

Heuristic	Your assessment: What is the problem? Where is it? Why is it a problem? Who uncovered the problem?	Severity of the problem (Minor, Fix later, Fix now) & Recommendation (how should it be fixed)
Visibility of system status (e.g. are users kept informed about what is going on?)		
Match between system & real world (e.g. is the language used at the interface appropriate for the user?)		
User control and freedom (e.g. can users easily leave an unwanted state?)		
Consistency and standards (e.g. are the ways of performing similar actions consistent?)		

Adapted from: <http://comminfo.rutgers.edu/~jacekg/teaching>

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Error prevention (e.g. are errors prevented where possible?)		
Recognition rather than recall (e.g. are objects, actions and options always visible?)		
Flexibility and efficiency of use (e.g. can expert users tailor frequent actions?)		
Aesthetics and minimalist design (e.g. is all information provided relevant?)		

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Help users recognise, diagnose, and recover from errors (e.g. are error messages expressed in plain language and do they suggest a solution?)		
Help and documentation (e.g. can assistance be readily found?)		