



Guidelines, Principles and Heuristics



Shneiderman's 8 Golden Rules

1. Strive for consistency
2. Enable frequent users to use shortcuts
3. Offer informative feedback
4. Design dialog to yield closure
5. Offer simple error handling
6. Permit easy reversal of actions
7. Support internal locus of control
8. Reduce short-term memory load



<https://www.cs.umd.edu/users/ben/goldenrules.html>

Nielsen's Heuristics

1. Visibility of system status
2. Match between system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognize, diagnose, and recover from errors
10. Help and documentation



<http://www.nngroup.com/articles/ten-usability-heuristics/>



References

- Preece, J. Rogers, Y. & Sharp, H. (2007) *Interaction Design: Beyond Human-Computer Interaction*. 2nd Edition. New York, NY: John Wiley & Sons.
- Shneiderman, B & Plaisant, C. (2010) *Designing the User Interface: Strategies for Effective Human-Computer Interaction*, 5th edition. Addison-Wesley.
- Mary Beth Rosson and John Carroll (2002) *Usability Engineering*, Morgan Kaufmann.
- U.S Dept. of Health and Human Services, *The Research-Based Web Design & Usability Guidelines*. Washington: U.S. Government Printing Office.
- www.usability.gov.
- www.webpagesthatsuck.com/.
- <http://asktog.com/atc/principles-of-interaction-design/>



End of Module

- You should now be able to:
 - Discuss the history and purpose of user interfaces
 - Identify Usability and User Experience goals
 - Perform Usability Analysis
 - Perform Usability Design
 - Discuss advantages and disadvantages of four types of user interaction mechanisms
 - Discuss techniques for handling user errors
 - Develop a UI prototype and document screen flows and layouts
 - Apply HCI guidelines and heuristics