

DESIGN HEURISTICS

PART I

Scott Klemmer

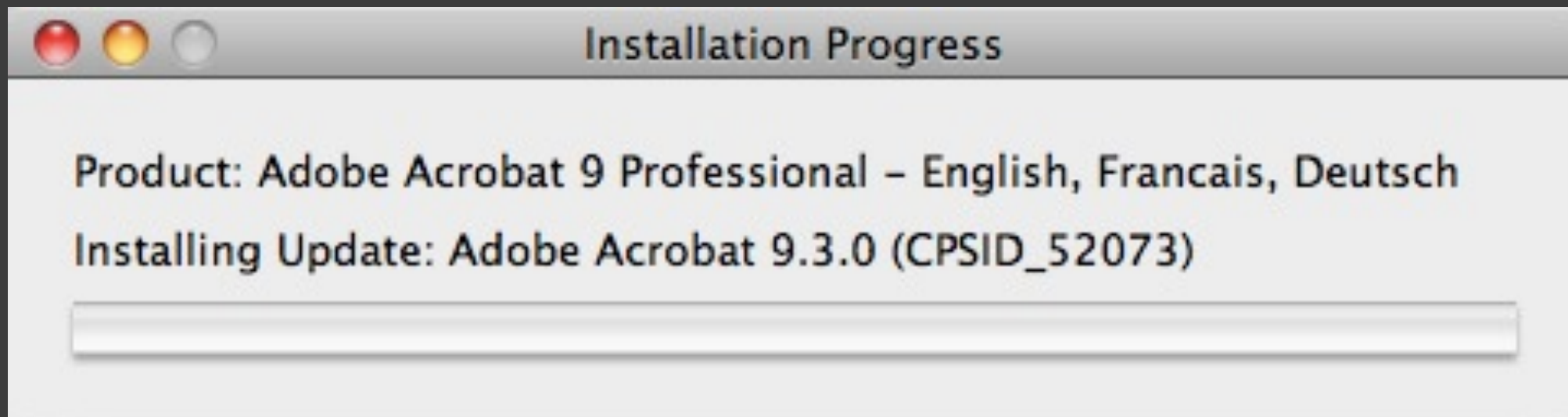
www.hci-class.org

Ten Design Heuristics

- Show system status
- Familiar metaphors & language
- Control & freedom
- Consistency
- Error prevention
- Recognition over recall
- Flexibility & efficiency
- Aesthetic & minimalist design
- Recognize, diagnose, & recover from errors
- Help

Show System
Status

Show:Time



- Feedback depends on response time
 - <1s: just show outcome
 - ~1s: feedback that activity is underway
 - >>1s: Show fractional progress; time

Show: Space

You are currently using 7488 MB (99%) of your 7498 MB.

Last account activity: 0 minutes ago at this IP (75.210.243.152). [Details](#)

Stanford University HCI Group Mail view: standard | [turn on chat](#) | [older version](#) | [basic HTML](#) [Learn more](#)

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Show: Change



Show: Action



Courtesy Wikipedia: http://en.wikipedia.org/wiki/File:Modern_British_LED_Traffic_Light.jpg

Show: Next steps

Important Message

Thank you! Your message was sent to the seller and a copy was sent to the e-mail address on your account. The seller will respond to you directly via e-mail.

[Back to Member Profile](#)

Show: Completion



Familiar Metaphors & Language

Familiar Metaphors



Familiar Language

Direct Loan Servicing

COUNT QUESTION CENTER | FORMS

Electronic Bill Presentment and Electronic Correspondence for the William D. Ford Federal Direct Loan (Direct Loan) Program

Services you are already enrolled in:

Electronic Correspondence

You already are enrolled in this service that enables you to receive your Direct Loan correspondence electronically. If you wish to cancel enrollment for this service, [click here](#).

Services you are not eligible for:

Electronic Bill Presentment

Your account is not eligible for participation in Electronic Bill Presentment because either you already are enrolled in our Electronic Debit Account, your account is in an inactive status such as paid in full, or your account is greater than 210 days delinquent.

Familiar Categories

The image shows a screenshot of the CIBT Visa Application form. The form is titled 'Visas' and 'Passports'. The main heading is 'Need a Visa'. Below this, there are several fields: 'Citizenship:' with a link 'Not a U.S. Citizen?', 'State of Residence:', 'Destination:', 'Purpose of Travel:' with a link 'Multiple Destinations', and 'Account #:'. A dropdown menu is open for the 'State of Residence' field, showing a list of states and territories. The list includes: Select One, Alabama, Alaska, Arizona, Arkansas, California, Northern, California, Southern, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Guam, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, and New Jersey. The 'California, Northern' option is selected, indicated by a checkmark.

Visas

Need a Visa

Citizenship:
[Not a U.S. Citizen?](#)

State of Residence:

Destination:

Purpose of Travel:
[Multiple Destinations](#)

Account #:

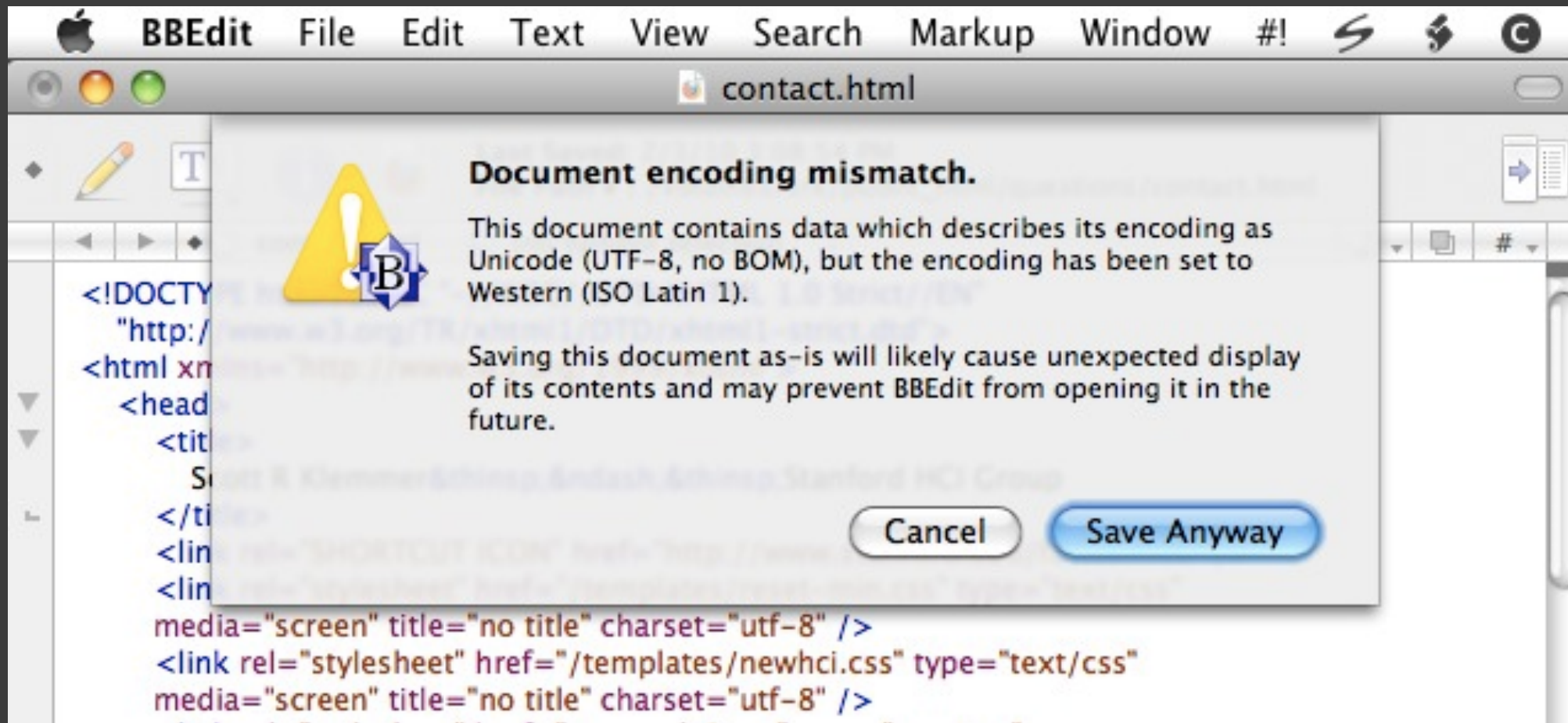
Select One

- Alabama
- Alaska
- Arizona
- Arkansas
- ✓ California, Northern
- California, Southern
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia
- Guam
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey

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Familiar Choices



User Control & Freedom

Freedom to Undo

(All prices are in US Dollars)

UIST '09: The 22nd Annual ACM Symposium on User Interface Software and Technology ([Event Details](#))

Secure connection Personal Information Agenda **Merchandise** Checkout Confirmation

	Amount	Quantity	Subtotal
Extra Demo Reception ticket	\$40.00	<input type="text"/>	
Extra Banquet Ticket	\$90.00	<input type="text"/>	
Extra copies of the proceedings	\$45.00	<input type="text"/>	

Total So Far: \$0.00

[Recalculate Total](#)

[Continue](#)

[Terms of Use](#) (All prices are in US Dollars) [Contact Info](#)

Freedom to Explore

December 2009

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
		\$160	\$130	\$128	\$128	\$128
6	7					
\$128	\$128	\$128	\$128	\$128	\$130	\$128
13	14	15	16	17	18	19
\$128	\$128	\$130	\$158	\$158	\$286	\$344
20	21	22	23	24	25	26
\$251	\$220	\$276	\$286	\$251	\$209	\$260
27	28	29	30	31	1	2
\$200	\$251	\$229	\$173	\$158		

All trips

stops All trips have 1 stop

carriers

<input checked="" type="checkbox"/> Delta (only)	<input checked="" type="checkbox"/> American (only)	<input checked="" type="checkbox"/> US Airways (only)
<input checked="" type="checkbox"/> United (only)	<input checked="" type="checkbox"/> Northwest (only)	<input checked="" type="checkbox"/> Continental (only)

flights ☒ Allow overnight flights

planes ☒ Allow propeller planes

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Choose whole trips | Choose flights (text) | Choose flights (graphical)

Monday, December 21 departures

Airlines | Flight times

Options from \$220	Continental Airlines	American Airlines	United Airlines	Delta Air Lines	US Airways	Multiple airlines	Northwest Airlines
One stop	From \$220	From \$276	From \$276	From \$297	From \$302	From \$338	From \$590

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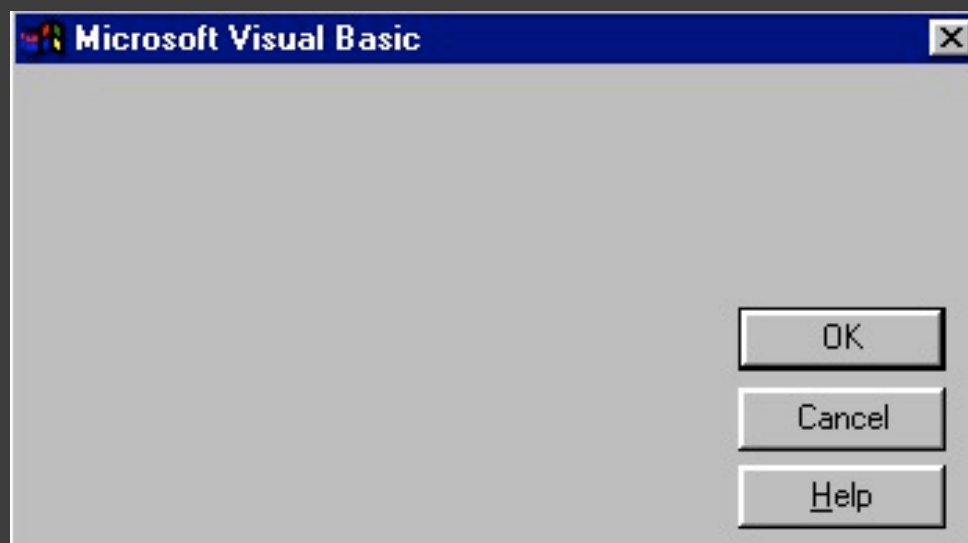
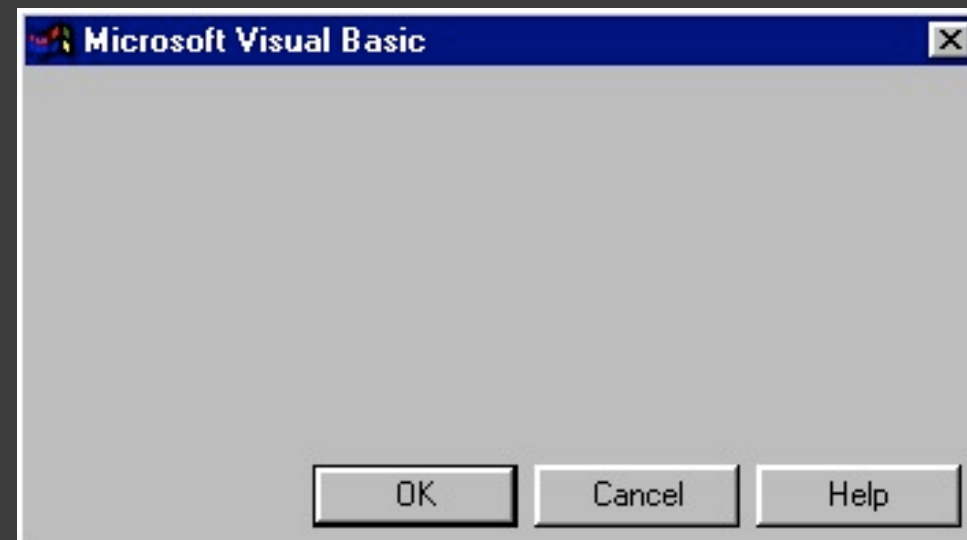
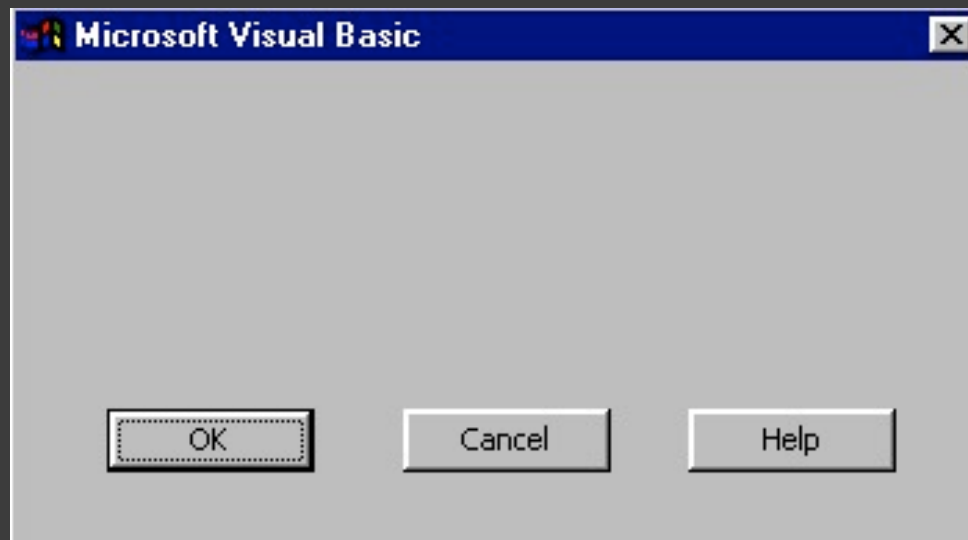
Dec 21 departures

Sort by → [Cost](#) [Airline](#) [From/To](#) [Stops](#) [Date](#) [Flight times](#) [Duration](#) [Class](#) [Warnings](#)

1	Details	\$220	Continental	SFO to BDL EWR	Mon, Dec 21	11:30a-9:54p	7h 24m	Coach	-
2	Details	\$276	American	SFO to BDL DFW	Mon, Dec 21	12:25a-11:50a	8h 25m	Coach	overnight flight, long layover
3	Details	\$276	United	SFO to BDL ORD	Mon, Dec 21	6:10a-4:27p	7h 17m	Coach	-
4	Details	\$276	United	SFO to BDL ORD	Mon, Dec 21	9:45a-7:40p	6h 55m	Coach	-
5	Details	\$276	American	SFO to BDL DFW	Mon-Tue, Dec 21-22	1:40p-12:20a	7h 40m	Coach	-
6	Details	\$297	Delta	SFO to BDL CVG	Mon-Tue, Dec 21-22	11:55p-10:49a	7h 54m	Coach	overnight flight
7	Details	\$299	Delta	SFO to BDL ATL	Mon, Dec 21	7:10a-8:23p	10h 13m	Coach	long layover
8	Details	\$299	Delta	SFO to BDL ATL	Mon, Dec 21	8:30a-8:23p	8h 53m	Coach	-
9	Details	\$299	Delta	SFO to BDL ATL	Mon-Tue, Dec 21-22	10:45p-9:50a	8h 5m	Coach	overnight flight
10	Details	\$302	US Airways	SFO to BDL CLT	Mon, Dec 21	1:10p-11:56p	7h 46m	Coach	-
11	Details	\$304	US Airways	SFO to BDL PHL	Mon, Dec 21	6:30a-4:45p	7h 15m	Coach	-
12	Details	\$304	US Airways	SFO to BDL PHL	Mon, Dec 21	8:30a-9:37p	10h 7m	Coach	long layover
13	Details	\$304	American	SFO to BDL DFW	Mon-Tue, Dec 21-22	11:25a-12:20a	9h 55m	Coach	long layover
14	Details	\$332	US Airways	SFO to BDL CLT	Mon, Dec 21	11:15a-9:42p	7h 27m	Coach	-

Consistency & Standards

Consistent Layout



Consistent Names

Send an email

Please provide the requested information below to contact us by email. Your inquiry will be forwarded to our Customer Service Team for resolution. Our goal is to respond and resolve your inquiry within 24 hours.

Privacy and Security

Verizon Wireless considers your personal information completely private and will not disclose to any outside organization for its use in marketing or solicitation. [View our Privacy Principles](#)

* Indicates required fields.

Topic*

Internet and Data Products

Subtopic*


- ✓ ----- Please Select -----
- Mobile Office
- Mobile Web
- National Access
- Bluetooth Technology
- Broadband Access
- Blackberry/PDA Smartphone
- Wireless Sync


Question or Comment (limit 2000 characters)


2000


Consistent Names


☐ search used store only



Audio Professional



A/V Presentation



Binoculars & Scopes



Camcorders



Computers


Darkroom


Digital Cameras & Gear


Film, Tapes, & Media



Lighting & Studio


En

Contact Sales Department

By Phone
Phone: 800.606.6969 or 212.444.6615
Quick-Dial: [click here](#)
Fax: 800.947.7008 or 212.239.7770
[Foreign Customers Line](#)

Hours of Operation
Sunday: 10:00AM - 5:00PM
Mon-Thu: 9:00AM - 7:00PM
Friday: 9:00AM - 2:00PM
[Holiday Schedule](#)

 Live Chat

Please fill out the form below. Click the "Send Your Message" button when done.
Fields marked with * are required.

Department:

Sales Department

Category: *

Photography

Consistent Choices



```
Terminal — sudo — 80x53

=====
Trusted Storage Recovery Script v1.0.9
=====

Please choose a language:

    e: English
    j: Japanese (日本語)

>: e

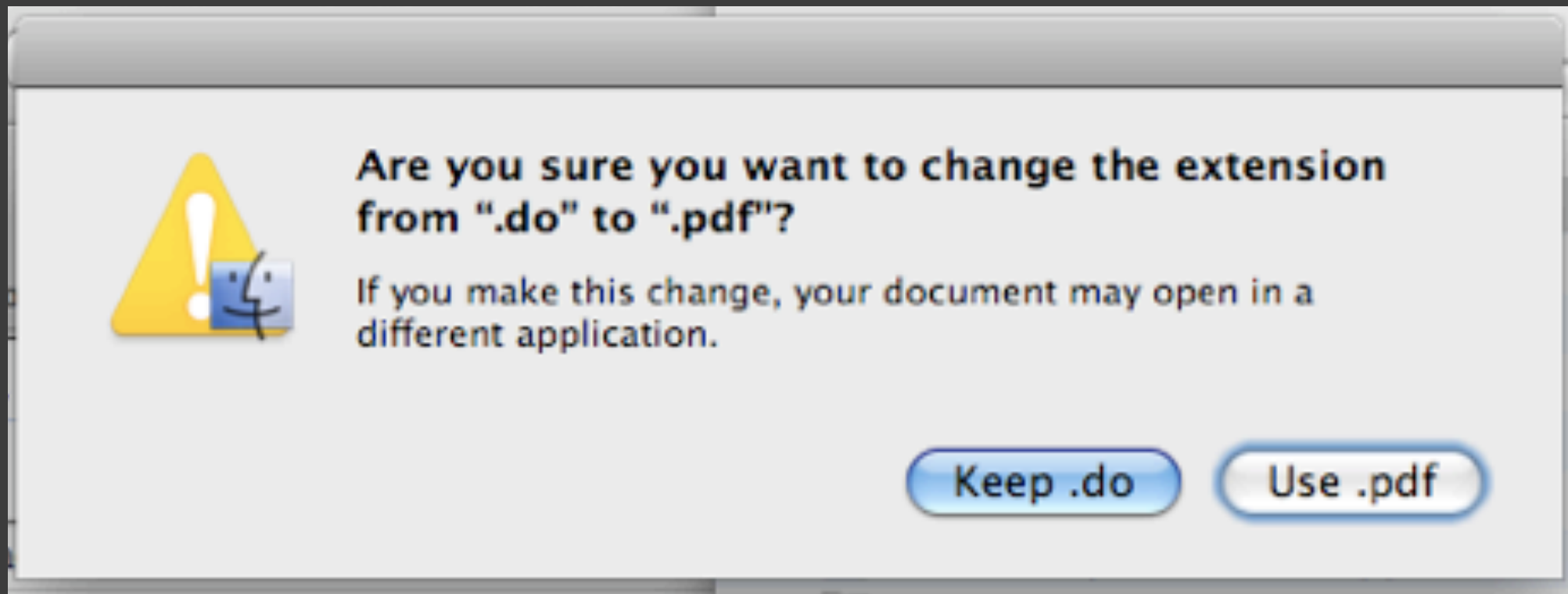
DISCLAIMER:

WARNING: Run at your own risk and make sure that ALL Adobe
products are closed and not running before you proceed further.

This tool has been developed to upgrade the licensing service
and repair a license file for Adobe Acrobat 8 and 9, and
Creative Suite 3 and 4 products.

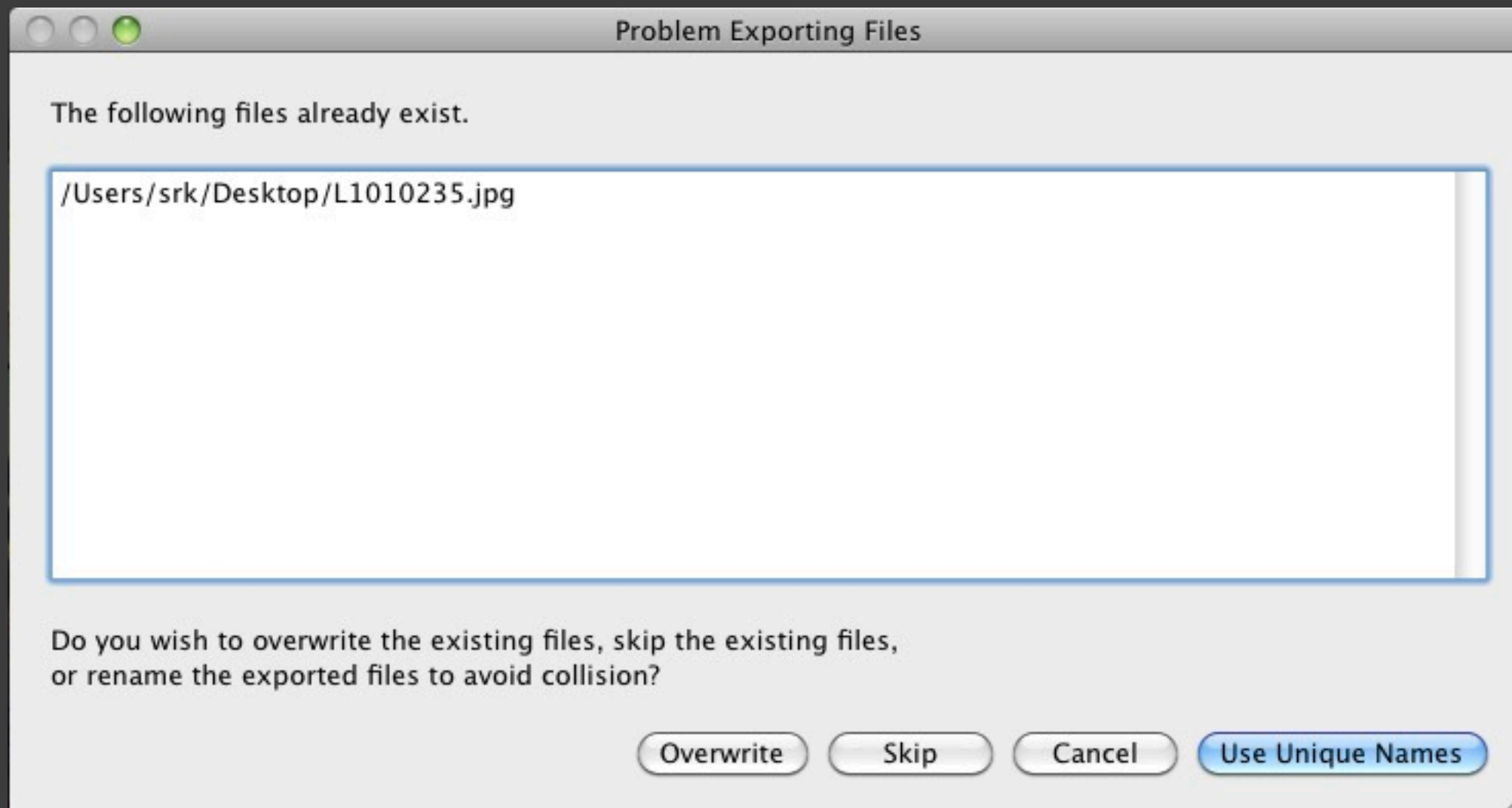
Do you wish to continue? [y/n]:
```


Clearer Choices...



Error Prevention

Prevent Data Loss



Prevent Clutter


Attention in a Kinetic Conferencing Proxy

John Tang¹, George Robertson¹, Taemie Kim³,
Edlins¹, Bongshin Lee¹ and Mike Sinclair¹

¹Microsoft Research, ²Stanford University, ³MIT
{ginav, johntang, ggr}@microsoft.com,
{edlins, a-marase, bongshin, sinclair}@microsoft.com

ated interaction, videoconferencing disrupts the
ures to mediate interaction, direct reactions to
sense of presence for the satellite (i.e., remote)
kinetic videoconferencing proxy with a swiveling
which direction that the satellite participant was
were two alternative motion control conditions, in

Add your review... ☆☆☆☆☆

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Unknown version

published May 6, 2011

keywords no keywords assigned

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read ☐ unread

printed ☐ not printed

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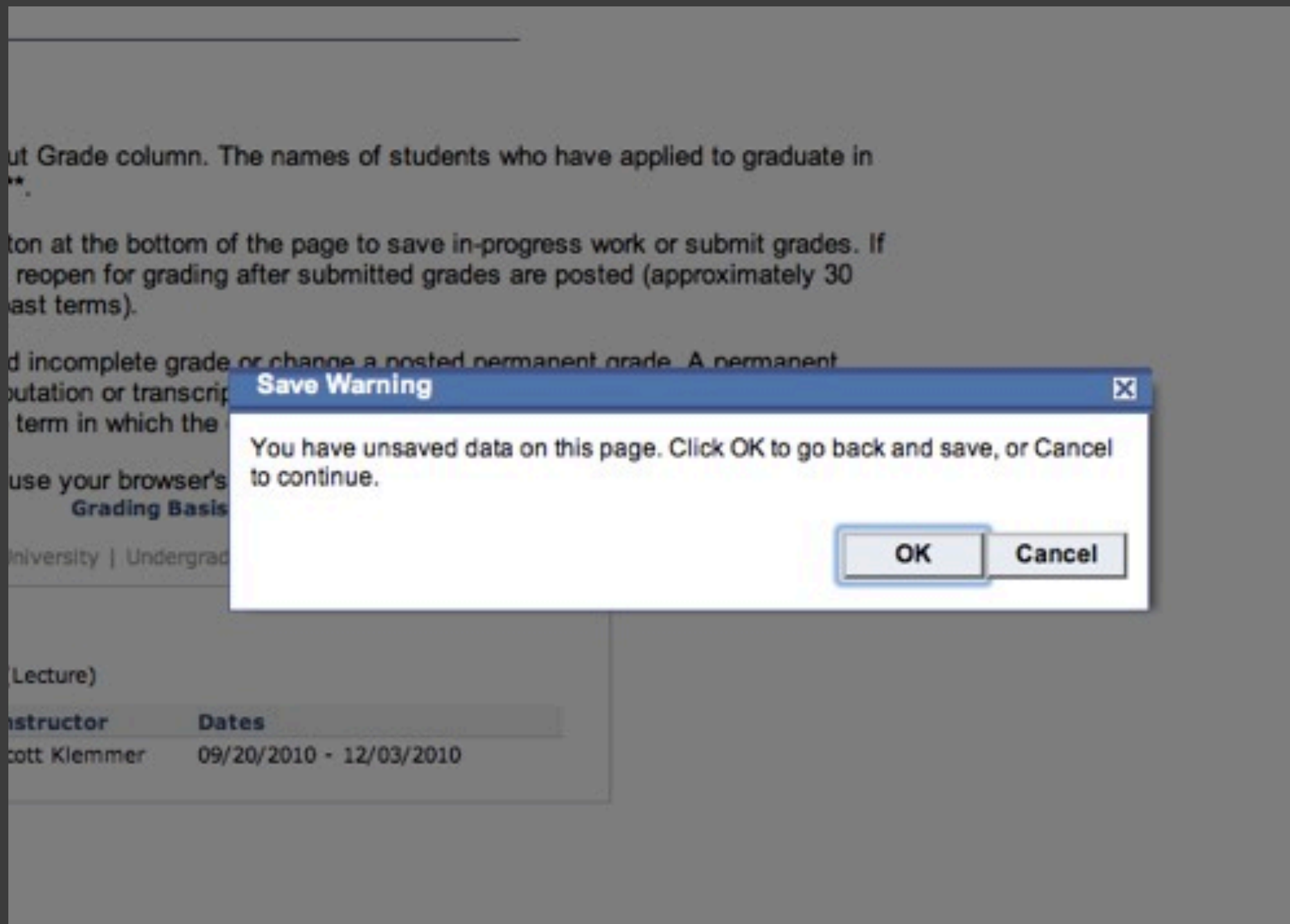
Delete Ignore

Keywords Notes Review

of 1 paper selected

2011.pdf 1.4 MB

Prevent Misinterpretation



Prevent Bad input

Gates Information Network

[Home](#) [People](#) [Groups](#) [Classrooms](#) [Events](#) [Series](#) [Schedule](#) [Profile](#) [Dashboard](#)

Create a new **Series**.


Title

CS147 Staff Meeting

Room

Gates 392

Day



Start Time

2:15 pm

End Time

5:00 pm

Start Date

End Date

Owner

[Scott R. Klemmer](#)

Web Page

http://cs147.stanford.edu

Create

Comments and complaints to action@logic.stanford.edu.

Prevent Bad input

Gates Information Network

[Home](#) [People](#) [Groups](#) [Classrooms](#) [Events](#) [Series](#) [Schedule](#) [Profile](#) [Dashboard](#)

Your changes have not been saved. Please fix the following problems.

- No days specified.

Create a new **Series**.

Title	<input type="text" value="CS147 Staff Meeting"/>
Room	<input type="text" value="Gates 392"/>
Start Time	<input type="text" value="2:15 pm"/>
End Time	<input type="text" value="5:00 pm"/>
Start Date	<input type="text" value="2010-09-24"/>
End Date	<input type="text" value="2010-12-10"/>
Owner	Scott R. Klemmer
Web Page	<input type="text" value="http://cs147.stanford.edu"/>

Create

Prevent Unnecessary Constraints

on

You must select a catalog to begin your search.

Room | Careers United States | Change Your Country

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Notice of Webcast and Conference Call for Cengage Learning

Cengage Learning will host a webcast and conference call to discuss the results for the fiscal year ended June 30, 2010 on:

Monday, September 13, 2010
9:00 A.M. (Eastern Time)

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