

**Heuristic Evaluation of Online Counseling Emotional System**



1. **Visibility of System Status**

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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 1.1 | Does every display begin with a title that describes screen contents? | o | o | o |  |
| 1.2 | Is there a consistent design scheme and stylistic treatment across the system? | o | o | o |  |
| 1.3 | Do menu instructions, prompts, and error messages appear in the same places on each menu? | o | o | o |  |
| 1.4 | If pop-up windows are used to display error messages, do they allow the user to see the field in error? | o | o | o |  |
| 1.5 | Is there some form of system feedback for every operator action? | o | o | o |  |
| 1.6 | If multiple options can be selected in a menu or dialog box, is there visual feedback about which options are already selected? | o | o | o |  |
| 1.7 | Is there visual feedback when objects are selected or moved? | o | o | o |  |
| 1.8 | Is there feedback when function keys are pressed? | o | o | o |  |
| 1.9 | Are response times appropriate to the task? | o | o | o |  |
| 1.10 | Simple, frequent tasks less than 1 second | o | o | o |  |
| 1.11 | Common tasks: 2-4 seconds | o | o | o |  |
| 1.12 | Complex tasks: 8-12 seconds | o | o | o |  |
| 1.13 | Are response times appropriate to the user's cognitive processing? | o | o | o |  |
| 1.14 | High levels of concentration aren't necessary and remembering information is not required. | o | o | o |  |
| 1.15 | Does the system provide visibility: that is, by looking, can the user tell the state of the system and the alternatives for action? | o | o | o |  |

1. **Match Between System and Real World**



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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 2.1 | Are icons concrete and familiar? | o | o | o |  |
| 2.2 | Do the selected colours correspond to common expectations about colour codes? | o | o | o |  |
| 2.3 | When prompts imply a necessary action, are the words in the message consistent with that action? | o | o | o |  |
| 2.4 | Do keystroke references in prompts match actual key names? | o | o | o |  |
| 2.5 | On data entry screens, are tasks described in terminology familiar to users? | o | o | o |  |
| 2.6 | Are field-level prompts provided for data entry screens? | o | o | o |  |
| 2.7 | For questionnaire and answer interfaces, are questions stated in clear, simple language? | o | o | o |  |
| 2.8 | Do menu choices fit logically into categories that have readily understood meanings? | o | o | o |  |
| 2.9 | Are menu titles parallel grammatically? | o | o | o |  |
| 2.10 | Are command names specific rather than general? | o | o | o |  |
| 2.11 | Are input data codes meaningful? | o | o | o |  |
| 2.12 | Have uncommon letter sequences been avoided whenever possible? | o | o | o |  |
| 2.13 | Does the system automatically enter leading or trailing spaces to align decimal points? | o | o | o |  |
| 2.14 | Do GUI menus offer activation: that is, make obvious how to say “now do it"? | o | o | o |  |
| 2.15 | Has the system been designed so that keys with similar names do not perform  opposite and potentially dangerous actions? | o | o | o |  |

1. **User Control and Freedom**



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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 3.1 | If setting up windows is a low-frequency task, is it particularly easy to remember? | o | o | o |  |
| 3.2 | In systems that use overlapping windows, is it easy for users to rearrange windows on the screen? | o | o | o |  |
| 3.3 | In systems that use overlapping windows, is it easy for users to switch between windows? | o | o | o |  |
| 3.4 | When a user's task is complete, does the system wait for a signal from the user  before processing? | o | o | o |  |
| 3.5 | Are users prompted to confirm commands that have drastic, destructive  consequences? | o | o | o |  |
| 3.6 | Can users cancel out of operations in progress? | o | o | o |  |
| 3.7 | Are character edits allowed in commands? | o | o | o |  |
| 3.8 | Can users reduce data entry time by copying and modifying existing data? | o | o | o |  |
| 3.9 | Are character edits allowed in data entry fields? | o | o | o |  |
| 3.10 | Are menus broad many items on a menu rather than deep many menu levels? | o | o | o |  |
| 3.11 | If the system has multiple menu levels, is there a mechanism that allows users to go back to previous menus? | o | o | o |  |
| 3.12 | If users can go back to a previous menu, can they change their earlier menu choice? | o | o | o |  |
| 3.13 | If the system has multipage data entry screens, can users move backward and  forward among all the pages in the set? | o | o | o |  |
| 3.14 | If the system uses a question and answer interface, can users go back to previous  questions or skip forward to later questions? | o | o | o |  |
| 3.15 | Do function keys that can cause serious consequences have an undo feature? | o | o | o |  |
| 3.16 | Can users easily reverse their actions? | o | o | o |  |
| 3.17 | Can users set their own system, session, file, and screen defaults? | o | o | o |  |

1. **Consistency and Standard**



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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 4.1 | Has a heavy use of all uppercase letters on a screen been avoided? | o | o | o |  |
| 4.2 | Do abbreviations not include punctuation? | o | o | o |  |
| 4.3 | Are icons labeled? | o | o | o |  |
| 4.4 | Are there no more than twelve to twenty icon types? | o | o | o |  |
| 4.5 | Are there salient visual cues to identify the active window? | o | o | o |  |
| 4.6 | Does each window have a title? | o | o | o |  |
| 4.7 | Are vertical and horizontal scrolling possible in each window? | o | o | o |  |
| 4.8 | Does the menu structure match the task structure? | o | o | o |  |
| 4.9 | Are menu choice lists presented vertically? | o | o | o |  |
| 4.10 | Are menu titles either centered or left-justified? | o | o | o |  |
| 4.11 | Are field labels and fields distinguished typographically? | o | o | o |  |
| 4.12 | Are field labels consistent from one data entry screen to another? | o | o | o |  |
| 4.13 | Are there no more than four to seven colors, and are they far apart along the visible spectrum? | o | o | o |  |
| 4.14 | Have pairings of high-chroma, spectrally extreme colours been avoided? | o | o | o |  |
| 4.15 | Is the most important information placed at the beginning of the prompt? | o | o | o |  |
| 4.16 | Are user actions named consistently across all prompts in the system? | o | o | o |  |
| 4.17 | Are system objects named consistently across all prompts in the system? | o | o | o |  |
| 4.18 | Are menu choice names consistent, both within each menu and across the system, in grammatical style and terminology? | o | o | o |  |
| 4.19 | Does the structure of menu choice names match their corresponding menu titles? | o | o | o |  |
| 4.20 | Are commands used the same way, and do they mean the same thing, in all parts of the system? | o | o | o |  |
| 4.21 | Does the command language have a consistent, natural, and mnemonic syntax? | o | o | o |  |
| 4.22 | Is the structure of a data entry value consistent from screen to screen? | o | o | o |  |
| 4.23 | If the system has multipage data entry screens, do all pages have the same title? | o | o | o |  |

1. **Help User Recognize, Diagnose, and Recover from Error**



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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 5.1 | Are prompts stated constructively, without overt or implied criticism of the user? | o | o | o |  |
| 5.2 | Do prompts imply that the user is in control? | o | o | o |  |
| 5.3 | Are prompts brief and unambiguous. | o | o | o |  |
| 5.4 | If humorous error messages are used, are they appropriate and inoffensive to the  user population? | o | o | o |  |
| 5.5 | Are error messages grammatically correct? | o | o | o |  |
| 5.6 | Do error messages avoid the use of exclamation points? | o | o | o |  |
| 5.7 | Do error messages avoid an anthropomorphic tone? | o | o | o |  |
| 5.8 | Do all error messages in the system use consistent grammatical style, form,  terminology, and abbreviations? | o | o | o |  |
| 5.9 | Does the command language use normal action-object syntax? | o | o | o |  |
| 5.11 | Do error messages inform the user of the error's severity? | o | o | o |  |
| 5.12 | Do error messages indicate what action the user needs to take to correct the error? | o | o | o |  |
| 5.13 | If the system supports both novice and expert users, are multiple levels of error message detail available? | o | o | o |  |

1. **Error Prevention**



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| **#** | **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 | Are menu choices logical, distinctive, and mutually exclusive? | o | o | o |  |
| 6.3 | Are data inputs case-blind whenever possible? | o | o | o |  |
| 6.4 | If the system displays multiple windows, is navigation between windows simple and visible? | o | o | o |  |
| 6.5 | Are the function keys that can cause the most serious consequences in hard-to-reach positions? | o | o | o |  |
| 6.6 | Are the function keys that can cause the most serious consequences located far away from low-consequence and high-use keys? | o | o | o |  |
| 6.7 | Does the system prevent users from making errors whenever possible? | o | o | o |  |
| 6.8 | Does the system warn users if they are about to make a potentially serious error? | o | o | o |  |
| 6.9 | Does the system intelligently interpret variations in user commands? | o | o | o |  |
| 6.10 | Do data entry screens and dialog boxes indicate the number of character spaces  available in a field? | o | o | o |  |
| 6.11 | Do fields in data entry screens and dialog boxes contain default values when  appropriate? | o | o | o |  |

1. **Recognition Rather Than Recall**



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| **#** | **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? | o | o | o |  |
| 7.2 | Does the data display start in the upper-left corner of the screen? | o | o | o |  |
| 7.3 | Are multiword field labels placed horizontally not stacked vertically? | o | o | o |  |
| 7.4 | Are all data a user needs on display at each step in a transaction sequence? | o | o | o |  |
| 7.5 | Are prompts, cues, and messages placed where the eye is likely to be looking on the screen? | o | o | o |  |
| 7.6 | Is there an obvious visual distinction made between "choose one" menu and "choose many" menus? | o | o | o |  |
| 7.7 | Does the system gray out or delete labels of currently inactive soft function keys? | o | o | o |  |
| 7.8 | Have items been grouped into logical zones, and have headings been used to  distinguish between zones? | o | o | o |  |
| 7.9 | Are zones no more than twelve to fourteen characters wide and six to seven lines high? | o | o | o |  |
| 7.10 | Have zones been separated by spaces, lines, color, letters, bold titles, rules lines, or shaded areas? | o | o | o |  |
| 7.11 | Are field labels close to fields, but separated by at least one space? | o | o | o |  |
| 7.12 | Are optional data entry fields clearly marked? | o | o | o |  |
| 7.13 | Are size, boldface, underlining, color, shading, or typography used to show relative quantity or importance of different screen items? | o | o | o |  |
| 7.14 | Are borders used to identify meaningful groups? | o | o | o |  |
| 7.15 | Is there good colour and brightness contrast between image and background colours? | o | o | o |  |
| 7.16 | Have light, bright, saturated colours been used to emphasize data and have darker,  duller, and desaturated colours been used to de-emphasize data? | o | o | o |  |
| 7.17 | Are input data codes distinctive? | o | o | o |  |
| 7.18 | Have frequently confused data pairs been eliminated whenever possible? | o | o | o |  |
| 7.19 | Are inactive menu items greyed out or omitted? | o | o | o |  |
| 7.20 | Are there menu selection defaults? | o | o | o |  |
| 7.21 | Are function keys arranged in logical groups? | o | o | o |  |
| 7.22 | Do data entry screens and dialog boxes indicate when fields are optional? | o | o | o |  |

1. **Flexibility and Minimalist Design**



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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 8.1 | 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 |  |
| 8.2 | Does the system provide function keys for high-frequency commands? | o | o | o |  |
| 8.3 | 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 |  |
| 8.4 | Does the system automatically enter leading zeros? | o | o | o |  |
| 8.5 | If menu lists are short seven items or fewer, can users select an item by moving the cursor? | o | o | o |  |
| 8.6 | If the system uses a type-ahead strategy, do the menu items have mnemonic codes? | o | o | o |  |
| 8.7 | 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 |  |
| 8.8 | Are character edits allowed in data entry fields? | o | o | o |  |
| 8.9 | On data entry screens, do users have the option of either clicking directly on a field or using a keyboard shortcut? | o | o | o |  |

1. **Aesthetic and Minimalist Design**



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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 9.1 | Is only and all information essential to decision making displayed on the screen? | o | o | o |  |
| 9.2 | Are all icons in a set visually and conceptually distinct? | o | o | o |  |
| 9.3 | Have large objects, bold lines, and simple areas been used to distinguish icons? | o | o | o |  |
| 9.4 | Does each icon stand out from its background? | o | o | o |  |
| 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? | o | o | o |  |
| 9.6 | Are meaningful groups of items separated by white space? | o | o | o |  |
| 9.7 | Does each data entry screen have a short, simple, clear, distinctive title? | o | o | o |  |
| 9.8 | Are field labels brief, familiar, and descriptive? | o | o | o |  |
| 9.9 | Are menu titles brief, yet long enough to communicate? | o | o | o |  |
| 9.10 | Are there pop-up or pull-down menus within data entry fields that have many, but well-defined, entry options? | o | o | o |  |

1. **Pleasurable and Respectful Interaction with the User**



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| **#** | **Review Checklist** | **Yes** | **No** | **N/A** | **Comments** |
| 10.1 | Has excessive detail in icon design been avoided? | o | o | o |  |
| 10.2 | Has colour been used with discretion? | o | o | o |  |
| 10.3 | Has colour been used specifically to draw attention, communicate organization, indicate status changes, and establish relationships? | o | o | o |  |
| 10.4 | Are typing requirements minimal for question and answer interfaces? | o | o | o |  |
| 10.5 | Do the selected input devices match environmental constraints? | o | o | o |  |
| 10.6 | If the system uses multiple input devices, has hand and eye movement between input devices been minimized? | o | o | o |  |
| 10.7 | Are the most frequently used function keys in the most accessible positions? | o | o | o |  |
| 10.8 | Does the system complete unambiguous partial input on a data entry field? | o | o | o |  |