Heuristic Evaluation Checklist

A Template by Maze

Looking to conduct a heuristic evaluation of your website, product, or app's UI design?

Inspired by **Nielsen's 10 Usability Heuristics**, **Adam Fard's Heuristic Template**, and **Yanick Jimenez's Heuristic Template**, this comprehensive checklist ensures you leave no status unchecked during your next heuristic evaluation.

1. Visibility of system status

	Checklist	Yes	No	NA	Comments
1.1	Does every user action trigger immediate feedback?	☐	☐	☐	
1.2	Are progress indicators clearly displayed for time-consuming processes?	☐	☐	☐	
1.3	Is critical system status information (e.g., connectivity, battery) always visible?	☐	☐	☐	
1.4	Do error messages specify the problem and suggest a clear resolution?	☐	☐	☐	
1.5	Are users given confirmation for successful actions?	☐	☐	☐	
1.6	Can users easily tell their current system state (e.g., logged in, settings applied)?	☐	☐	☐	
1.7	Are real-time updates provided for relevant data and processes?	☐	☐	☐	
1.8	Is the status of ongoing operations (e.g., file downloads, data synchronization) clearly shown?	☐	☐	☐	

Checklist		Yes	No	NA	Comments
1.9	Are loading times or delays communicated to the user with clear indicators?	☐	☐	☐	
1.10	Are status icons and symbols intuitive and consistently used across the system?	☐	☐	☐	
1.11	Do error messages avoid technical jargon and speak the user's language?	☐	☐	☐	
1.12	Is the visibility of system status maintained across different device orientations or screen sizes?	☐	☐	☐	
1.13	Are notifications for system status non-intrusive yet noticeable?	☐	☐	☐	
1.14	Are there clear indicators for unsaved changes or pending actions?	☐	☐	☐	
1.15	Is there an evident distinction between interactive and non-interactive elements based on their status?	☐	☐	☐	

2. Match between the system and the real world

Checklist		Yes	No	NA	Comments
2.1	Are icons and symbols based on familiar, real-world objects?	☐	☐	☐	
2.2	Do system messages mimic natural language rather than system jargon?	☐	☐	☐	
2.3	Is information presented in a logical order that reflects real-world processes?	☐	☐	☐	
2.4	Are cultural references and examples appropriate and relatable for the intended audience?	☐	☐	☐	
2.5	Is technical terminology avoided or clearly explained when necessary?	☐	☐	☐	
2.6	Are error messages written in a friendly, supportive tone?	☐	☐	☐	
2.7	Do instructions and guidance follow conventions users might expect from their real-world experiences?	☐	☐	☐	

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	Checklist	Yes	No	NA	Comments
2.8	Does the system's navigation and flow mirror logical real-life processes or sequences?	☐	☐	☐	
2.9	Are dates and times presented in formats familiar to the user's locale?	☐	☐	☐	
2.10	Is the system's content (text, images, videos) reflective of the users' environment and context?	☐	☐	☐	
2.11	Are default values and examples in the system relevant and realistic?	☐	☐	☐	
2.12	Is the system's feedback (for actions or errors) given in a manner that resembles human-to-human communication?	☐	☐	☐	

3. User control and freedom

	Checklist	Yes	No	NA	Comments
3.1	Can users easily undo actions or mistakes?	☐	☐	☐	
3.2	Is there a straightforward "Redo" option for actions that have been undone?	☐	☐	☐	
3.3	Can users exit unwanted states without having to go through an extended process?	☐	☐	☐	
3.4	Do users have the freedom to customize or personalize their experience?	☐	☐	☐	
3.5	Is the "Back" functionality consistent and reliable across the system?	☐	☐	☐	
3.6	Are confirmation dialogs used sparingly to avoid interrupting the user's flow unnecessarily?	☐	☐	☐	
3.7	Are there shortcuts or faster ways for expert users to accomplish tasks?	☐	☐	☐	
3.8	Are there clear pathways for users to take if they want to explore or find more information?	☐	☐	☐	
3.9	Do users have control over the notifications and alerts they receive?	☐	☐	☐	

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Checklist		Yes	No	NA	Comments
3.10	Are there options for users to opt out of features or services?	☐	☐	☐	
3.11	Is the system forgiving, allowing for varied user input and correcting minor errors automatically?	☐	☐	☐	

4. Consistency and standards

Checklist		Yes	No	NA	Comments
4.1	Are design elements like buttons and icons consistent across the system?	☐	☐	☐	
4.2	Do similar actions trigger similar responses throughout the system?	☐	☐	☐	
4.3	Are industry-standard terms and icons used wherever possible?	☐	☐	☐	
4.4	Is there consistency in the placement of navigation elements across different pages?	☐	☐	☐	
4.5	Are color schemes and typography consistent throughout the user interface?	☐	☐	☐	
4.6	Do error messages follow a consistent format and tone?	☐	☐	☐	
4.7	Is terminology consistent across all content, including menus, help pages, and instructions?	☐	☐	☐	
4.8	Do keyboard shortcuts and navigation follow conventions familiar to the user?	☐	☐	☐	
4.9	Are gestures and interactions on touch devices consistent with common standards?	☐	☐	☐	
4.10	Are documents, help sections, and tooltips consistent in clarity and helpfulness?	☐	☐	☐	
4.11	Are there clear and consistent rules for data entry formats and validation?	☐	☐	☐	

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5. Help users recognize, diagnose, and recover from errors

	Checklist	Yes	No	NA	Comments
5.1	Are error messages specific about what went wrong?	☐	☐	☐	
5.2	Are solutions or next steps provided within error messages?	☐	☐	☐	
5.3	Is the error messaging style consistent and non-threatening?	☐	☐	☐	
5.4	Can users easily correct errors directly from the error notification?	☐	☐	☐	
5.5	Are users given the option to contact support from error messages for complex issues?	☐	☐	☐	
5.6	Do error messages differentiate between error types (input, system, connectivity)?	☐	☐	☐	
5.7	Are error messages accessible, considering color blindness and screen readers?	☐	☐	☐	
5.8	Do system logs provide detailed error information for troubleshooting by support teams?	☐	☐	☐	
5.9	Are error messages timed appropriately, ensuring they don't disappear too quickly?	☐	☐	☐	
5.10	Can users easily report bugs or errors they encounter?	☐	☐	☐	
5.11	Do form fields validate data in real time to prevent errors before submission?	☐	☐	☐	
5.12	Are error messages positioned in a way that they do not obstruct the workflow or obscure content?	☐	☐	☐	
5.13	Is there a mechanism for the system to learn from errors and adapt to reduce future occurrences?	☐	☐	☐	

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6. Error prevention

	Checklist	Yes	No	NA	Comments
6.1	Are form fields designed with validation to catch common input errors?	☐	☐	☐	
6.2	Is there an option to preview actions before they're finalized?	☐	☐	☐	
6.3	Are sensible defaults set to minimize user errors?	☐	☐	☐	
6.4	Are potentially dangerous actions clearly marked or separated?	☐	☐	☐	
6.5	Are file uploads checked for compatibility and size to prevent errors?	☐	☐	☐	
6.6	Are tooltips and contextual help available to clarify complex options?	☐	☐	☐	
6.7	Is the user interface simplified to remove unnecessary choices that could lead to errors?	☐	☐	☐	
6.8	Is there a clear undo option for most actions to easily correct mistakes?	☐	☐	☐	
6.9	Are there checks for duplicate actions, such as multiple submissions?	☐	☐	☐	
6.10	Are complex processes broken down into manageable steps to prevent user overwhelm?	☐	☐	☐	

7. Recognition rather than recall

	Checklist	Yes	No	NA	Comments
7.1	Are key functions and features immediately visible without having to remember where they are?	☐	☐	☐	
7.2	Is information required to complete tasks displayed prominently or easily retrievable?	☐	☐	☐	
7.3	Do menus and navigation options clearly display available actions without needing to remember commands?	☐	☐	☐	

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Checklist		Yes	No	NA	Comments
7.4	Does the system use familiar visual cues and metaphors to aid recognition?	☐	☐	☐	
7.5	Are form fields and data inputs clearly labeled with recognizable terms?	☐	☐	☐	
7.6	Are related functions grouped together to aid recognition of similar tasks?	☐	☐	☐	
7.7	Are instructions for completing tasks visible or easily accessible rather than requiring recall from previous steps?	☐	☐	☐	
7.8	Are breadcrumbs or other navigational aids used to help users recognize their current location within the system?	☐	☐	☐	
7.9	Are dashboard or home screen layouts designed for quick recognition of frequently used features?	☐	☐	☐	
7.10	Is the amount of information displayed at once managed to prevent overwhelming the user?	☐	☐	☐	

8. Flexibility and efficiency of use

Checklist		Yes	No	NA	Comments
8.1	Are shortcut keys available for expert users?	☐	☐	☐	
8.2	Can users customize the interface to suit their preferences?	☐	☐	☐	
8.3	Are there multiple ways to perform tasks (e.g., menu, toolbar, hotkeys)?	☐	☐	☐	
8.4	Can users create templates or presets for frequent tasks?	☐	☐	☐	
8.5	Is there a 'favorites' or 'recently used' feature for quick access?	☐	☐	☐	
8.6	Can users adjust settings to speed up their workflow?	☐	☐	☐	
8.7	Do help and documentation cater to both novice and experienced users?	☐	☐	☐	

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Checklist		Yes	No	NA	Comments
8.8	Are there options for users to export or share their settings or configurations?	☐	☐	☐	
8.9	Can users personalize notifications to avoid unnecessary interruptions?	☐	☐	☐	
8.10	Are data and command entry points optimized for speed and efficiency?	☐	☐	☐	
8.11	Does the system remember user patterns and suggest shortcuts or tips based on usage?	☐	☐	☐	

9. Aesthetic and minimalist design

Checklist		Yes	No	NA	Comments
9.1	Is the design uncluttered, with plenty of white space?	☐	☐	☐	
9.2	Are fonts, colors, and graphics used consistently and sparingly?	☐	☐	☐	
9.3	Are visuals and text complementary, not redundant?	☐	☐	☐	
9.4	Are less important elements subtly designed or de-emphasized?	☐	☐	☐	
9.5	Do visuals serve a functional purpose, not just decorative?	☐	☐	☐	
9.6	Are interactive elements clearly distinguishable?	☐	☐	☐	
9.7	Are icons simple and easily recognizable?	☐	☐	☐	
9.8	Are animations and transitions used sparingly and purposefully?	☐	☐	☐	
9.9	Is content organized in a way that avoids overwhelming the user?	☐	☐	☐	
9.10	Are calls to action clear and minimal?	☐	☐	☐	

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Checklist		Yes	No	NA	Comments
9.11	Does the design facilitate a focused user experience, free from distractions?	☐	☐	☐	
9.12	Is branding consistent but not intrusive?	☐	☐	☐	

10. Help and documentation

Checklist		Yes	No	NA	Comments
10.1	Is help content easy to search for specific issues or topics?	☐	☐	☐	
10.2	Are help documents organized logically?	☐	☐	☐	
10.3	Is there clear, step-by-step guidance for common tasks?	☐	☐	☐	
10.4	Are there FAQs for quick reference to common questions?	☐	☐	☐	
10.5	Is online support (like forums or live chat) accessible?	☐	☐	☐	
10.6	Are visuals and examples used to clarify complex points?	☐	☐	☐	
10.7	Is there a glossary for technical terms or jargon?	☐	☐	☐	
10.8	Can users provide feedback on help content for improvement?	☐	☐	☐	
10.9	Are help topics regularly updated to reflect system changes?	☐	☐	☐	
10.10	Can users easily print or save help content?	☐	☐	☐	
10.11	Are tutorials or guided tours offered for new users?	☐	☐	☐	
10.12	Are contact details for further support clearly provided?	☐	☐	☐	
10.13	Is there a clear way back to the task after consulting help?	☐	☐	☐	

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