EMC Isilon - Web Interface Heuristic Evaluation Check List

-3 show-stopper
-2 very bad
-1 bad
0 Not applicable
+1 good
+2 very good

Checkpoint	Category	Ranking
There is a good balance between information density and use of white space	Aesthetic and Minimalist Design	
The site is pleasant to look at	Aesthetic and Minimalist Design	
The site has a consistent, clearly recognizable look and feel that engages users	Aesthetic and Minimalist Design	
Pages have been designed to an underlying grid, with items and widgets aligned both horizontally and vertically	Aesthetic and Minimalist Design	
Individual pages are free of clutter and irrelevant information	Aesthetic and Minimalist Design	
Text is concise, with no needless instructions	Aesthetic and Minimalist Design	
Pages are quick to scan, with ample headings and sub-headings and short text	Aesthetic and Minimalist Design	
Attention-attracting features (such as animation, bold colours and size differentials) are used sparingly and only where relevant	Aesthetic and Minimalist Design	
Menu titles are brief, yet long enough to communicate	Aesthetic and Minimalist Design	
Meaningful groups are separated by white space	Aesthetic and Minimalist Design	
Only essential information is displayed on the screen	Aesthetic and Minimalist Design	
There is a minimum amount of pop-up dialogs	Aesthetic and Minimalist Design	
Text boxes on forms are the right length for the expected answer	Consistency and Standards	
Pull-down menus, radio buttons and check boxes are used in preference to text entry fields on forms (i.e. text entry fields are not overused)	Consistency and Standards	

Checkpoint	Category	Ranking
There is consistency between data entry and data display	Consistency and Standards	
On all pages, the most important information is presented first	Consistency and Standards	
Fonts are used consistently	Consistency and Standards	
Each page on the site shares a consistent layout	Consistency and Standards	
Fonts are readable	Consistency and Standards	
The site avoids italicised text and uses underlining only for hypertext links	Consistency and Standards	
Meaningful labels, effective background colors, and appropriate use of borders and white space help users identify a set of items as a discrete functional block	Consistency and Standards	
The site uses appropriate selection methods (e.g. pull-down menus) as an alternative to typing	Consistency and Standards	
Each window has a title	Consistency and Standards	
Icons design scheme and style are consistent	Consistency and Standards	
Heavy use of ALL CAPS is avoided	Consistency and Standards	
Icons are labeled	Consistency and Standards	
Menu choices are listed vertically	Consistency and Standards	
Menu itmes are left-justified	Consistency and Standards	
In-app help appears in a consistent location	Consistency and Standards	
Terminology is consistent throughout the system	Consistency and Standards	
"Zones" in a form are separated by spaces and lines	Consistency and Standards	
Text boxes are close to labels	Consistency and Standards	
Error messages are written in a non-derisory tone and do not blame the user for the error	Consistency and Standards	
Where tooltips are used, they provide useful additional help and do not simply duplicate text in the icon, link or field label	Consistency and Standards	
Bold text is reserved for important important information	Consistency and Standards	

Checkpoint	Category	Ranking
Data charts are clearly labelled	Consistency and Standards	
There are no more than seven colors and they are far apart on the color spectrum	Consistency and Standards	
A legend is provided if a chart uses many color codes or the colors do not have obvious meaning	Consistency and Standards	
Different colors are used for different categories (e.g., male/female, types of fruit), not for different values in a range (e.g., age, dates, temperature)	Consistency and Standards	
Colors that show ranges are doen with a gradient color	Consistency and Standards	
Page layouts are consistent across the whole application.	Consistency and Standards	
Fields on forms contain hints, examples, or model answers to demonstrate the expected input	Error Prevention	
With data entry screens, the cursor is placed where the input is needed	Error Prevention	
Data formats are clearly indicated for input (e.g. dates) and output (e.g. units of values).	Error Prevention	
Users can complete simple tasks by entering just essential information (with the system supplying the non-essential information by default)	Error Prevention	
Text entry fields indicate the amount and the format of data that needs to be entered	Error Prevention	
Forms are validated before the form is submitted	Error Prevention	
With data entry screens, the site carries out field-level checking and form-level checking at the appropriate time	Error Prevention	
User confirmation is required before carrying out potentially "dangerous" actions (e.g. deleting something)	Error Prevention	

Checkpoint	Category	Ranking
When the user needs to choose between different options (such as in a dialog box), the options are obvious	Error Prevention	
The site does a good job of preventing the user from making errors	Error Prevention	
The system prevents users from making errors whenever possible	Error Prevention	
The system intelligently interprets variations in user commands	Error Prevention	
Text boxes with character limits indicate the character spaces that are available	Error Prevention	
Long drop-down menus are avoided. Users can input text, which is validated on the backend.	Error Prevention	
When types of characters are disallowed, users are informed ahead of time	Error Prevention	
When giving instructions, the text tells users what to do rather than what to avoid doing	Help and Documentation	
The on-line help provides step-by-step instructions to help users carry out the most important tasks	Help and Documentation	
It is easy to get help in the right form and at the right time	Help and Documentation	
The site provides context sensitive help	Help and Documentation	
Help is clear and direct and simply expressed in plain English, free from jargon and buzzwords	Help and Documentation	
There is context-sensitive help	Help and Documentation	
The help function is visible and easy to find	Help and Documentation	
The help instructions follow the sequence of user actions	Help and Documentation	
The site makes it easy to correct errors	Help Users Recognize, Diagnose, and Recover from Errors	

Checkpoint	Category	Ranking
The site makes it obvious when and where an error has occurred (e.g. when a form is incomplete, highlighting the missing fields)	Help Users Recognize, Diagnose, and Recover from Errors	
The site ensures that work is not lost (either by the user or site error)	Help Users Recognize, Diagnose, and Recover from Errors	
If an error is detected with an entry field, the system places the cursor in the field	Help Users Recognize, Diagnose, and Recover from Errors	
Error messages inform the user of the error's severity	Help Users Recognize, Diagnose, and Recover from Errors	
Error messages suggest the cause of the problem	Help Users Recognize, Diagnose, and Recover from Errors	
Error messages inform the user of the action to take to correct the error	Help Users Recognize, Diagnose, and Recover from Errors	
Error messages are shown next to the input field, not just at the top of the page.	Help Users Recognize, Diagnose, and Recover from Errors	
Field labels on forms clearly explain what entries are desired	Match between System and the Real World	
When field labels on forms take the form of questions, the questions are stated in clear, simple language	Match between System and the Real World	
Things that are clickable (like buttons) are obviously pressable	Match between System and the Real World	
Icons and graphics are standard and/or intuitive (concrete and familiar)	Match between System and the Real World	
Sentences are written in the active voice	Match between System and the Real World	
The site avoids cute, clever, or cryptic headings	Match between System and the Real World	
Button labels and link labels start with action words	Match between System and the Real World	
Headings and sub-headings are short, straightforward and descriptive	Match between System and the Real World	
The words, phrases and concepts used will be familiar to the typical user	Match between System and the Real World	

Checkpoint	Category	Ranking
Acronyms and abbreviations are defined when first used	Match between System and the Real World	
Prompts are brief and unambiguous	Match between System and the Real World	
The user does not need to consult user manuals or other external information to use the site	Match between System and the Real World	
Error messages are written in plain language with sufficient explanation of the problem	Match between System and the Real World	
Icons are concrete and familiar	Match between System and the Real World	
Menu choices are ordered in the most logical way	Match between System and the Real World	
There is a natural sequence to menu choices	Match between System and the Real World	
When prompts imply a necessary action, the messaging is consistent with that action	Match between System and the Real World	
Menu choices fit logically into categories that users understand	Match between System and the Real World	
Menu titles are grammatically parallel	Match between System and the Real World	
Menu structure matches task structure	Match between System and the Real World	
Abbreviations are standard and recognized by global users	Match between System and the Real World	
Error messages are grammatically correct	Match between System and the Real World	
Error messages are worded so that the system is to blame, not the user	Match between System and the Real World	
Prompts are expressed in an affirmative, active voice	Match between System and the Real World	
Charts are safe against color-blindness	Match between System and the Real World	
Content is written in a language that users easily understand.	Match between System and the Real World	
Labels are close to the data entry fields (e.g. labels are right justified)	Recognition Rather than Recall	
Items that aren't clickable do not have characteristics that suggest that they are	Recognition Rather than Recall	
The relationship between controls and their actions is obvious	Recognition Rather than Recall	

Checkpoint	Category	Ranking
There is a clear visual "starting point" to every page	Recognition Rather than Recall	
Buttons and links show that they have been clicked	Recognition Rather than Recall	
Fields in data entry screens contain default values, when appropriate, and show the structure of the data and the field length	Recognition Rather than Recall	
There is a clear distinction between "required" and "optional" fields on forms	Recognition Rather than Recall	
Inactive form elements are grayed out or not visible	Recognition Rather than Recall	
Related and inter-dependent information and fields appear on the same form	Recognition Rather than Recall	
The layout helps focus attention on what to do next	Recognition Rather than Recall	
The functionality of buttons and controls is obvious from their labels or from their design	Recognition Rather than Recall	
Information is organised hierarchically, from the general to the specific, and the organization is clear and logical	Recognition Rather than Recall	
Link names match the title of destination pages, so users will know when they have reached the intended page	Recognition Rather than Recall	
High levels of concentration aren't necessary, and remembering information is not required	Recognition Rather than Recall	
Form items are grouped logically, and each group has a heading	Recognition Rather than Recall	
Application pages have a clear call to action. Users know what to do and why it benefits them.	Recognition Rather than Recall	
The user can change default values in form fields	User Control and Freedom	
When relevant, the user can defer fixing errors until later in the task	User Control and Freedom	
It is easy to "undo" and "redo" actions	User Control and Freedom	
Users can cancel out of operations that are in progress	User Control and Freedom	
Tabular information can be sorted	User Control and Freedom	

Checkpoint	Category	Ranking
In navigation schemes, users can return to previous menus	User Control and Freedom	
If users can return to a previous menu, they can change their menu choices	User Control and Freedom	
Users can copy/paste commands	User Control and Freedom	
Users can edit data entry fields	User Control and Freedom	
Users can tab between fields, and the tab order is logical	User Control and Freedom	
Every display begins with a title or header that describes screen contents	Visibility of System Status	
The site provides good feedback (e.g. progress indicators or messages) when needed (e.g. during installation)	Visibility of System Status	
Form submissions are confirmed.	Visibility of System Status	
Confirmation pages are clear	Visibility of System Status	
The site keeps users informed about unavoidable delays in the site's response time (e.g. when a node reboots)	Visibility of System Status	
Pages load quickly (5 seconds or less)	Visibility of System Status	
The site provides immediate feedback on user input or actions	Visibility of System Status	
The user is warned about large, slow-loading pages (e.g. "Please wait…"), and the most important information appears first	Visibility of System Status	
The site provides clear feedback when a task has been completed successfully	Visibility of System Status	
Important instructions remain on the screen while needed, and there are no hasty timeouts requiring the user to write down information	Visibility of System Status	
Dialog error messages don't obscure the field in error	Visibility of System Status	

Checkpoint	Category	Ranking
Every operator action has some form of system feedback	Visibility of System Status	
After an action is performed, the feedback indicates the next group of actions that can be started	Visibility of System Status	
Response times align with users' cognitive processing	Visibility of System Status	
A single selected icon/button is clearly visible when surrounded by unselected icons/buttons	Visibility of System Status	