

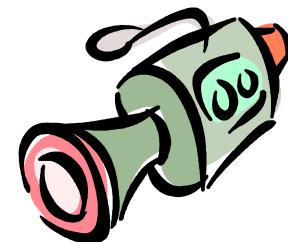
Gestión Calidad Software



GRADO II
ITINERARIO ING. SW
OPT. 4º CURSO 2º C.

Ejemplos Heurísticas Nielsen

- Evaluación Heurística (Recordatorio)
 - Método de inspección que consiste en proporcionar una serie de principios o heurísticas de diseño a un grupo de entre 3 y 5 expertos. Ellos revisarán tu diseño de manera individual según esas heurísticas, y después agregarán resultados.
- Esta técnica fue desarrollada por Jakob Nielsen, que propuso 10 principios en los 90:
 - Visibilidad del estado del sistema (feedback)
 - Coherencia entre el sistema y el mundo (comprensión)
 - Control de usuario y libertad (acción)
 - Consistencia y estándares (comprensión)
 - Prevención de errores (feedback)
 - Reconocimiento mejor que Recuerdo (acción)
 - Flexibilidad y Eficiencia de uso (acción)
 - Estética y diseño minimalista (comprensión)
 - Ayuda a los usuarios a reconocer, diagnosticar y recuperarse de los errores (feedback)
 - Ayuda y documentación (feedback)



Usability.gov: Heuristic Evaluation

<http://www.youtube.com/watch?v=XWdqzN7USeE>

UT sin usuarios

Inspección: evaluación heurística

- Scott Klemmer las clasifica en tres grandes grupos:
Ten Design Heuristics

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
	
	

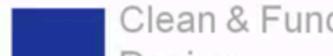
UNDERSTANDING



Consistency



Use Familiar
Metaphors & Language



Clean & Functional
Design

ACTION



Freedom



Flexibility



Recognition Over
Recall

FEEDBACK



Show Status



Prevent Errors



Support Error
Recovery



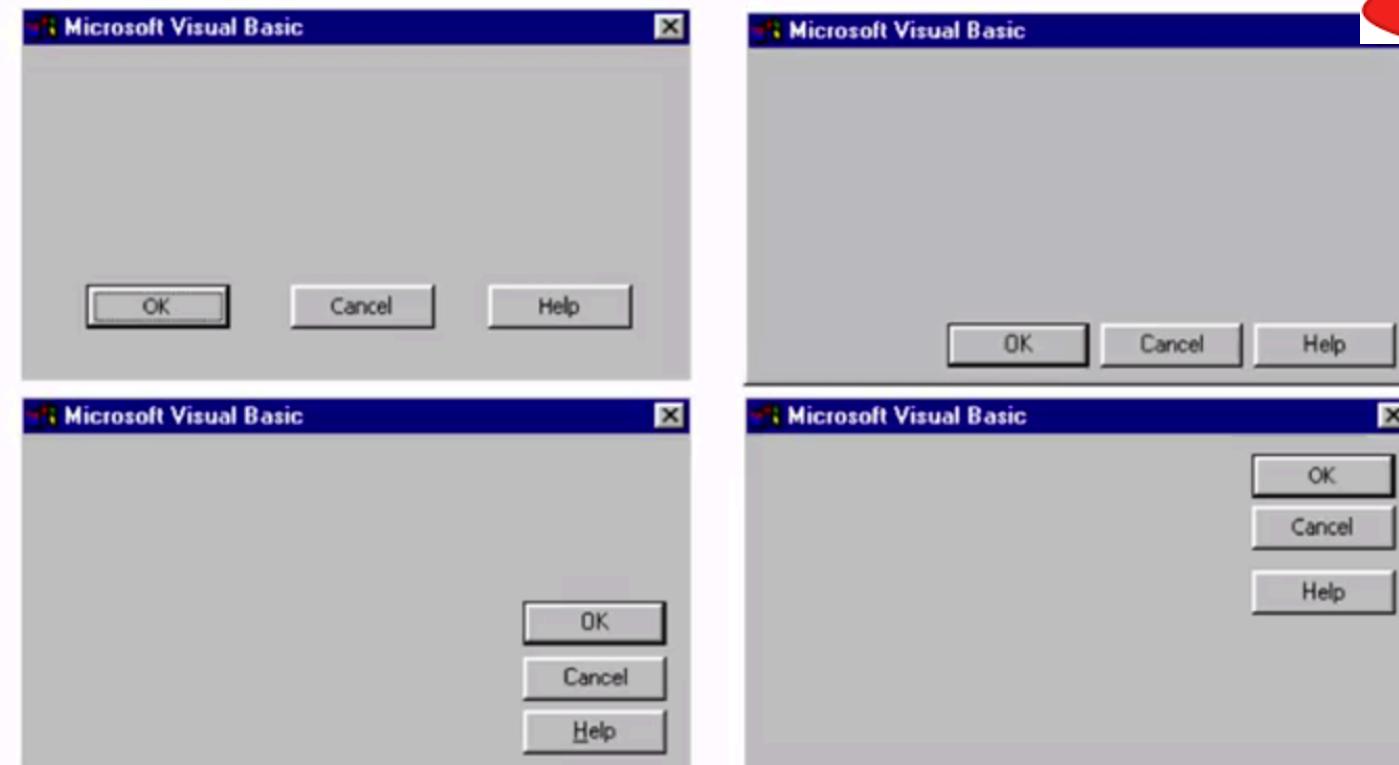
Provide Help

- [\(16:41\)](https://www.youtube.com/watch?v=YZq7nKR9BWw&list=PLNtQfKgd43I2ybf4ukgGz5513zKBXCMgM)
- [\(8:07\)](https://www.youtube.com/watch?v=gSm6bOw-KcQ)
- [\(9:29\)](https://www.youtube.com/watch?v=Hi6YO1tTqTk)
- [\(19:53\)](https://www.youtube.com/watch?v=tLFrVe4o_98)

UT sin usuarios

Inspección: evaluación heurística

- Comprensión: consistencia
 - Visual Basic 1998



UT sin usuarios

Inspección: evaluación heurística

- Comprensión: consistencia
 - Adobe repair utility



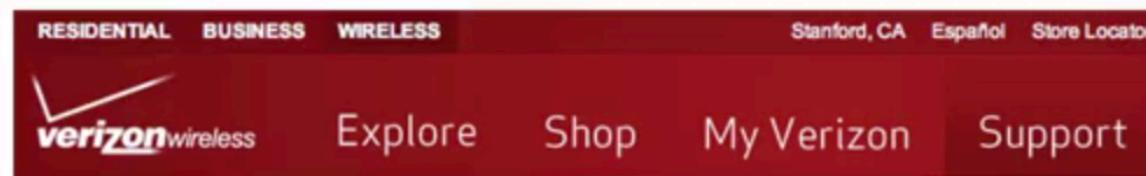
```
Terminal — sudo — 80x53
-----
Trusted S
-----
Please ch
      e
      j
>: e      Please choose a language:
          e: English
          j: Japanese (日本語)
DISCLAIMER:
WARNING: products
This tool and repair Creative Suite 3 and 4 products.
Do you wish to open applications? [y/n]: [REDACTED]
DISCLAIMER:
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 cancel at this time so you can close any
open applications? [y/n]: [REDACTED]
```

UT sin usuarios

Inspección: evaluación heurística

- Comprensión: lenguaje familiar
 - Verizon Wireless Customer Service



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

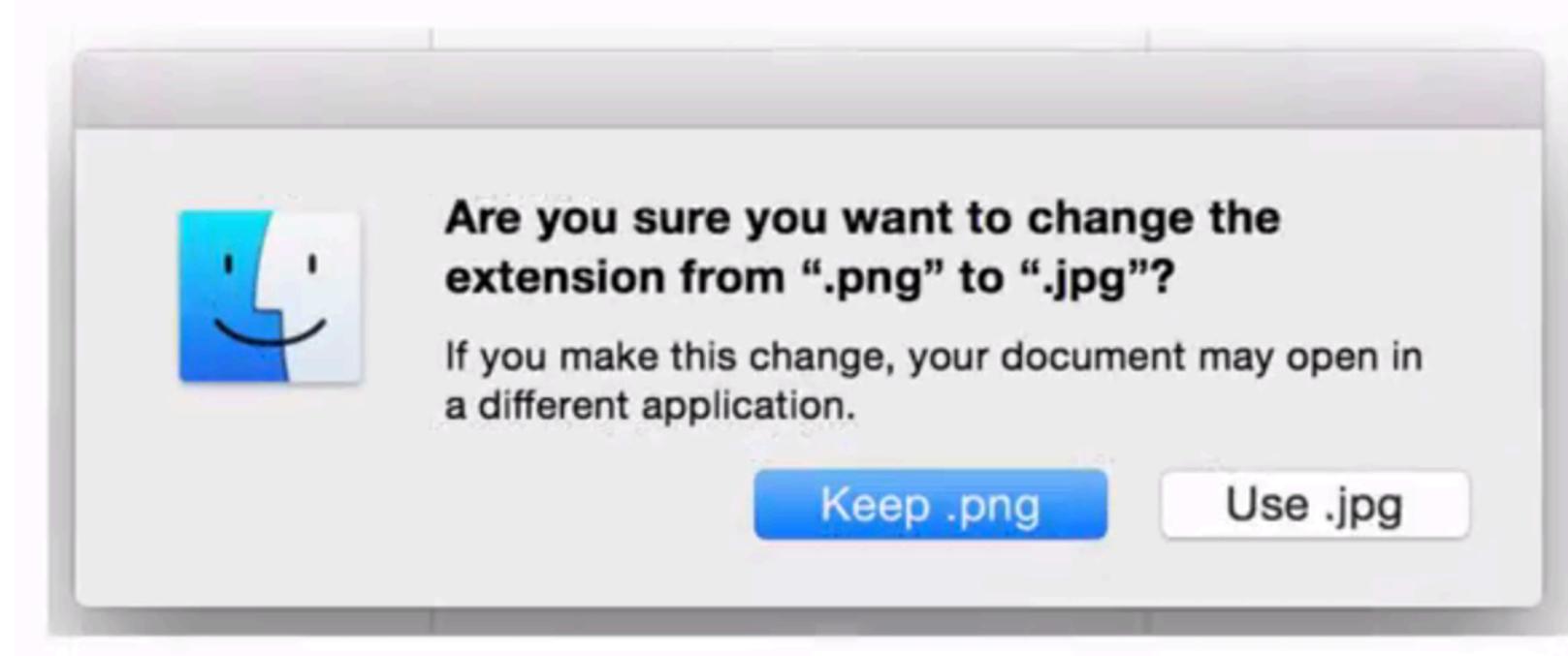
Question or Comment (1000 characters maximum)

2000

UT sin usuarios

Inspección: evaluación heurística

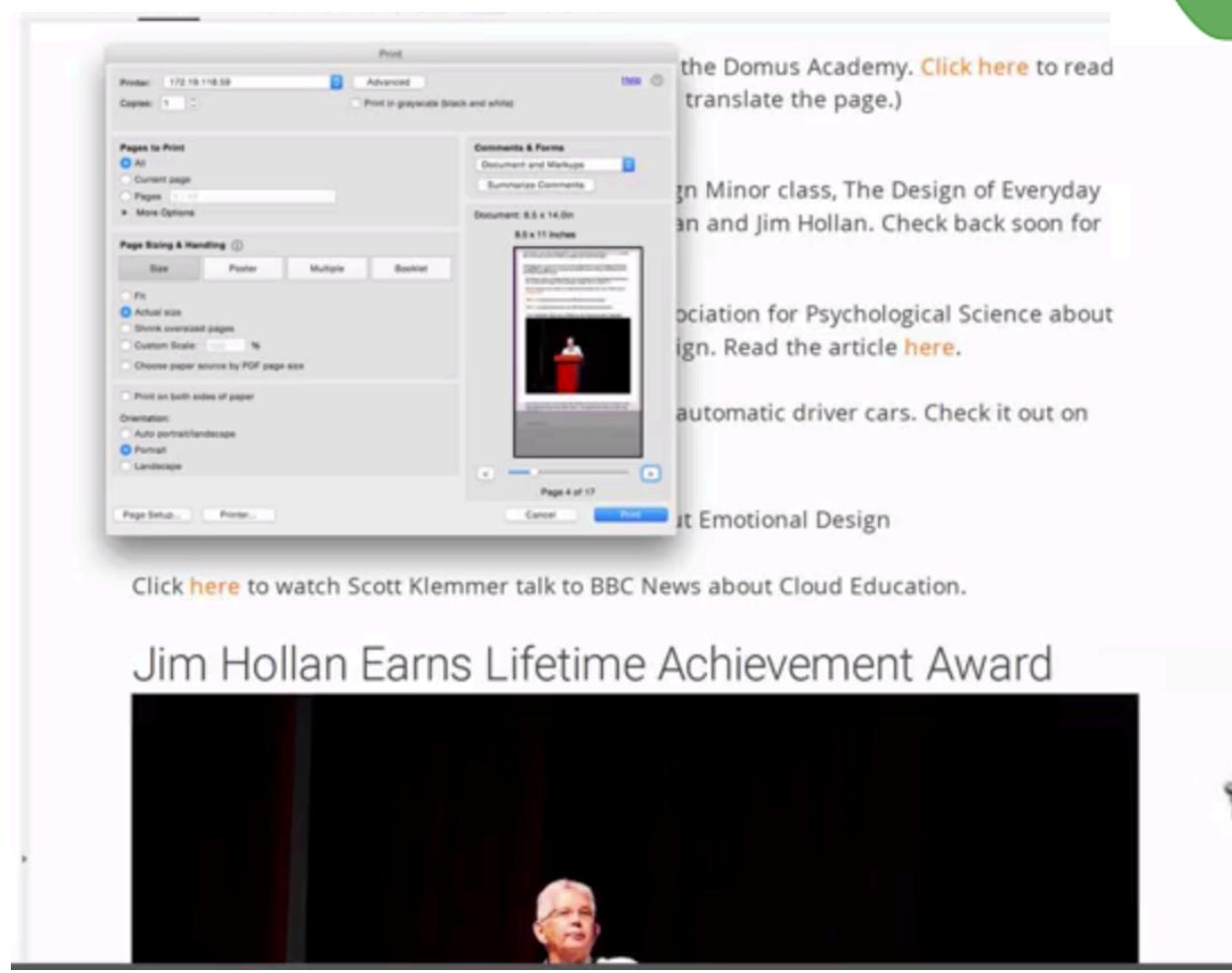
- Comprensión: lenguaje claro
 - Apple Mac OS X Finder



UT sin usuarios

Inspección: evaluación heurística

- Comprensión: Metáforas
 - Adobe printing: muestra la página real que se va a imprimir



UT sin usuarios

Inspección: evaluación heurística

- Comprensión: lenguaje familiar
 - Petición de visas en EEUU: Dos estados de California? No se puede extraer del zip code?



The screenshot shows a web page titled "Need a Visa?" from the CIBTvisas website. The user has selected "United States of America" from a dropdown menu. A tooltip or dropdown list is open, showing a list of US states. The state "California, Northern" is highlighted with a blue selection bar. The page includes fields for passport holder information, travel details, and account status. Below the form, there are sections for "Visa Pre-Check" and "Concierge Service".

I hold a passport from: United States of America

State of residence: California, Northern

I am traveling to: California, Northern

I am traveling for: California, Northern

CIBTvisas Account?: Yes

Visa Pre-Check

Have an urgent visa application with time deadline? Use Visa Pre-Check to save valuable time. Have an experienced visa specialist review and verify that your application is accurate and complete or if corrections are needed.

Learn More

Concierge Service

Manage your visa or passport. CIBTvisas Concierge Service will manage the entire process from start to finish. The Concierge Service provides our highest level of customized service.

Get Concierge Service

UT sin usuarios

Inspección: evaluación heurística

- Comprensión: Diseño limpio y funcional

The Weather Channel

Add a Location

United States (English)

Weather Lifestyle

Local National Forecast

LIFEGUARD SOUTHERN CALIFORNIA

San Francisco, CA (94111)

Updated: Mar 12, 2012, 9:05am PDT

SOCIAL NEW! See what people

Today Hourly Tomorrow

More Winter Rain and snow West. See winter weather

Winter Weather

ALERT Special Weather Statement Map | Safety and Awareness Tips

CAR LEASING Want a cheap new lease car? Start HERE!

My cheapest leasing deals! Click to chat with Ling

ABARTH CAR LEASING

500 500 Convertible 595 595 Convertible

ALFA ROMEO LEASE CARS

Giulietta Mito

AUDI LEASING

LINGS CARS.COM UK CONTRACT HIRE CARS FROM LING VALENTINE Version 237.1 You can trust me! ... In 2014 I'll rent over 475 million of cars (at RRP) CAR LEASING - CONTRACT HIRE - CHEAP LEASE CARS

Home Cars and Vans How It Works Price Lists About Ling Customers Fun Stuff Quote/Order

Business Customer Pricing Personal Customer Pricing The Best FAQs in the World!

NEW SEXY CHRISTINE FULL ROLL HERE Search Cars Here Go

@LINGSCARS Follow Me LING'S LIVE TWITTER FEED

idecor4u: Weather looking good for ECB Northern Final @AECO_cricket fingers cross @LINGSCARS http://t.co/7NmUCHSEJm

Zastibat: better question why is this website real http://t.co/dicZUoasXX

ngodingkode: The World's Biggest Ever - Case Study Lings Cars: Case Study strongy http://t.co/g2SLmekUK&help;

"JUST CLICK!" THE BEST... IN THE WORLD!

You can't find a car? Apply for a CAR QUOTE

Richard Farleigh - "I wanted to invest, I was amazed by Ling's complete lack of nerves, and also by her business acumen."

Duncan Bannatyne - "I wanted to invest... but ye turn'd me doon!"

Deborah Meaden "Harrumph! I'm out!"

MEET MY STAFF

VIZ Ling is OFFICIAL VIZ ethnic business ambassador!

PLAY ARCADE CRASH GAME! CHEAP INSURANCE

PLAY ARCADE CRASH GAME! CHEAP INSURANCE

Google Spider Food -->

Hi! I am Ling WOH! from Dragons' Den. I lease cheap new cars!

UPDATE... The latest car I've added is a Volvo V60 1.6 D2 8v (115bhp) SE Lux Nav Estate 5dr 1560cc Diesel at £385.72 inc VAT at 16:14 today - Ling

UT sin usuarios

Inspección: evaluación heurística

- Comprensión: Diseño limpio y funcional
 - Formularios antiguos de Google



Was your issue or question resolved with your visit to the Help Center?

Yes
 No

What information were you primarily looking for during your visit?

How to get started with AdWords
 Ad approvals and policy help
 Customer support contact information
 Billing or payment help
 Account settings help
 Campaign management help
 Ad performance help
 Google Analytics or conversion tracking help
 Other reason (please specify): landing page help

Did you find the information you were looking for?

No, I found none of it	I found part of it	Yes, I found all of it
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

During your past visit, you browsed this help center page: <https://adwords.google.com/support/aw/bin/answer.py?hl=en&answer=177673>

Thinking about this page specifically, how helpful was the information on the Help Center page you saw, for the purpose of your visit :

Not at all helpful	Not very helpful	Somewhat helpful	Very helpful	Extremely helpful
<input type="radio"/>				

How clear was the information on this page (<https://adwords.google.com/support/aw/bin/answer.py?hl=en&answer=177673>)?

Not at all clear	Not very clear	Somewhat clear	Very clear	Extremely clear
<input type="radio"/>				

UT sin usuarios

Inspección: evaluación heurística

- Feedback: Show status, prevent errors
 - Selección de país en formulario de registro



DIRECCIÓN E-mail: ccachero@gmail.com

*País / Región: Spain

spa

Spain

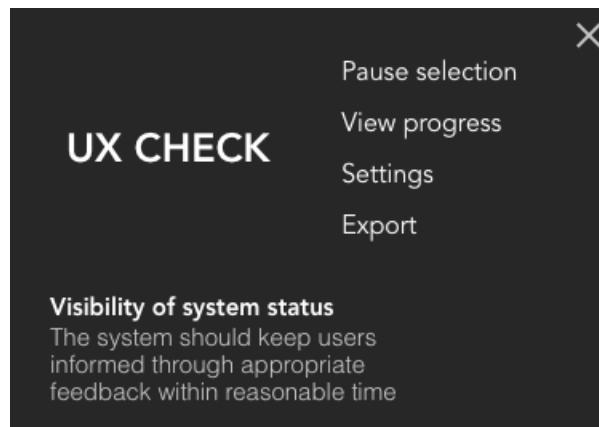
Spanish Territories Of N.Africa

A screenshot of a user interface showing a registration form. The email field contains "ccachero@gmail.com". The country dropdown menu is set to "Spain". Below the dropdown is a search bar with the text "spa". A dropdown menu is open, listing "Spain" and "Spanish Territories Of N.Africa".

UT sin usuarios

Inspección: evaluación heurística

- Ahora vosotros:
 - Ved los vídeos de Scott Klemmer
 - Instalad el Plugin de Chrome Uxcheck y probadlo sobre alguna página web que os haya llamado la atención por su buen o mal diseño (<http://www.uxcheck.co/#>)



- Completad la Wiki con ejemplos de Hall of Fame/Hall of Shame
 - Intentad que al final haya por lo menos un ejemplo bueno y uno malo de cada heurística.