Heuristics Evaluation

Evaluator Name:
Device / Browser / OS:
Site URL:
Date:

1. Visibility of System Status

The website informs the user about what is going on through constructive, appropriate and timely feedback.

Checklist	Yes	No	NA	SR
Does every interface begin with a title/ header that describes page contents?		No		3
Is the selected icon/element highlighted from other icons/elements which are not selected ?	Yes			
Is there visual feedback when objects are selected or moved?	Yes			
Is the current status of an icon and element clearly indicated?	Yes			
Is the user being informed of the system delays (more than 400ms) via feedback?	Yes			

2. Match between the system and the real world

Language usage. Such as terms and phrases. symbols, and concepts. is similar to that used by the users in their day-to-day environment.
Information is arranged in a natural and logical order.

Checklist	Yes	No	NA	SR
Are icons concrete and familiar?	Yes			
Does the product use computer jargon and technical language?		No		
Do menu choices fit logically into meaningful categories?	Yes			

3. User control and freedom User control and freedom

Users control the system. Users can exit the system at any time even when they have not made mistakes. There are facilities for Undo and Redo

Checklist	Yes	No	NA	SR
Incase of multiple menu levels, is there a way to go back to previous menus?			NA	

Checklist	Yes	No	NA	SR
Can users cancel out the actions that are in progress?	Yes			
Do prompts imply that the user is in control?	Yes			
Are users prompted to confirm actions that have drastic, destructive consequences?			NA	

4. Consistency and adherence to standards
Concepts, words, symbols, situations, or actions refer to the same thing.

Checklist	Yes	No	NA	SR
Are form fields case sensitive (when applicable)?			NA	
Are all the icons labeled?	Yes			
Does the UI avoid heavy use of all uppercase letters on a screen?	Yes			
Have industry standards been followed consistently in all screens within the product?	Yes			

5. Error prevention, specifically
prevention of usability-related errors,
The system is designed so that the users cannot easily make serious usability errors.
When a user makes an error, the application gives an appropriate error message.

Checklist	Yes	No	NA	SR
Are prompts brief and unambiguous	Yes			
Do error messages suggest the cause of the problem?	Yes			
If there is an input error, does the product highlight the error/formfield?	Yes			
Are prompts stated constructively, without overt or implied criticism of the user?	Yes			

6. Recognition rather than recall
Options for selection, and actions to be taken, are visible.
The user does not need to recall information from one part of a dialogue to another.
 Instructions on how to use the system are visible or easily retrievable whenever appropriate.

Checklist	Yes	No	NA	SR
Do similar items interact and behave in same way?	Yes			

	Yes	No	NA	SR
Is size and color of components consistent?	Yes			
Does the layout follow user's mental model?	Yes			
Is all the information needed to c omplete an action available upfront?	Yes			

7. Flexibility and efficiency of use

The site caters to different levels of users, from novice to expert.
Shortcuts or accelerators, unseen by novice users, are provided to speed up interaction and task completion by frequent users.

Checklist	Yes	No	NA	SR
Does the system provide shortcuts for efficiency?	Yes			
Are the shortcuts customizable?			NA	
Does the system provide mutiple options /ways to complete an action?			NA	
Does the system scale for new users as well as advanced users ?	Yes			

8. Aesthetic and minimalism in design

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Checklist	Yes	No	NA	SR
Is only (and all) information essential to decision making displayed on the screen?	Yes			
Does each icon stand out from its background?	Yes			
Are meaningful groups of items separated by white space?	Yes			

9. Recognition, diagnosis, and recovery from errors

Error messages are expressed in plain language.Error messages indicate precisely what the problem is and give quick, simple, constructive, specific instructions for recovery.

Checklist	Yes	No	NA	SR
Is there a clear indication that something has gone wrong?		No		
Is there an error message stating exactly what went wrong?		No		
Is there a solution offered , like a shortcut that can solve the error immediately?		No		

10. Help and documentation
The site has a help facility and other documentation to support the user's needs The information in these documents is easy to search, focused on the user's task and lists concrete steps to be carried out to accomplish a task.

Checklist	Yes	No	NA	SR
Is the help function clearly visible?		No		
Can users easily switch between help and their work?		No		
Can users resume task where they left off after accessing help?		No		
Is there context-sensitive help?		No		

	◦ **E0:** Fix will require maximum effort, including more ◦ **E1:** Fix will require considerable effort, but the issue ◦ **E2:** Fix will require a more concentrated effort, but t ◦ **E3:** A single developer with minor effort can quickly ◦ **E4**: Fix is trivial and easy to implement.				
	Effort				
Missing Titles on the Specials Page	4				

	6			

	7			
Reservation booking errors are not displayed	3			
Reservation booking errors are not displayed	3			
Reservation booking errors are not displayed	3			

		8			
	2				
	2				
	2				

Heuristics Evaluation

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Ease to Fix rating (ER)

E0. Fix will require maximum effort
E1. Fix will require considerable effort
E2. Fix will require some effort
E3. Fix is easy but with minor effort
E4. Fix is trivial and easy to implement

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Problem found	ER

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Problem Found	ER

			5		

			6		

			7		

			8		