



## Heuristic Evaluation - A System Checklist

### 1. Visibility of System Status

The system should always keep user informed about what is going on, through appropriate feedback within reasonable time.

#	Review Checklist	Yes	No	N/A	Comments
1.1	Does every display begin with a title or header that describes screen contents?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	First Screen and Map screen don't have title
1.2	Is there a consistent icon design scheme and stylistic treatment across the system?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Screen titles change font, and no header on some screen, the first screen is totally different from the rest of the app.
1.3	Is a single, selected icon clearly visible when surrounded by unselected icons?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
1.4	Do menu instructions, prompts, and error messages appear in the same place(s) on each menu?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	On Login and Registration, the error message appears below the text box, however on other parts of the app its a pop up.
1.5	In multipage data entry screens, is each page labeled to show its relation to others?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
1.6	If oertype and insert mode are both available, is there a visible indication of which one the user is in?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
1.7	If pop-up windows are used to display error messages, do they allow the user to see the field in error?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.8	Is there some form of system feedback for every operator action?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.9	After the user completes an action (or group of actions), does the feedback indicate that the next group of actions can be started?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.10	Is there visual feedback in menus or dialog boxes about which choices are selectable?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.11	Is there visual feedback in menus or dialog boxes about which choice the cursor is on now?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.12	If multiple options can be selected in a menu or dialog box, is there visual feedback about which options are already selected?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.13	Is there visual feedback when objects are selected or moved?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.14	Is the current status of an icon clearly indicated?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	

#	Review Checklist	Yes	No	N/A	Comments
1.15	Is there feedback when function keys are pressed?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.16	If there are observable delays (greater than fifteen seconds) in the system's response time, is the user kept informed of the system's progress?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
1.17	Are response times appropriate to the task?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.18	Typing, cursor motion, mouse selection: 50-150 milliseconds	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.19	Simple, frequent tasks: less than 1 second	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.20	Common tasks: 2-4 seconds	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.21	Complex tasks: 8-12 seconds	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.22	Are response times appropriate to the user's cognitive processing?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.23	Continuity of thinking is required and information must be remembered throughout several responses: less than two seconds.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
1.24	High levels of concentration aren't necessary and remembering information is not required: two to fifteen seconds.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.25	Is the menu-naming terminology consistent with the user's task domain?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.26	Does the system provide <i>visibility</i> : that is, by looking, can the user tell the state of the system and the alternatives for action?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
1.27	Do GUI menus make obvious which item has been selected?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
1.28	Do GUI menus make obvious whether deselection is possible?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
1.29	If users must navigate between multiple screens, does the system use context labels, menu maps, and place markers as navigational aids?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

## 2. Match Between System and the Real World

The system should speak the user's language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

#	Review Checklist	Yes	No	N/A	Comments
2.1	Are icons concrete and familiar?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.2	Are menu choices ordered in the most logical way, given the user, the item names, and the task variables?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.3	If there is a natural sequence to menu choices, has it been used?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.4	Do related and interdependent fields appear on the same screen?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.5	If shape is used as a visual cue, does it match cultural conventions?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.6	Do the selected colors correspond to common expectations about color codes?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.7	When prompts imply a necessary action, are the words in the message consistent with that action?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.8	Do keystroke references in prompts match actual key names?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.9	On data entry screens, are tasks described in terminology familiar to users?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.10	Are field-level prompts provided for data entry screens?	YES			
2.11	For question and answer interfaces, are questions stated in clear, simple language?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.12	Do menu choices fit logically into categories that have readily understood meanings?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.13	Are menu titles parallel grammatically?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.14	Does the command language employ user jargon and avoid computer jargon?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.15	Are command names specific rather than general?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.16	Does the command language allow both full names and abbreviations?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.17	Are input data codes meaningful?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.18	Have uncommon letter sequences been avoided whenever possible?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.19	Does the system automatically enter leading or trailing spaces to align decimal points?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
2.20	Does the system automatically enter a dollar sign and decimal for monetary entries?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

#	Review Checklist	Yes	No	N/A	Comments
2.21	Does the system automatically enter commas in numeric values greater than 9999?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
2.22	Do GUI menus offer activation: that is, make obvious how to say <i>"now do it"</i> ?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.23	Has the system been designed so that keys with similar names do not perform opposite (and potentially dangerous) actions?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2.24	Are function keys labeled clearly and distinctively, even if this means breaking consistency rules?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

### 3. User Control and Freedom

**Users should be free to select and sequence tasks (when appropriate), rather than having the system do this for them. Users often choose system functions by mistake and will need a clearly marked “emergency exit” to leave the unwanted state without having to go through an extended dialogue. Users should make their own decisions (with clear information) regarding the costs of exiting current work. The system should support undo and redo.**

#	Review Checklist	Yes	No	N/A	Comments
3.1	If setting up windows is a low-frequency task, is it particularly easy to remember?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.2	In systems that use overlapping windows, is it easy for users to rearrange windows on the screen?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.3	In systems that use overlapping windows, is it easy for users to switch between windows?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.4	When a user's task is complete, does the system wait for a signal from the user before processing?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3.5	Can users type-ahead in a system with many nested menus?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.6	Are users prompted to confirm commands that have drastic, destructive consequences?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.7	Is there an "undo" function at the level of a single action, a data entry, and a complete group of actions?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
3.8	Can users cancel out of operations in progress?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
3.9	Are character edits allowed in commands?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.10	Can users reduce data entry time by copying and modifying existing data?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
3.11	Are character edits allowed in data entry fields?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3.12	If menu lists are long (more than seven items), can users select an item either by moving the cursor or by typing a mnemonic code?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.13	If the system uses a pointing device, do users have the option of either clicking on menu items or using a keyboard shortcut?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.14	Are menus broad (many items on a menu) rather than deep (many menu levels)?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3.15	If the system has multiple menu levels, is there a mechanism that allows users to go back to previous menus?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

#	Review Checklist	Yes	No	N/A	Comments
3.16	If users can go back to a previous menu, can they change their earlier menu choice?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.17	Can users move forward and backward between fields or dialog box options?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3.18	If the system has multipage data entry screens, can users move backward and forward among all the pages in the set?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.19	If the system uses a question and answer interface, can users go back to previous questions or skip forward to later questions?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.20	Do function keys that can cause serious consequences have an undo feature?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.21	Can users easily reverse their actions?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	can't undo creating a report
3.22	If the system allows users to reverse their actions, is there a retracing mechanism to allow for multiple undos?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
3.23	Can users set their own system, session, file, and screen defaults?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

## 4. Consistency and Standards

**Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.**

#	Review Checklist	Yes	No	N/A	Comments
4.1	Have industry or company formatting standards been followed consistently in all screens within a system?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.2	Has a heavy use of all uppercase letters on a screen been avoided?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Button text is all uppercase
4.3	Do abbreviations not include punctuation?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.4	Are integers right-justified and real numbers decimal-aligned?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.5	Are icons labeled?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.6	Are there no more than twelve to twenty icon types?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.7	Are there salient visual cues to identify the active window?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.8	Does each window have a title?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
4.9	Are vertical and horizontal scrolling possible in each window?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.10	Does the menu structure match the task structure?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.11	Have industry or company standards been established for menu design, and are they applied consistently on all menu screens in the system?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.12	Are menu choice lists presented vertically?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.13	If "exit" is a menu choice, does it always appear at the bottom of the list?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.14	Are menu titles either centered or left-justified?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.15	Are menu items left-justified, with the item number or mnemonic preceding the name?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Some buttons are center aligned
4.16	Do embedded field-level prompts appear to the right of the field label?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.17	Do on-line instructions appear in a consistent location across screens?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.18	Are field labels and fields distinguished typographically?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.19	Are field labels consistent from one data entry screen to another?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.20	Are fields and labels left-justified for alpha lists and right-justified for numeric lists?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	

#	Review Checklist	Yes	No	N/A	Comments
4.21	Do field labels appear to the left of single fields and above list fields?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.22	Are attention-getting techniques used with care?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.23	Intensity: two levels only	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.24	Size: up to four sizes	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.25	Font: up to three	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.26	Blink: two to four hertz	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.27	Color: up to four (additional colors for occasional use only)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.28	Sound: soft tones for regular positive feedback, harsh for rare critical conditions	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.29	Are attention-getting techniques used only for exceptional conditions or for time-dependent information?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.30	Are there no more than four to seven colors, and are they far apart along the visible spectrum?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.31	Is a legend provided if color codes are numerous or not obvious in meaning?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.32	Have pairings of high-chroma, spectrally extreme colors been avoided?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.33	Are saturated blues avoided for text or other small, thin line symbols?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.34	Is the most important information placed at the beginning of the prompt?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.35	Are user actions named consistently across all prompts in the system?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.36	Are system objects named consistently across all prompts in the system?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.37	Do field-level prompts provide more information than a restatement of the field name?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
4.38	For question and answer interfaces, are the valid inputs for a question listed?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.39	Are menu choice names consistent, both within each menu and across the system, in grammatical style and terminology?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.40	Does the structure of menu choice names match their corresponding menu titles?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.41	Are commands used the same way, and do they mean the same thing, in all parts of the system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.42	Does the command language have a consistent, natural, and mnemonic syntax?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.43	Do abbreviations follow a simple primary rule and, if necessary, a simple secondary rule for abbreviations that otherwise would be duplicates?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	



#	Review Checklist	Yes	No	N/A	Comments
4.44	Is the secondary rule used only when necessary?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.45	Are abbreviated words all the same length?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.46	Is the structure of a data entry value consistent from screen to screen?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.47	Is the method for moving the cursor to the next or previous field consistent throughout the system?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4.48	If the system has multipage data entry screens, do all pages have the same title?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.49	If the system has multipage data entry screens, does each page have a sequential page number?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.50	Does the system follow industry or company standards for function key assignments?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
4.51	Are high-value, high-chroma colors used to attract attention?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

## 5. Help Users Recognize, Diagnose, and Recover From Errors

Error messages should be expressed in plain language(NO CODES).

#	Review Checklist	Yes	No	N/A	Comments
5.1	Is sound used to signal an error?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
5.2	Are prompts stated constructively, without overt or implied criticism of the user?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.3	Do prompts imply that the user is in control?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.4	Are prompts brief and unambiguous.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Could be more specific than "one or more of the fields was left blank"
5.5	Are error messages worded so that the system, not the user, takes the blame?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.6	If humorous error messages are used, are they appropriate and inoffensive to the user population?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
5.7	Are error messages grammatically correct?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Some of the error messages on the login screen have no subject or punctuation.
5.8	Do error messages avoid the use of exclamation points?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.9	Do error messages avoid the use of violent or hostile words?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.10	Do error messages avoid an anthropomorphic tone?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.11	Do all error messages in the system use consistent grammatical style, form, terminology, and abbreviations?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
5.12	Do messages place users in control of the system?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.13	Does the command language use normal action-object syntax?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.14	Does the command language avoid arbitrary, non-English use of punctuation, except for symbols that users already know?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.15	If an error is detected in a data entry field, does the system place the cursor in that field or highlight the error?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
5.16	Do error messages inform the user of the error's severity?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
5.17	Do error messages suggest the cause of the problem?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.18	Do error messages provide appropriate semantic information?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.19	Do error messages provide appropriate syntactic information?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.20	Do error messages indicate what action the user needs to take to correct the error?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5.21	If the system supports both novice and expert users, are multiple levels of error-message detail available?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

## 6. Error Prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

#	Review Checklist	Yes	No	N/A	Comments
6.1	If the database includes groups of data, can users enter more than one group on a single screen?	O	O	O	
6.2	Have dots or underscores been used to indicate field length?	O	O	O	
6.3	Is the menu choice name on a higher-level menu used as the menu title of the lower-level menu?	O	O	O	
6.4	Are menu choices logical, distinctive, and mutually exclusive?	O	O	O	
6.5	Are data inputs case-blind whenever possible?	O	O	O	
6.6	If the system displays multiple windows, is navigation between windows simple and visible?	O	O	O	
6.7	Are the function keys that can cause the most serious consequences in hard-to-reach positions?	O	O	O	
6.8	Are the function keys that can cause the most serious consequences located far away from low-consequence and high-use keys?	O	O	O	
6.9	Has the use of qualifier keys been minimized?	O	O	O	
6.10	If the system uses qualifier keys, are they used consistently throughout the system?	O	O	O	
6.11	Does the system prevent users from making errors whenever possible?	O	O	O	can enter strings into PPM fields, causes app to crash
6.12	Does the system warn users if they are about to make a potentially serious error?	O	O	O	
6.13	Does the system intelligently interpret variations in user commands?	O	O	O	
6.14	Do data entry screens and dialog boxes indicate the number of character spaces available in a field?	O	O	O	
6.15	Do fields in data entry screens and dialog boxes contain default values when appropriate?	O	O	O	

## 7. Recognition Rather Than Recall

**Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.**

#	Review Checklist	Yes	No	N/A	Comments
7.1	For question and answer interfaces, are visual cues and white space used to distinguish questions, prompts, instructions, and user input?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
7.2	Does the data display start in the upper-left corner of the screen?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.3	Are multiword field labels placed horizontally (not stacked vertically)?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.4	Are all data a user needs on display at each step in a transaction sequence?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.5	Are prompts, cues, and messages placed where the eye is likely to be looking on the screen?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.6	Have prompts been formatted using white space, justification, and visual cues for easy scanning?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.7	Do text areas have "breathing space" around them?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.8	Is there an obvious visual distinction made between "choose one" menu and "choose many" menus?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
7.9	Have spatial relationships between soft function keys (on-screen cues) and keyboard function keys been preserved?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.10	Does the system gray out or delete labels of currently inactive soft function keys?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
7.11	Is white space used to create symmetry and lead the eye in the appropriate direction?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.12	Have items been grouped into logical zones, and have headings been used to distinguish between zones?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
7.13	Are zones no more than twelve to fourteen characters wide and six to seven lines high?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
7.14	Have zones been separated by spaces, lines, color, letters, bold titles, rules lines, or shaded areas?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
7.15	Are field labels close to fields, but separated by at least one space?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7.16	Are long columnar fields broken up into groups of five, separated by a blank line?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
7.17	Are optional data entry fields clearly marked?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
7.18	Are symbols used to break long input strings into "chunks"?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

#	Review Checklist	Yes	No	N/A	Comments
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7.19	Is reverse video or color highlighting used to get the user's attention?	O	<input checked="" type="radio"/>	O	
7.20	Is reverse video used to indicate that an item has been selected?	O	<input checked="" type="radio"/>	O	
7.21	Are size, boldface, underlining, color, shading, or typography used to show relative quantity or importance of different screen items?	O	<input checked="" type="radio"/>	O	
7.22	Are borders used to identify meaningful groups?	O	O	<input checked="" type="radio"/>	
7.23	Has the same color been used to group related elements?	O	O	<input checked="" type="radio"/>	
7.24	Is color coding consistent throughout the system?	<input checked="" type="radio"/>	O	O	
7.25	Is color used in conjunction with some other redundant cue?	<input checked="" type="radio"/>	O	O	
7.26	Is there good color and brightness contrast between image and background colors?	<input checked="" type="radio"/>	O	O	
7.27	Have light, bright, saturated colors been used to emphasize data and have darker, duller, and desaturated colors been used to de-emphasize data?	O	<input checked="" type="radio"/>	O	
7.28	Is the first word of each menu choice the most important?	<input checked="" type="radio"/>	O	O	
7.29	Does the system provide <i>mapping</i> : that is, are the relationships between controls and actions apparent to the user?	<input checked="" type="radio"/>	O	O	
7.30	Are input data codes distinctive?	O	O	<input checked="" type="radio"/>	
7.31	Have frequently confused data pairs been eliminated whenever possible?	<input checked="" type="radio"/>	O	O	
7.32	Have large strings of numbers or letters been broken into chunks?	O	O	<input checked="" type="radio"/>	
7.33	Are inactive menu items grayed out or omitted?	<input checked="" type="radio"/>	O	O	
7.34	Are there menu selection defaults?	<input checked="" type="radio"/>	O	O	
7.35	If the system has many menu levels or complex menu levels, do users have access to an on-line spatial menu map?	O	O	<input checked="" type="radio"/>	
7.36	Do GUI menus offer affordance: that is, make obvious where selection is possible?	<input checked="" type="radio"/>	O	O	
7.37	Are there salient visual cues to identify the active window?	O	O	<input checked="" type="radio"/>	
7.38	Are function keys arranged in logical groups?	<input checked="" type="radio"/>	O	O	
7.39	Do data entry screens and dialog boxes indicate when fields are optional?	O	<input checked="" type="radio"/>	O	
7.40	On data entry screens and dialog boxes, are dependent fields displayed only when necessary?	O	O	<input checked="" type="radio"/>	

## 8. Flexibility and Minimalist Design

**Accelerators-unseen by the novice user-may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions. Provide alternative means of access and operation for users who differ from the “average” user (e.g., physical or cognitive ability, culture, language, etc.)**

#	Review Checklist	Yes	No	N/A	Comments
8.1	If the system supports both novice and expert users, are multiple levels of error message detail available?	O	O	O	
8.2	Does the system allow novices to use a keyword grammar and experts to use a positional grammar?	O	O	O	
8.3	Can users define their own synonyms for commands?	O	O	O	
8.4	Does the system allow novice users to enter the simplest, most common form of each command, and allow expert users to add parameters?	O	O	O	
8.5	Do expert users have the option of entering multiple commands in a single string?	O	O	O	
8.6	Does the system provide function keys for high-frequency commands?	O	O	O	
8.7	For data entry screens with many fields or in which source documents may be incomplete, can users save a partially filled screen?	O	O	O	
8.8	Does the system automatically enter leading zeros?	O	O	O	
8.9	If menu lists are short (seven items or fewer), can users select an item by moving the cursor?	O	O	O	
8.10	If the system uses a type-ahead strategy, do the menu items have mnemonic codes?	O	O	O	
8.11	If the system uses a pointing device, do users have the option of either clicking on fields or using a keyboard shortcut?	O	O	O	
8.12	Does the system offer "find next" and "find previous" shortcuts for database searches?	O	O	O	
8.13	On data entry screens, do users have the option of either clicking directly on a field or using a keyboard shortcut?	O	O	O	
8.14	On menus, do users have the option of either clicking directly on a menu item or using a keyboard shortcut?	O	O	O	
8.15	In dialog boxes, do users have the option of either clicking directly on a dialog box option or using a keyboard shortcut?	O	O	O	
8.16	Can expert users bypass nested dialog boxes with either type-ahead, user-defined macros, or keyboard shortcuts?	O	O	O	

## 9. Aesthetic and Minimalist Design

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**Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.**

#	Review Checklist	Yes	No	N/A	Comments
9.1	Is only (and all) information essential to decision making displayed on the screen?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.2	Are all icons in a set visually and conceptually distinct?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.3	Have large objects, bold lines, and simple areas been used to distinguish icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.4	Does each icon stand out from its background?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.5	If the system uses a standard GUI interface where menu sequence has already been specified, do menus adhere to the specification whenever possible?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
9.6	Are meaningful groups of items separated by white space?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.7	Does each data entry screen have a short, simple, clear, distinctive title?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.8	Are field labels brief, familiar, and descriptive?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.9	Are prompts expressed in the affirmative, and do they use the active voice?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.10	Is each lower-level menu choice associated with only one higher level menu?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
9.11	Are menu titles brief, yet long enough to communicate?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9.12	Are there pop-up or pull-down menus within data entry fields that have many, but well-defined, entry options?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

## 10. Help and Documentation

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Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

#	Review Checklist	Yes	No	N/A	Comments
10.1	If users are working from hard copy, are the parts of the hard copy that go on-line marked?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
10.2	Are on-line instructions visually distinct?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.3	Do the instructions follow the sequence of user actions?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.4	If menu choices are ambiguous, does the system provide additional explanatory information when an item is selected?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
10.5	Are data entry screens and dialog boxes supported by navigation and completion instructions?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
10.6	If menu items are ambiguous, does the system provide additional explanatory information when an item is selected?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
10.7	Are there memory aids for commands, either through on-line quick reference or prompting?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
10.8	Is the help function visible; for example, a key labeled HELP or a special menu?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
10.9	Is the help system interface (navigation, presentation, and conversation) consistent with the navigation, presentation, and conversation interfaces of the application it supports?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
10.10	Navigation: Is information easy to find?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.11	Presentation: Is the visual layout well designed?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.12	Conversation: Is the information accurate, complete, and understandable?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	



#	Review Checklist	Yes	No	N/A	Comments
10.13	Is the information relevant?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.14	Goal-oriented (What can I do with this program?)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.15	Descriptive (What is this thing for?)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.16	Procedural (How do I do this task?)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.17	Interpretive (Why did that happen?)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.18	Navigational (Where am I?)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10.19	Is there context-sensitive help?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
10.20	Can the user change the level of detail available?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
10.21	Can users easily switch between help and their work?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
10.22	Is it easy to access and return from the help system?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
10.23	Can users resume work where they left off after accessing help?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

## 11. Skills

The system should support, extend, supplement, or enhance the user's skills, background knowledge, and expertise ----not replace them.

#	Review Checklist	Yes	No	N/A	Comments
11.1	Can users choose between iconic and text display of information?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
11.2	Are window operations easy to learn and use?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11.3	If users are experts, usage is frequent, or the system has a slow response time, are there fewer screens (more information per screen)?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.4	If users are novices, usage is infrequent, or the system has a fast response time, are there more screens (less information per screen)?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.5	Does the system automatically color-code items, with little or no user effort?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
11.6	If the system supports both novice and expert users, are multiple levels of detail available.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.7	Are users the initiators of actions rather than the responders?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11.8	Does the system perform data translations for users?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
11.9	Do field values avoid mixing alpha and numeric characters whenever possible?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11.10	If the system has deep (multilevel) menus, do users have the option of typing ahead?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.12	When the user enters a screen or dialog box, is the cursor already positioned in the field users are most likely to need?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11.13	Can users move forward and backward within a field?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11.14	Is the method for moving the cursor to the next or previous field both simple and visible?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11.15	Has auto-tabbing been avoided except when fields have fixed lengths or users are experienced?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.16	Do the selected input device(s) match user capabilities?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11.17	Are cursor keys arranged in either an inverted T (best for experts) or a cross configuration (best for novices)?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

#	Review Checklist	Yes	No	N/A	Comments
11.18	Are important keys (for example, <u>ENTER</u> , <u>TAB</u> ) larger than other keys?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.19	Are there enough function keys to support functionality, but not so many that scanning and finding are difficult?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.20	Are function keys reserved for generic, high-frequency, important functions?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.21	Are function key assignments consistent across screens, subsystems, and related products?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
11.22	Does the system correctly anticipate and prompt for the user's probable next activity?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

## 12. Pleasurable and Respectful Interaction with the User

The user's interactions with the system should enhance the quality of her or his work-life. The user should be treated with respect. The design should be aesthetically pleasing- with artistic as well as functional value.

#	Review Checklist	Yes	No	N/A	Comments
12.1	Is each individual icon a harmonious member of a family of icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12.2	Has excessive detail in icon design been avoided?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12.3	Has color been used with discretion?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Some screen titles are purple whereas the menu title is white
12.4	Has the amount of required window housekeeping been kept to a minimum?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12.5	If users are working from hard copy, does the screen layout match the paper form?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
12.6	Has color been used specifically to draw attention, communicate organization, indicate status changes, and establish relationships?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
12.7	Can users turn off automatic color coding if necessary?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
12.8	Are typing requirements minimal for question and answer interfaces?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
12.9	Do the selected input device(s) match environmental constraints?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12.13	If the system uses multiple input devices, has hand and eye movement between input devices been minimized?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12.14	If the system supports graphical tasks, has an alternative pointing device been provided?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
12.15	Is the numeric keypad located to the right of the alpha key area?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
12.16	Are the most frequently used function keys in the most accessible positions?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
12.17	Does the system complete unambiguous partial input on a data entry field?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	

## 13. Privacy

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The system should help the user to protect personal or private information- belonging to the user or the his/her clients.

#	Review Checklist	Yes	No	N/A	Comments
13.1	Are protected areas completely inaccessible?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
13.2	Can protected or confidential areas be accessed with certain passwords.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
13.3	Is this feature effective and successful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	

# Heuristic Evaluation

## A System Checklist

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### Primary Source

Making Computers-People Literate. © Copyright 1993.

By

Elaine Weiss

ISBN: 0-471-01877-5

System Title: \_\_\_\_\_

Release #: \_\_\_\_\_

Evaluator: \_\_\_\_\_

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### Secondary Source

Usability Inspection Methods. © Copyright 1994.

By

Jakob Nielsen and Robert Mack

ISBN: 1-55542-622-0

Date: \_\_\_\_\_

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**The Document Company**