**Match the term to its corresponding definition.**

H1 Visibility of system status

The information shown to the user about the current state of the system including feedback for users’ actions.

H2 Match between system and the real world

Create interfaces that follow real world conventions. The system should align with what the user expects it to look like.

H3 User Control and freedom

The ability to navigate the system freely. Allows the user to correct mistakes and backtrack with minimal frustration.

H4 Consistency and standards

Follow established conventions throughout the interface. Allows users to understand a new aspect of the system because they are familiar with old aspects.

**Match the term to its corresponding definition.**

H5 Error prevention

Anticipate and avoid potential errors. Ask for confirmation on certain tasks. Use clear labels for entry fields.

H6 Recognition rather than recall

Display information and actions explicitly. Prompt users with recognizable cues instead of relying on user memory.

H7 Flexibility and efficiency of use

Design interfaces that cater to users of all skill levels. Include custom keyboard shortcuts, ways to expedite laborious tasks, in-depth settings.

H8 Aesthetic and minimalist design

Visual design of the UI is focused towards information important to the user. Create a uniform look throughout the system.

**Match the example to its corresponding heuristic.**

H1 Visibility of system status

A button with an animation when pressed.

H5 Error prevention

Permitting only numbers to be entered in a field labeled ‘phone number’.

H9 Help users recognize, diagnose, and recover from errors

An error message pops up telling the user when their passwords do not match.

H10 Help and documentation

A FAQ page that contains helpful questions and answers about the system.

**Match the example to its corresponding heuristic.**

H2 Match between system and the real world

The save icon in a text editor is the familiar ‘floppy disk’.

H3 User control and freedom

A back button in a web browser that allows the user to return to the previous page

H4 Consistency and standards

Microsoft office products all have a familiar look

H6 Recognition rather than recall

The bold, italics, and underline buttons on most text editors

.

**Match the example to its corresponding heuristic.**

H7 Flexibility and efficiency of use

Ctrl C for copy, Ctrl Z for undo, Ctrl V for paste are all examples of this.

H8 Aesthetic and minimalist design

The logos of companies follow this to gain brand recognition

H1 Visibility of system status

An animated loading icon while the screen is changing.

H3 User control and freedom

Navigation bars on social media sites that lets users navigate to their different feeds.

**Multiple Choice Questions**

Which description best fits heuristic 9: Help users recognize, diagnose, and recover from errors?

\*Acknowledges that even after implementing error mitigation techniques, errors will still occur.

Anticipates and avoids potential errors before they occur.

Encourages designs that appeal to both new and experienced users

Allows the users to navigate and use the system easily

An estimate of how much longer is remaining in the download or installation of something is an example of which heuristic?

\*Visibility of system status

Aesthetic and minimalist design

Consistency and standards

User control and freedom

Which usability heuristic focuses on making the system's language, concepts, and actions reflect the real world?

\*Match between system and the real world

Visibility of system status

Consistency and standards

User control and freedom

What does the heuristic 6, Recognition rather than recall, emphasize?

\*Minimizing the user’s cognitive load

Providing error prevention techniques

Navigating the system freely

Provide custom settings

Which usability heuristic stresses the importance of providing clear feedback to keep users informed about system operations?

\*Visibility of system status

Flexibility and efficiency of use

Aesthetic and minimalist design

Help users recognize, diagnose, and recover from errors

Providing ‘undo’ and ‘redo’ options for users is an example of what heuristic?

\*User control and freedom

Flexibility and efficiency of use

Recognition rather than recall

Error prevention

Using consistent icons and symbols throughout an application is an example of what heuristic?

\*Consistency and standards

Match between system and real world

Recognition rather than recall

Aesthetic and minimalist design

Including inline validation on a form to alert users of errors as they enter information is an example of what heuristic?

\*Error prevention

Help users recognize, diagnose, and recover from errors

Help and documentation

Consistency and standards

Utilizing progress indicators or loading bars to inform users about the status of a task is an example of what heuristic?

\*Visibility of system status

Flexibility and efficiency of use

Consistency and standards

Aesthetic and minimalist design

Implementing a consistent navigation menu across all pages of a website is an example of what heuristic?

\*Consistency and standards

Help and documentation

User control and freedom

Error prevention

Offering a ‘Help’ or ‘FAQ’ section within an application is an example of what heuristic?

\*Help and documentation

Recognition rather than recall

Flexibility and efficiency of use

Help users recognize, diagnose, and recover from errors

Using familiar icons like a magnifying glass for search functionality is an example of what heuristic?

\*Match between system and the real world

Recognition rather than recall

Aesthetic and minimalist design

User control and freedom

Including a confirmation before deleting a file is an example of what heuristic?  
\*Error prevention

Help users recognize, diagnose, and recover from errors

Visibility of system status

Match between system and the real world

Allowing users to customize settings or personalize their experience within an app is an example of what heuristic?

\*Flexibility and efficiency of use

User control and freedom

Consistency and standards

Error prevention

Using tooltips or explanatory text to clarify buttons or icons is an example of what heuristic?

\*Help and documentation

Error prevention

Visibility of system status

Recognition rather than recall