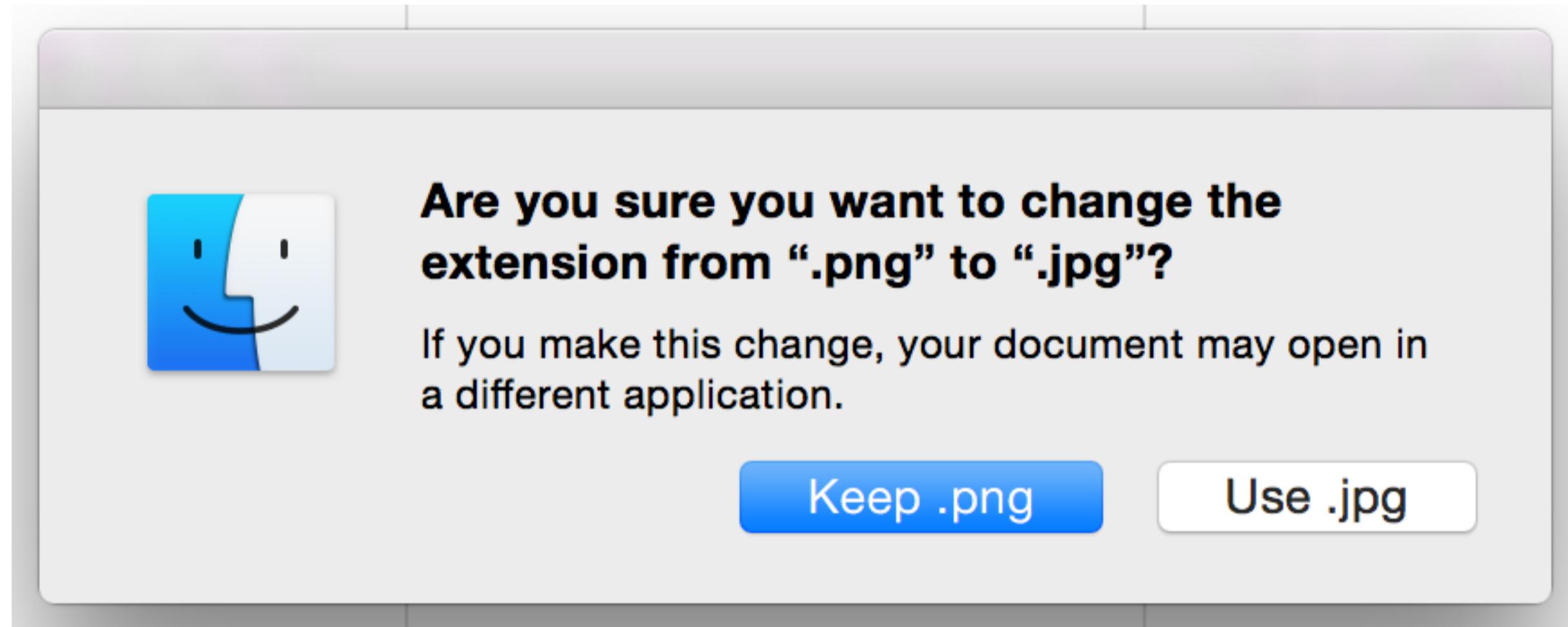
 Show Status

 Prevent Errors

 Support Error
Recovery

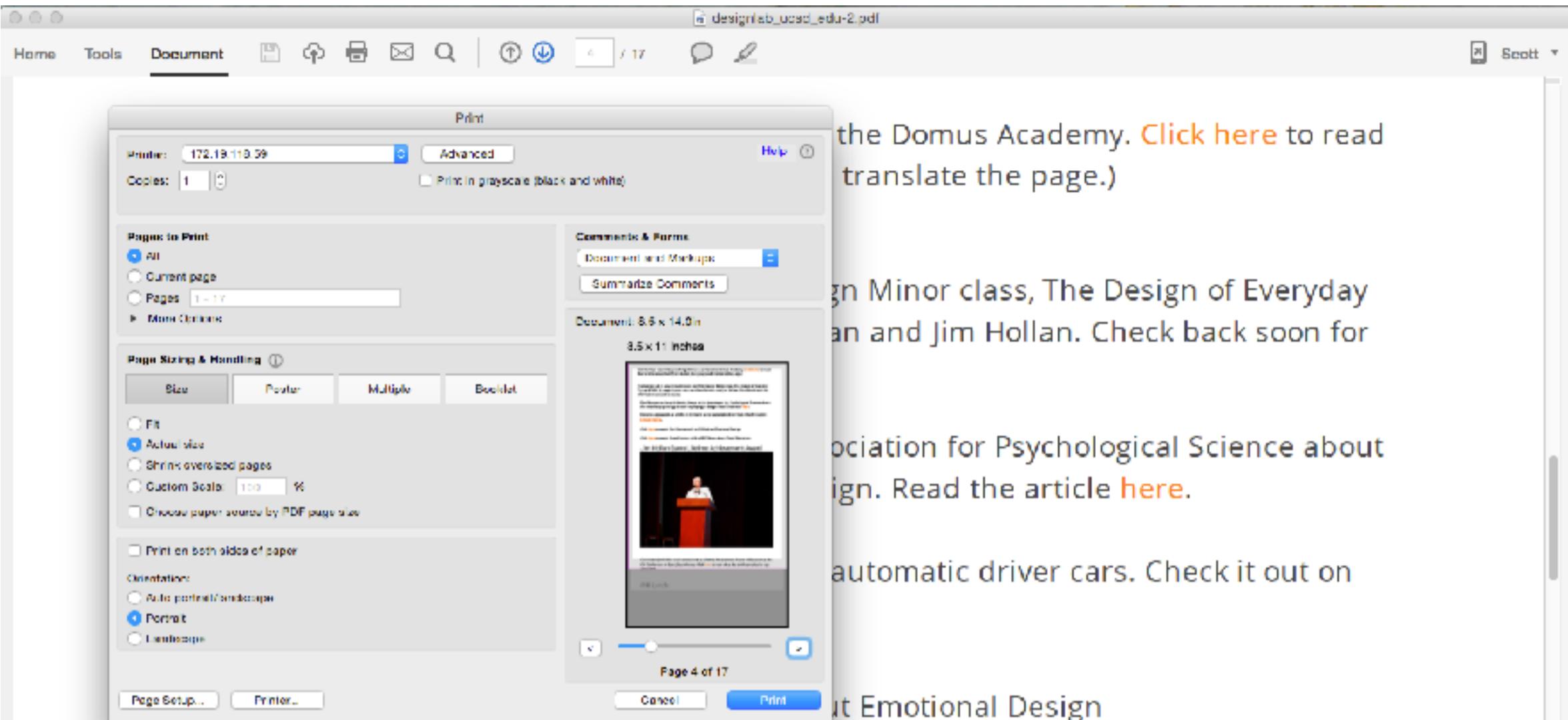
 Provide
Help

My somewhat revised names for Jacob Nielsen's heuristics: <http://www.nngroup.com/articles/ten-usability-heuristics/>



Clearer choices Consistency

Apple Mac OS X Finder



Click [here](#) to watch Scott Klemmer talk to BBC News about Cloud Education.

Jim Hollan Earns Lifetime Achievement Award



Metaphors

Familiar metaphors & language

Adobe Acrobat
2015



Desktop



Folder



Cart

Metaphors Familiar metaphors & language

Images courtesy of SAP



GAMES ▾

VIDEO ▾

COMMUNITY



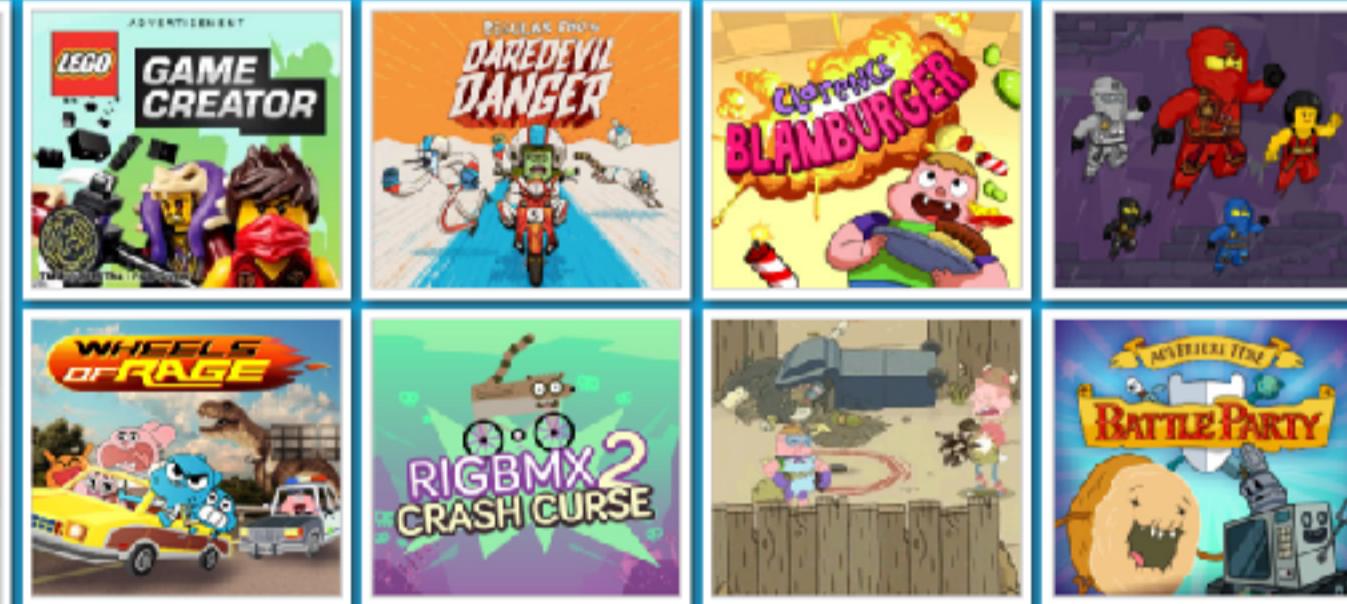
SEARCH



🎮 GAMES



TEEN TITANS GO!
Last Villain Standing



TEEN TITANS GO! GAMES

PLAY ➤

GUMBALL GAMES

Familiar metaphors Familiar metaphors & language

<http://www.cartoonnetwork.com/>



Note: I live inside this website Monday to Friday 9am-6pm, to give you the very best service and make your experience a happy one! - I am Ling, accept no substitutes

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NEW SEXY christine full rep **FEAR CARS** Search Cars Here Go

@LINGsCARS Follow Me LING'S LIVE TWITTER FEED

ruan_edendaal: @LINGsCARS I do, commute via train into London and use the car evening & weekends only. I wouldn't buy a Fiesta though lol

Kentmoto: @LINGsCARS @BuckinghamFord do think individuals sign to these cheap low mileage leases? I clock the car before handing them back?

LINGsCARS: I've hit last year's invoice total for July, with 1 week of invoicing still to go this month. Onwards and upwards!

Intro Film News Blog Office TV Contact Moan Links Play Quiz Privacy Policy Google Visitors

"JUST CLICK!" THE BEST... FREQUENTLY ASKED QUESTIONS ...IN THE WORLD!

You can't find a car? Apply for a CAR QUOTE AS SEEN ON DRAGONS DEN

Richard Farleigh - "I wanted to invest; I was amazed by Ling's complete lack of nerves, and also by her business acumen."

Duncan Bannatyne - "I wanted to invest... but ye turrn'd me doon!" Deborah Meaden "Harrumph! I'm out!"

MEET MY STAFF

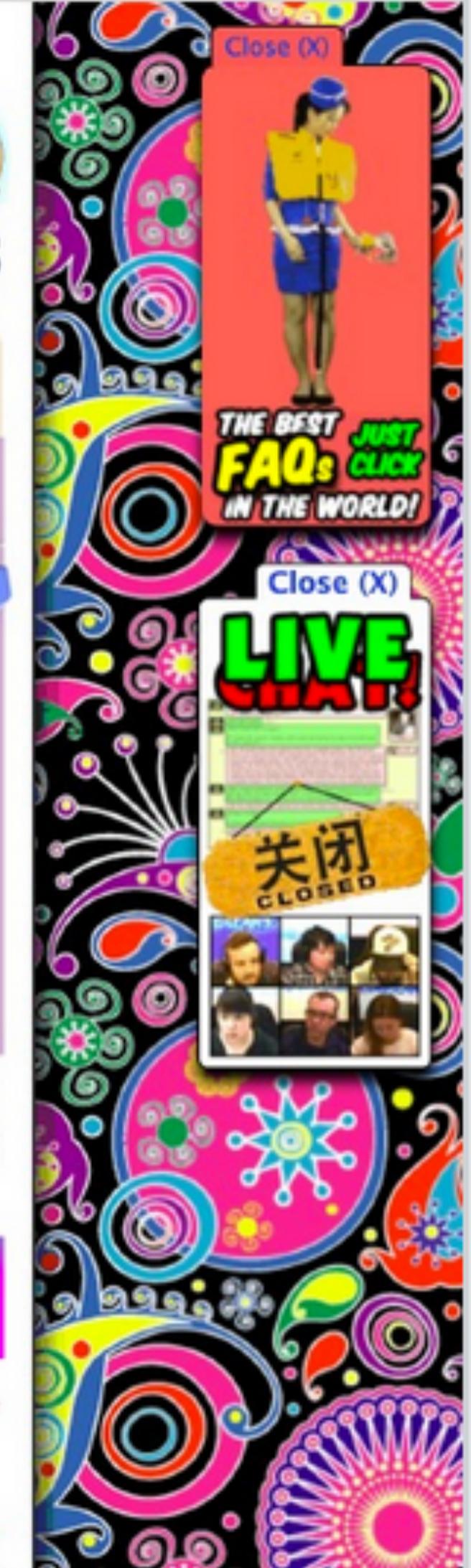
VIZ Ling is OFFICIAL VIZ ethnic business ambassador!

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PLAY STUPID CRASH GAME! CHEAP INSURANCE

Hi! I am Ling from Dragons' Den. I lease cheap new cars!

UPDATE... The latest car I've added is a Smart ForTwo Coupe 1.0 i 12v (70bhp) Passion Premium Coupe 2dr 999cc Petrol at



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Guaranteed delivery date: Aug. 1, 2015 If you order in the next 3 hours and 1 minute ([Details](#))
Items shipped from Amazon.com

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\$12.30 
Sold by: Amazon.com LLC
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3 PAR-JFK

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6 Your details

7 Payment

New York → Paris

Fri 31/07/2015
from USD 4,326

Sat 01/08/2015
from USD 1,364

Sun 02/08/2015
from USD 566

Mon 03/08/2015
from USD 566

JFK ZRH
21:00 → **10:50 +1**
JFK Intl. Apt.

 Connection time: 1h 40m
LX 15 Operated by SWISS

ZRH CDG
12:30 → **13:50 +1**

 Travel time: 10h 50m
LX 638 Operated by SWISS GLOBAL AIR LINES

Economy
not available

Business
from USD

4,326

First
from USD

6,448

JFK ZRH
21:00 → **10:50 +1**
JFK Intl. Apt.

 Connection time: 6h 00m
LX 15 Operated by SWISS

ZRH CDG

Economy
not available

Business
from USD

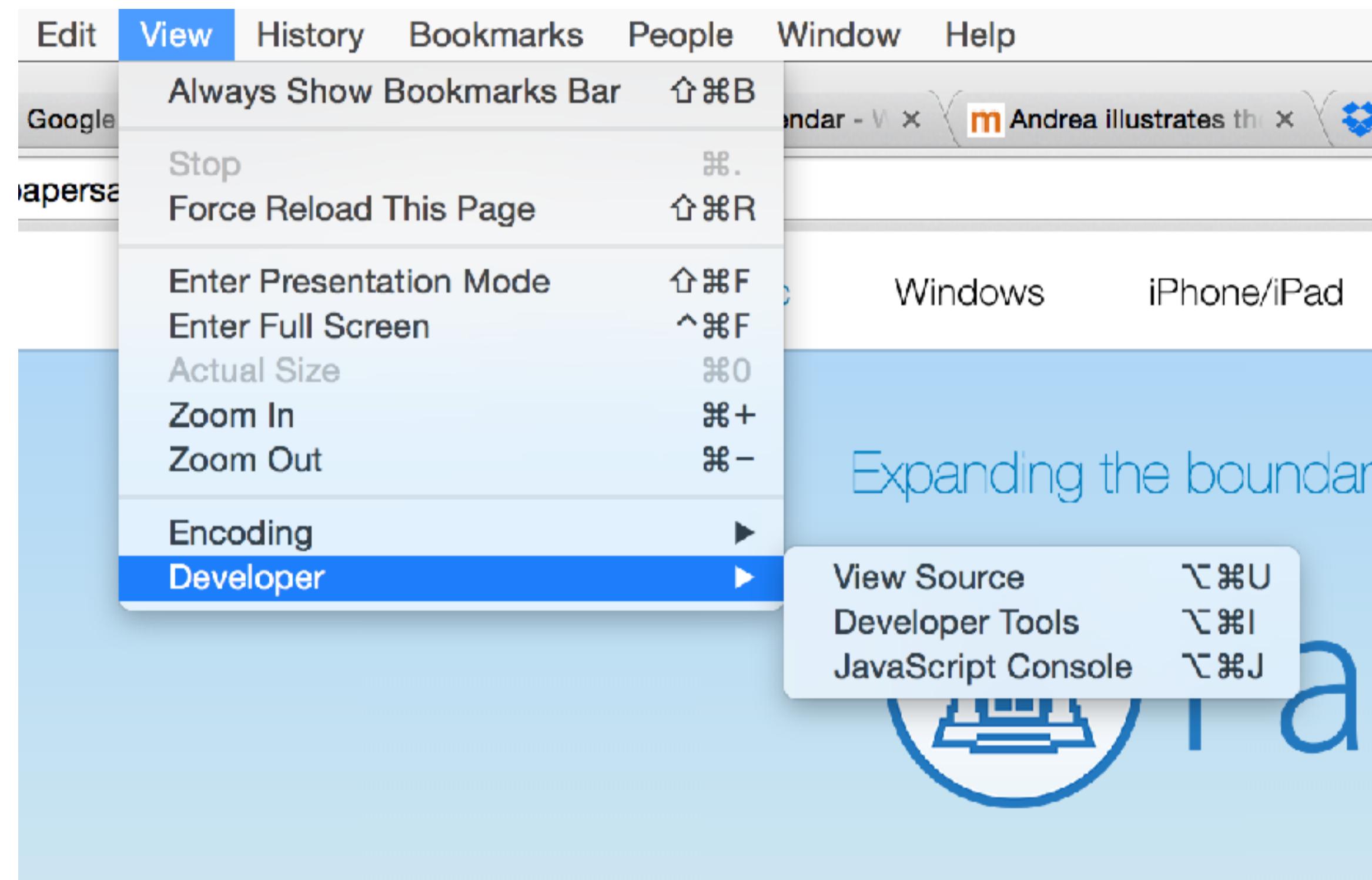
4,326

First
from USD

6,448

Explore

Swiss International Airline



Flexible shortcuts

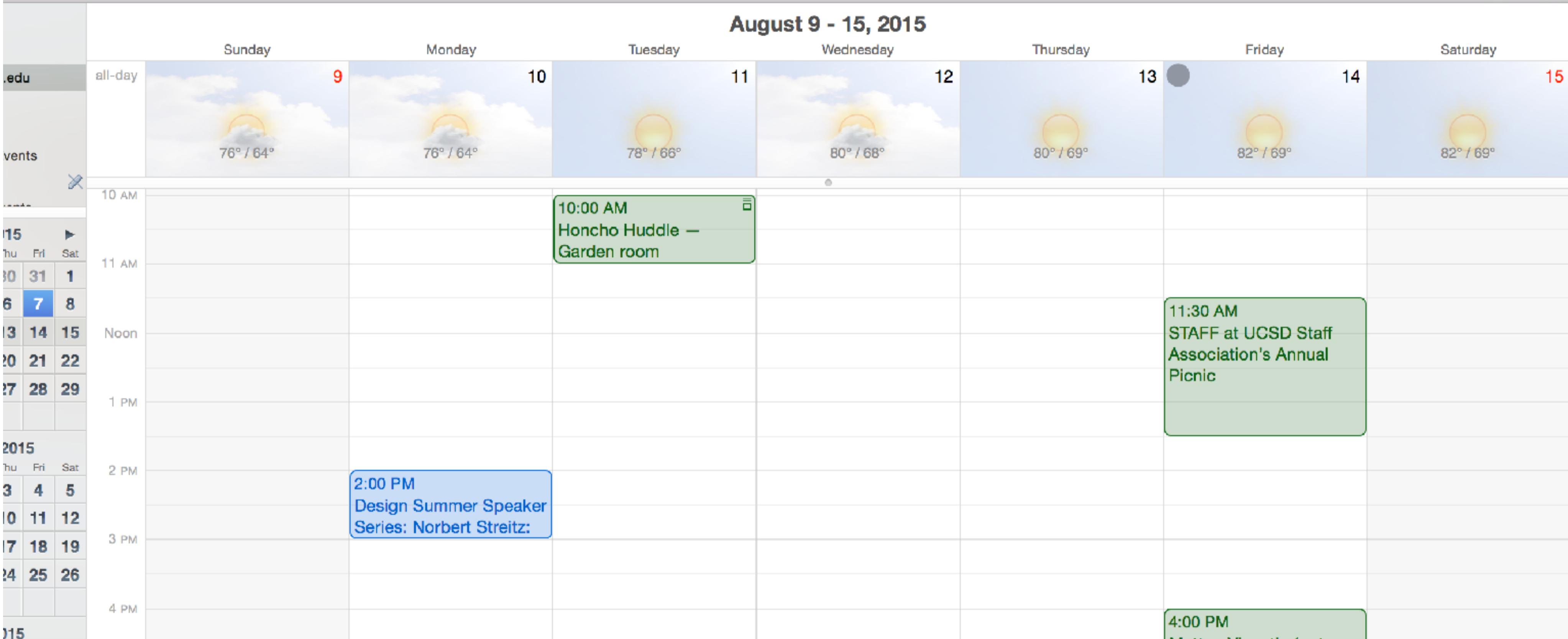
Flexibility

Chrome view menu

< < Day Week Month Year List > >

Pacific Time

Q Search



Ambient information Flexibility

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SAP for Professional Services

Title	Author	Like	Comment	Views	Latest activity	
EHP 6: Can't find Enterprise Extension EA-SAWE in SFW5	Peter Meyer	0	0	2	168 June 9, 2015 4:11 AM	
Product Category Error in SRM	Vishvas vs	0	0	0	70 April 21, 2015 3:00 AM	
HOW TO DELETE RSBKDATA IN BW SYSTEM	RATHINA SENATHIPATHY	0	0	0	98 April 19, 2015 3:38 AM	
HOW TO DELETE RSBKDATA IN BW SYSTEM	RATHINA SENATHIPATHY	0	0	0	83 April 19, 2015 3:26 AM	
SuccessFactors Migration limits	Gonzalo Bas	1	0	1	144 April 16, 2015 3:49 PM	
Progress Bar for Z programs to avoid timeout dump	Aditya Rathore	0	0	0	73 March 29, 2015 2:29 AM	
Commercial project inception - copy partner function	Grégory Mathelot	0	0	0	94 January 29, 2015 2:26 AM	
WAD Template Issue	Gagandeep Singh	0	0	0	68 January 19, 2015 6:30 AM	

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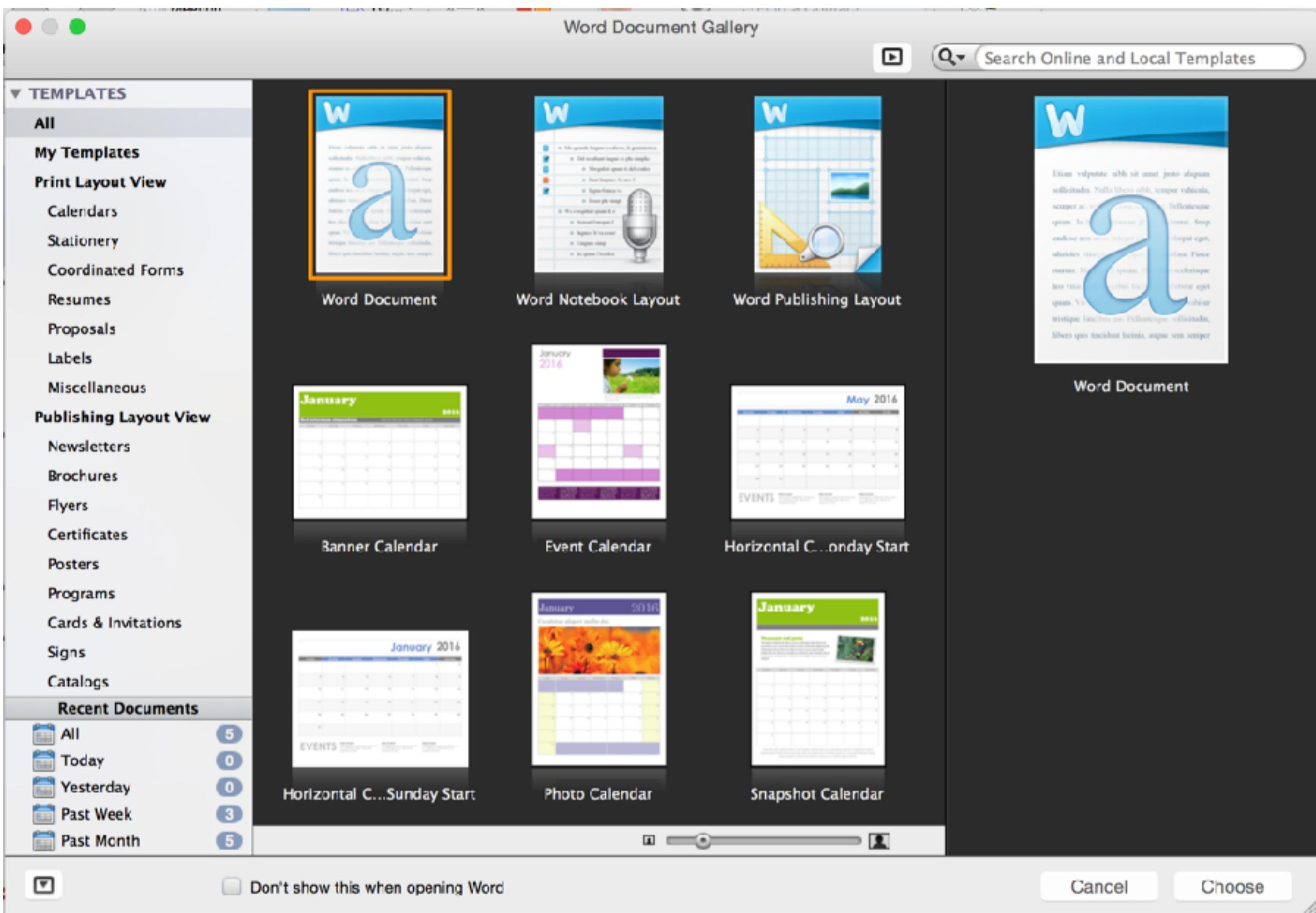


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Proactivity Flexibility

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HEs of Websites

- Shoutkey: shoutkey.com/keen
- Go to each website instructed in the Google Form and conduct HEs based on the question asked