Heuristics Evaluation

Evaluator Name: Michael Short
Device / Browser / OS: Desktop, Chrome, Windows
Site URL:
Date: 1/6/24

Severity rating (SR)

0. No violations found
1. Cosmetic problems only
2. Minor usability problems
3. Major usability problems
4. Usability catastrophe

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?	☑			
Is the selected icon/element highlighted from other icons/elements which are not selected ?	☑			
Is there visual feedback when objects are selected or moved?	☑			
Is the current status of an icon and element clearly indicated?	☑			
Is the user being informed of the system delays (more than 400ms) via feedback?		☑		S2

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?	☑			
Does the product use computer jargon and technical language?		☑		
Do menu choices fit logically into meaningful categories?	☑			

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?	☑			
Can users cancel out the actions that are in progress?	☑			

| Do prompts imply that the user is in control? | | ☑ | | |

| Are users prompted to confirm actions that have drastic, destructive consequences? | | ☑ | | S0 |

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)?		☑		
Are all the icons labeled?	☑			
Does the UI avoid heavy use of all uppercase letters on a screen?	☑			
Have industry standards been followed consistently in all screens within the product?	☑			

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	☑			
Do error messages suggest the cause of the problem?	☑			
If there is an input error, does the product highlight the error/formfield?		☑		S1
Are prompts stated constructively, without overt or implied criticism of the user?	☑			

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?	☑			
Is size and color of components consistent?	☑			

Does the layout follow user's mental model?   ☑

Is all the information needed to c
omplete an action available upfront?   ☑

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?	☑			
Are the shortcuts customizable?	☑			
Does the system provide mutiple options /ways to complete an action?	☑			
Does the system scale for new users as well as advanced users ?	☑			

8. Aesthetic and minimalism in design
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
Is only (and all) information essential to decision making displayed on the screen?	☑			
Does each icon stand out from its background?	☑			
Are meaningful groups of items separated by white space?	☑			

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?	☑			
Is there an error message stating exactly what went wrong?	☑			
Is there a solution offered , like a shortcut that can solve the error immediately?		☑		S1

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?		✓		S2
Can users easily switch between help and their work?		✓		S2
Can users resume task where they left off after accessing help?		✓		S2
Is there context-sensitive help?		✓		S2

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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

1. Visibility of System Status
The website informs the user about what is going on through constructive, appropriate and timely feedback.

Problem found	ER
User is not being informed of system delays (more than 400ms) via feedback.	E2

2. Match between the system and the real world
Language usage, such as terms and phrases, symbols and concepts, is similar to that used in their day-to-day environment by the users.
Information is arranged in a natural and logical order.

Problem found	ER

3. 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

Problem found	ER
User is not prompted to confirm form submission.	E4

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

Problem found   **ER**

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.

Problem found   **ER**

Form input error messages are given, but the input itself is not highlighted.   E4

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.

Problem Found   **ER**

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.

Problem Found   ER

8. Aesthetic and minimalism in design

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.

Problem Found   ER

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.

Problem Found   ER

Form validation requires correct user inputs but there is no shortcut to solve the
errors immediately.   E3

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.

Problem Found	ER
No help facility implemented or other documentation to support the user's needs.	E1