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EVERLLENCE 2025

Heuristic Evaluation Questionnaire

Assessing Usability with Usability Heuristics

This questionnaire is designed to evaluate the usability of a system by applying Jakob Nielsen's widely recognized 10 usability heuristics.

Each category highlights a key principle of good UI design and provides guiding questions to help identify strengths and potential usability issues.

The results will highlight priority issues and guide the decisionmaking on next steps for improving the usability.

Instructions: Rate each heuristic on a scale from 1–5 (1 = Poor, 5 = Excellent) and document specific problems or observations identified during the evaluation.

1. Visibility of System Status

The system should always keep users informed about what is going on.

Guiding questions:

- Does the system provide clear feedback about current operations?
- Are loading states, progress indicators, and status messages visible?
- Do users know where they are in the system at all times?

Overall Score: _____ / 5

Issues identified:

2. Match Between System and Real World

The system should speak the users' language with familiar concepts.

Guiding questions:

- Does the interface use terminology familiar to your target users?
- Are icons, symbols, and metaphors intuitive and recognizable?
- Does information appear in logical, natural order?

Overall Score: _____ / 5

Issues identified:

3. User Control and Freedom

Users need emergency exits and undo functionality.

Guiding questions:

- Can users easily undo/redo actions?
- Are there clear exit options from unwanted states?
- Can users control the pace and sequence of interactions?

Overall Score: _____ / 5

Issues identified:

4. Consistency and Standards

Users shouldn't wonder if different words/actions mean the same thing..

Guiding questions:

- Are interface elements consistent across the system?
- Do similar functions behave similarly throughout?
- Does the system follow platform/industry conventions?

Overall Score: _____ / 5

Issues identified:

5. Error Prevention

Better than good error messages is preventing problems from occurring.

Guiding questions:

- Does the system prevent users from making errors?
- Are there confirmation dialogs for destructive actions?
- Does input validation catch errors before submission?

Overall Score: _____ / 5

Issues identified:

6. Recognition Rather Than Recall

Minimize memory load by making objects, actions, and options visible.

Guiding questions:

- Are important functions and options visible without searching?
- Can users recognize rather than remember information?
- Are instructions and help available when needed?

Overall Score: _____ / 5

Issues identified:

7. Flexibility and Efficiency of Use

Accommodate both novice and expert users.

Guiding questions:

- Are there shortcuts/accelerators for experienced users?
- Can users customize frequent actions?
- Does the system adapt to different skill levels?

Overall Score: _____ / 5

Issues identified:

8. Aesthetic and Minimalist Design

Interfaces should not contain irrelevant information.

Guiding questions:

- Is the visual design clean and uncluttered?
- Does every element serve a clear purpose?
- Is the most important information prominent?

Overall Score: _____ / 5

Issues identified:

9. Help Users Recognize and Recover from Errors

Error messages should be helpful and solution-oriented.

Guiding questions:

- Are error messages written in plain language?
- Do error messages suggest specific solutions?
- Can users easily recover from errors?

Overall Score: _____ / 5

Issues identified:

10. Help and Documentation

Provide easy-to-search, focused help when needed.

Guiding questions:

- Is help information easy to find and search?
- Are help topics focused on user tasks?
- Is documentation concise and actionable?

Overall Score: _____ / 5

Issues identified: