



2018

IT | HUE

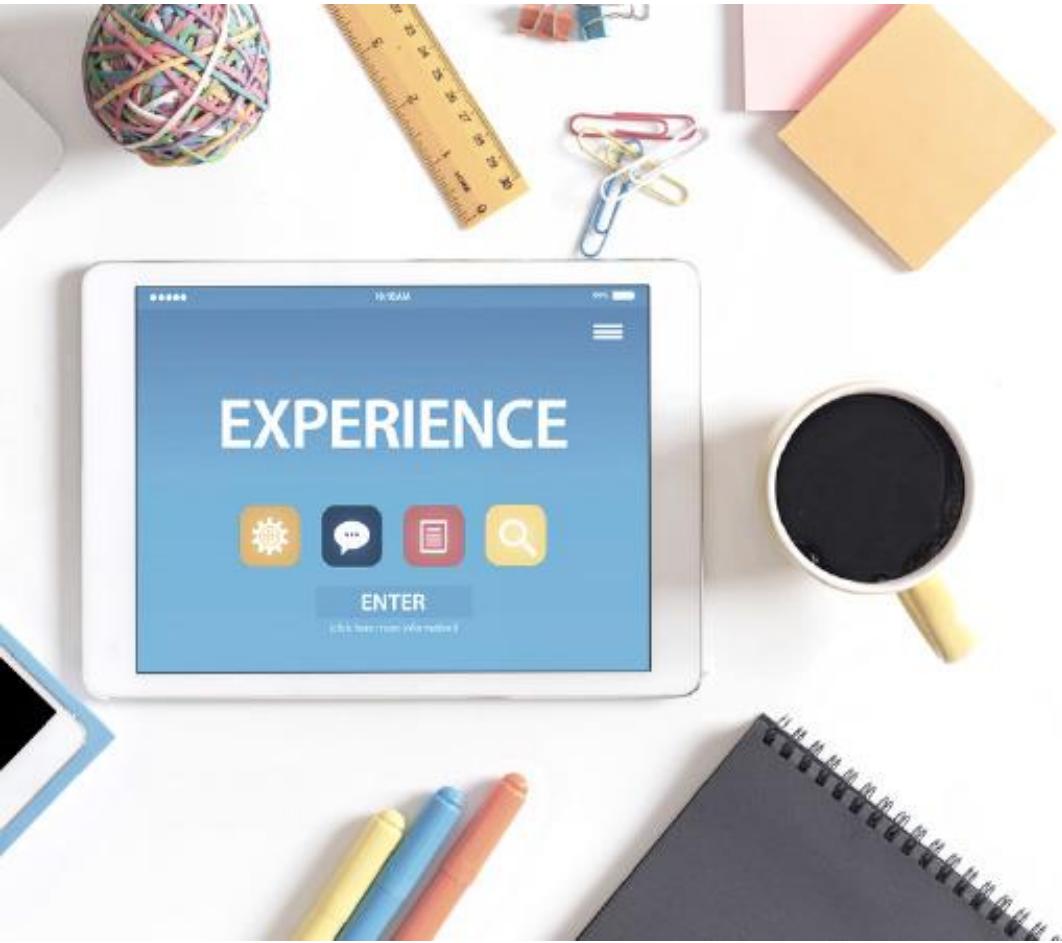
Honeywell Internal

# HEURISTIC EVALUATION

Deep Dive Training

**Honeywell**  
THE POWER OF CONNECTED

# Agenda



- Intro to the Method
- Process
- Examples
- Q&A

A photograph of a person's hands and arms resting on a wooden desk. A silver laptop is open on the left, and a white notebook with a pen is on the right. The background is blurred, showing a potted plant and a window.

Heuristic Evaluation

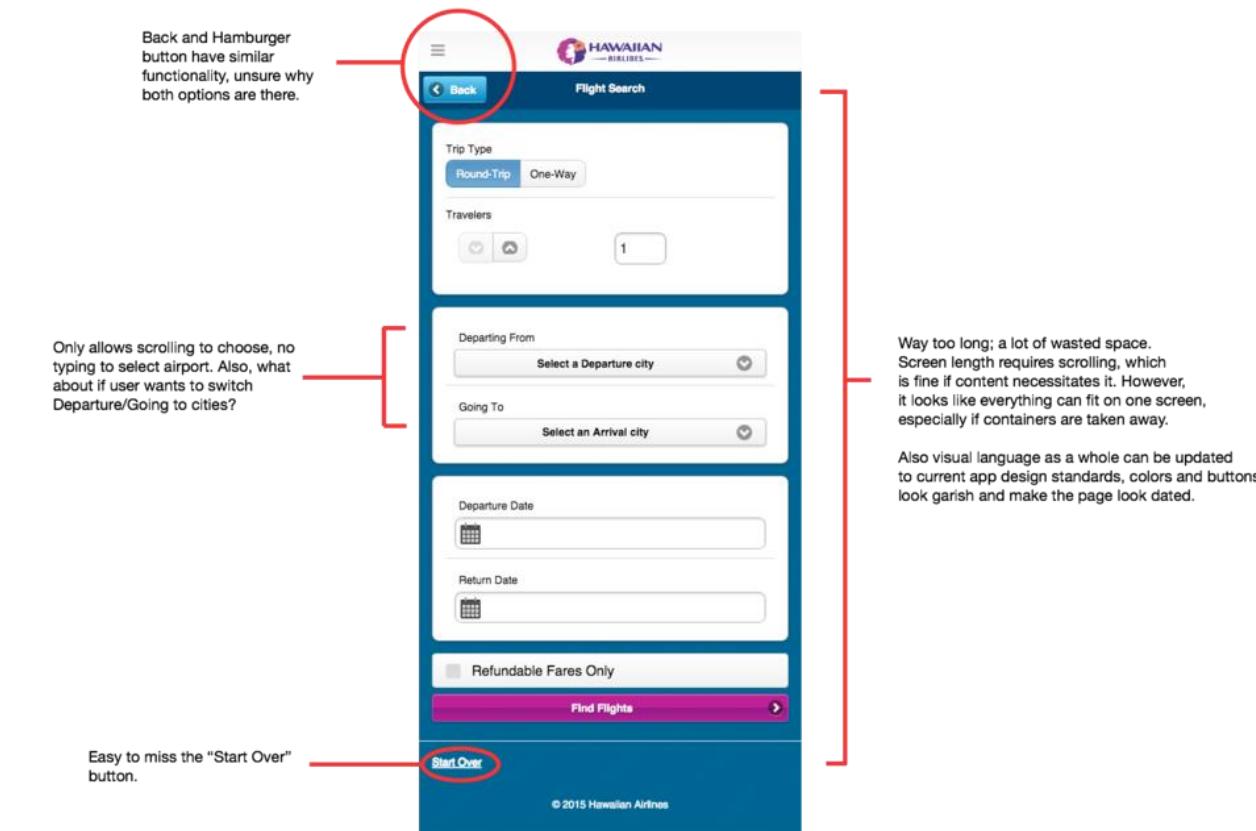
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Intro to the Method

# What is a Heuristic Evaluation?

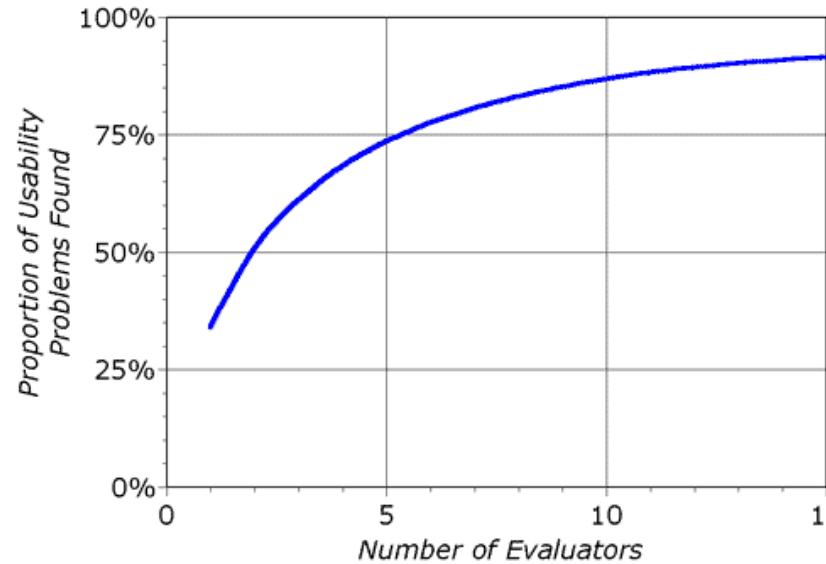
- A Heuristic Evaluation is a usability inspection technique
- Purpose is to find usability problems in a user interface so that they can be attended to as part of an iterative design process
- One or more persons evaluate a user interface against a set of design principles also called Heuristics

## HAWAIIAN AIRLINES MOBILE UI EVALUATION

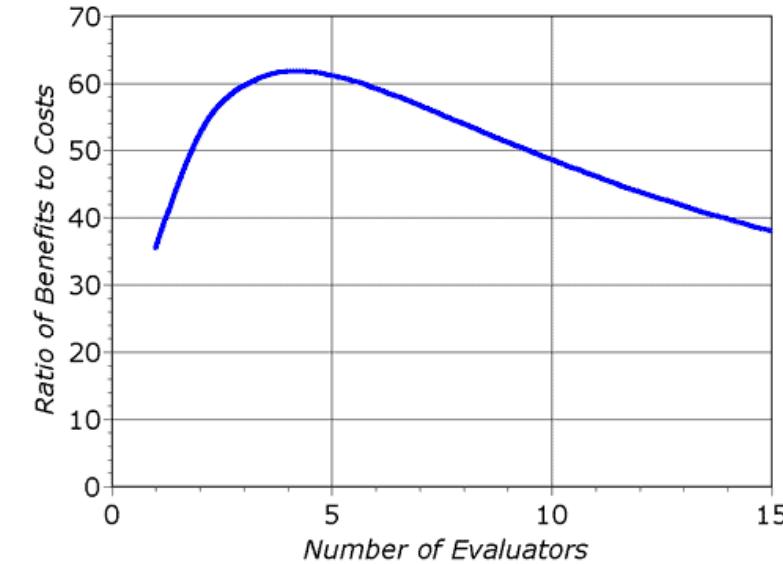


# What is a Heuristic Evaluation?

- This is a qualitative method – few evaluators work fine



- Diminishing return between the number of evaluators and the volume of issues found
- 5 evaluators find around 75% of the usability problems.
- Doubling the number of evaluators to 10 only yields 85% of identified problems.



- Curve showing how many times the benefits are greater than the costs for heuristic evaluation of a sample project.
- The optimal number of evaluators in this example is four, with benefits that are 62 times greater than the costs.

# Why Heuristic Evaluation?

## The Challenge

Usability Testing is the single-best method for UX evaluation



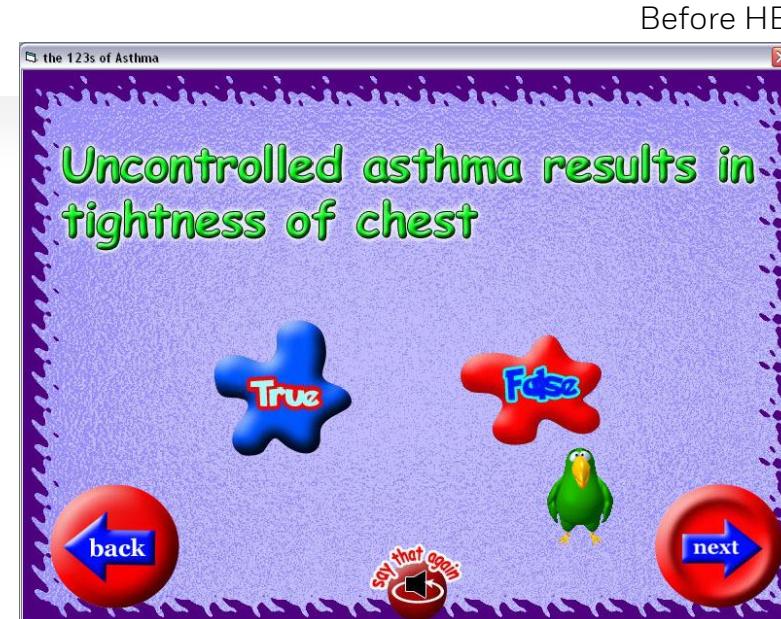
But what if you don't have representative test users available?

- You can test with colleagues (wrong audience!)
- You can use heuristic evaluation

# Why Heuristic Evaluation?

## Advantages

- Easy to orchestrate since no target users are required
- Heuristics have been shown to find a significant number of problems
- Heuristics cover a wide range of the types of problems that can occur
- **Biggest advantage**
  - Almost always cheaper than usability testing



**After HE**

What is Influenza?

Navigation Panel

- I. Quiz 1
- II. Influenza Education
- 1. Definition
- 2. Statistics
- 3. Spread of flu
- 4. Symptoms
- 5. Complications
- 6. Prevention
- 7. Vaccination
- 8. Quiz 2

A A contagious respiratory illness  
B A non-contagious respiratory illness  
C A bacterial infection  
D A cardiovascular related illness

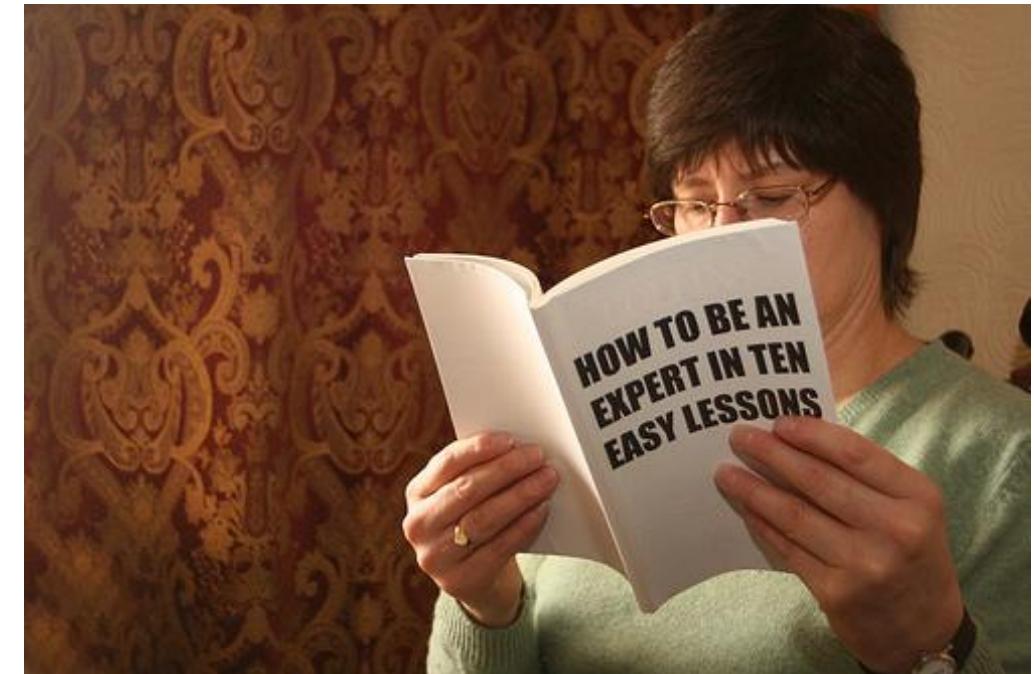
Answer the question by clicking on the appropriate option

Question 1 of 4

# Why Heuristic Evaluation?

## Disadvantages

- No established way of running a heuristics study
- No good definition of what is a good evaluator
- Heuristics do not cover domain specific issues - domain experts may be required but may be hard to find
- **Biggest disadvantage**
  - Validity – evaluators are NOT the end users
  - Important problems may get missed while oftentimes trivial problems are identified



Heuristic Evaluation

Process



# How to carry out a Heuristic Evaluation

Two approaches, both work fine – also in combination

## Go through the product step by step

- Review product step 1
- Cross-check heuristics
- Assess compliance
- Document findings
- Assign severity ratings
- Ideate mitigation
- Repeat for steps 2 ... n

and/or

## Go through the heuristics one by one

- Review heuristic 1
- Cross-check product
- Assess compliance
- Document findings
- Assign severity ratings
- Ideate mitigation
- Repeat for heuristic 2 ... n

# How to carry out a Heuristic Evaluation

## Collaboration between several evaluators

1. Each evaluator works separately first
  
2. All evaluators share, aggregate and discuss their findings
  - Clarify issues
  - Remove redundancies
  - Discuss and agree on severity ratings
  - Discuss and agree on mitigations

# The Heuristics - Overview

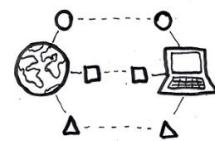
There are different sets of design principles. The most popular set are Nielsen's 10 Heuristics

Developed in 1990 by Jakob Nielsen and Rolf Molich these heuristics have been refined by Nielsen based on a factor analysis of 249 usability problems to derive a set of heuristics with maximum explanatory power.



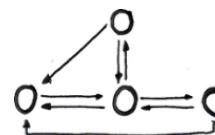
## 1. Visibility of System Status

Give the users appropriate feedback about what's going on.



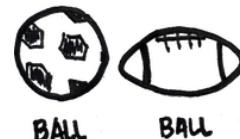
## 2. Match System & Real World

Use real-world words, concepts, and conventions familiar to users in a natural, logical, order.



## 3. User Control & Freedom

Support, undo, redo, and exit points to help users leave an unwanted state caused by mistakes.



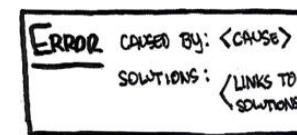
## 4. Consistency & Standards

Use consistent words, situations, and actions throughout.



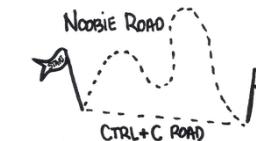
## 5. Error Prevention

Eliminate error-prone conditions or check for them before users commit to an action.



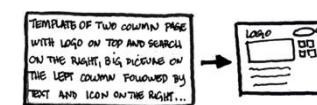
## 6. Recognition rather than Recall

Make objects, actions, and options visible at the appropriate time to minimize users' memory load.



## 7. Flexibility & Efficiency of Use

Make the system efficient for different experience levels through shortcuts, advanced tools, and frequent actions.



## 8. Aesthetic & Minimalist Design

Don't show irrelevant or rarely needed information. Extraneous elements diminish the relevance of the others.

## 9. Help Users Recognize, Diagnose, & Recover

Express error messages in plain language and suggest solutions.

## 10. Help & Documentation

Make necessary help and documentation easy to find.

# How to carry out a Heuristic Evaluation

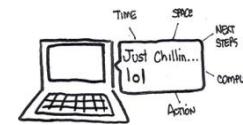
The guidelines are somewhat ambiguous and interpretive.

There will be OVERLAP

There will be SUBJECTIVITY

There will be CONFLICTS

# 1. Visibility of System Status



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

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Aerospace & Defense

Text Size:

Aviation & Air Transport

Business Aviation Sensors & Switches  
General Aviation Honeywell Green Jet Fuel™  
Helicopters Test & Measurement Sensors  
Airlines

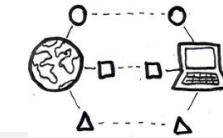
Consumer & Home  
Aerospace & Defense  
Aviation & Air Transport  
Airports  
Space & Defense  
Safety & Security  
Building, Construction and Maintenance  
Scanning & Mobile Productivity (AIDC)

Airplanes on the tarmac

Clearly mark the user's current location

Password	<input type="text"/>	⇒ 6 characters or more (be tricky!)
Password	<input type="text" value="••"/>	⇒ Too short
Password	<input type="text" value="•••••"/>	⇒ Too obvious
Password	<input type="text" value="•••••••"/>	Weak
Password	<input type="text" value="••••••••••"/>	Good
Password	<input type="text" value="••••••••••••"/>	Strong
Password	<input type="text" value="••••••••••••••••"/>	Very Strong

## 2. Match between System & Real World



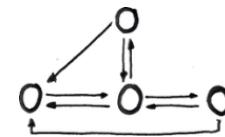
The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

The screenshot shows a Mac OS X-style window titled "Parental Controls". On the left is a yellow circular icon with a black silhouette of an adult holding a child's hand. The main text area says: "Parental controls let you manage your children's use of this computer, the applications on it, and the Internet." Below this is a message: "There are no user accounts to manage. You logged in using an administrator account. You can only apply parental controls to accounts that aren't administrator accounts." A question follows: "What would you like to do?" with two options: "Create a new user account with parental controls" (selected) and "Convert this account to a parental controls account". At the bottom is a blue "Continue" button.

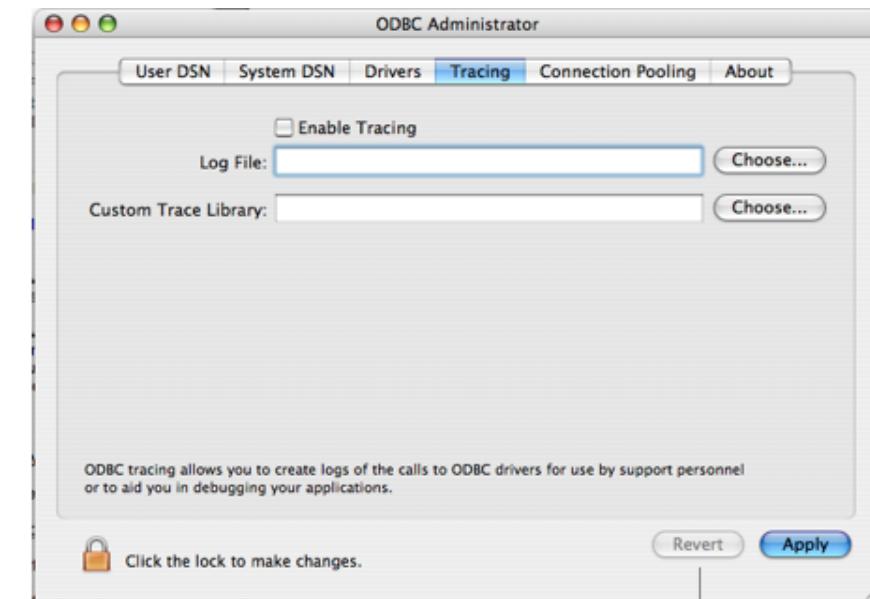
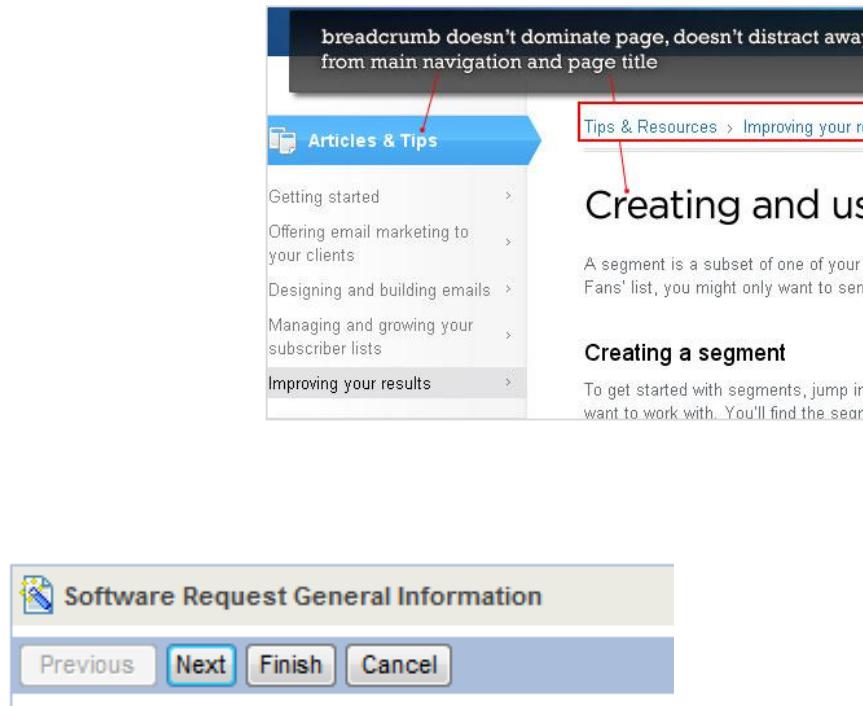
PRODUCTS	PROBLEMS WE SOLVE	SUPPORT	IN THE NEWS	ABOUT US
<b>Thermostats</b>	<b>Accessories</b>	<b>Air Cleaning</b>	<b>Humidifiers</b>	<b>Dehumidifiers</b>
<b>Programmable</b>	Entry/Exit Remote Indoor Temperature Sensor	Whole-House HEPA Whole-House Enhanced	Whole-House Steam Whole-House Evaporative	Whole-House (120 pint) Whole-House (90 pint)
7 Day 5-1-1 Day 5-2 Day 1 Week	Wireless AquaReset Outdoor Reset Kit Wireless Outdoor Air Sensor	Whole-House Electronic Whole-House Replaceable with Filter Reminder	Whole-House Fan-Powered Whole-House Drum	Whole-House (65 pint)
<b>Non Programmable</b>	Digital Manual	Portable Comfort Control Whole-House	Replacement Parts	<b>Ventilation</b> Energy-Efficient

Use terminology in menus and content with words, phrases and concepts familiar to the user

### 3. User Control & Freedom



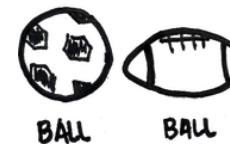
Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.



The secondary action button is inactive due to its transparent look.

Clearly indicate the affordances available to the user

## 4. Consistency & Standards



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



Follow naming convention and design themes consistently

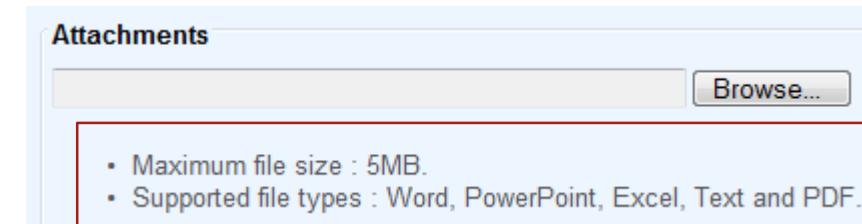
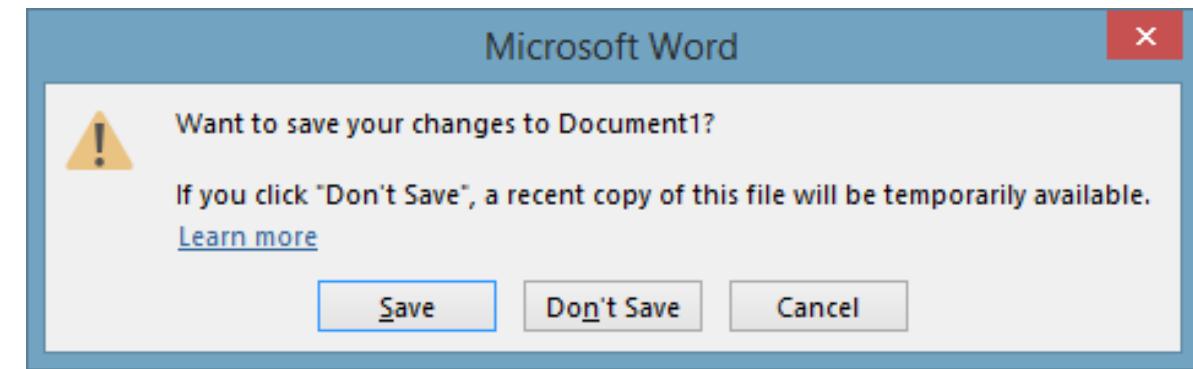


## 5. Error Prevention



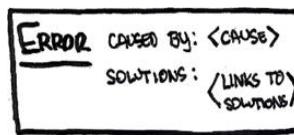
Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

A screenshot of a web form with several input fields. The "Address" field is highlighted with a red border, indicating an error. Other fields include Name (First and Last), Time (HH:MM AM/PM), Email (with placeholder "Please use your office email address."), Date (MM/DD/YYYY), and Address (Street Address, Street Address Line 2, City, Region).



Reduce opportunities for errors by educating users pro-actively

## 6. Recognition rather than Recall



Minimize the user's memory load by making 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.

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Home > Support and Resources

In This Section

- Commercial
- Residential

## Support and Resources

Building your business with Honeywell

Honeywell Environmental Combustion and Controls (ECC) is committed to helping distributors, contractors and builder channel partners be successful. From technical support to marketing and promotional tools, to applications that streamline sales and specifications processes, we offer resources that help build business and grow sales.

**Commercial**  
Support and resources for distributors and contractors selling and installing Honeywell ECC products for commercial buildings.

**Residential**  
Support and resources for professionals selling, installing and maintaining Honeywell products for residential environments.

```
Example.scala x
```

```
package org.example

class CompilationSettings

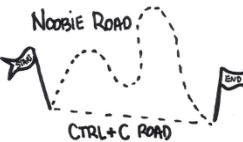
class EvaluationSettings

class Example {
  def compile(settings: CompilationSettings | EvaluationSettings)
}
```

Did you know that Quick Documentation View (F1) works in completion tool

Use unique styles for each level of hierarchy on an interface

# 7. Flexibility and Efficiency of Use



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.

**A-Z Index**

Text Size: + -

**FILTER BY KEYWORD**  >

Select A B C D E F G H I J K L M N O P Q R S T U V W X Y Z - All

**2D Barcode Scanners**  
A/C Refrigerants  
A-C® Performance Additives

**Related Products & Solutions**

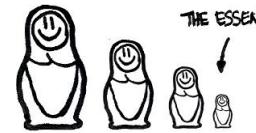
- **UOP Strategic Optimization Solutions**
- **UOP Process Optimization**
- **Honeywell Energy and Emissions Management Solutions**

## Photoshop CS Keyboard Shortcuts

Tools	File	Type	Layer	Edit
Add Shape	Ctrl+W / Ctrl+F4	Close	Ctrl+Shift+F2	Clear (Selection)
Subtract Shape	-	Close All	Ctrl+Shift+F4	Delete / Backspace
Preserve Transparency (toggle)	Alt	Close Last	Ctrl+Shift+F4	Color Settings
Increase Brush Size	[	Edit In ImageReady	Ctrl+Shift+Alt	Ctrl+S
Decrease Brush Size	]	Exit	Ctrl+Shift+B	Copy
Increase Brush Hardness	Shift + [	File Browser	Ctrl+Shift+Q	Ctrl+Shift+O
Decrease Brush Softness by 25%	Shift + ]	File Info	Ctrl+Shift+I	Cut
Increase Brush Hardness by 25%	Shift + [	New Document	Ctrl+N	Duplicate Free Transform
Previous Brush	<	New Document (last settings)	Ctrl+Shift+N	Duplicate Transform Again
Next Brush	>	Open	Ctrl+Shift+P	Fade (last layer / adjustment)
First Brush	*	Open As	Ctrl+Shift+O	Find
Last Brush	Shift + *	Page Setup	Ctrl+Shift+P	Find & Replace
Tool Opacity 10% to 100%	1 → 0	Print	Ctrl+P	Fill From Background & Preserve Trans.
Flow / Airbrush Opacity 10% to 100%	Shift + 1 → 0	Print One Copy	Ctrl+Alt+Shift+P	Fill From Background & Preserve Trans.
Path / Direct Selection Tool	B	Print with Preview	Ctrl+Alt+P	Fit From Background
Brush / Pencil Tool	R	Print Layout	Ctrl+J	Fit From Foreground & Preserve Trans.
Eraser Tool	E	Justify Left	Ctrl+Shift+L	Free Transform
Text Tool	T	Justify Center	Ctrl+Shift+M	Keyboard Shortcuts
Smart Text Tool	S	Justify Right	Ctrl+Shift+N	Paste
Default Colors	D	Justify Baseline	Ctrl+Shift+O	Paste Into (Selection)
Erase All	Shift + D	More Curves One Word Left or Right	Ctrl+E	Path Outline
Save As	Shift + S	More Curves One Word Left or Right	Ctrl+E	Preferences (General)
Save (As)	Shift + S	More Curves to End of Story	Ctrl+End	Preferences (last used)
Save for Web	Shift + Alt+Shift+S	More Curves to Start of Story	Ctrl+Home	Present Manager
Gradient / Paint Bucket Tool	G	Move To Previous / Next Paragraph	Ctrl+T, J	Print All (no dialog)
Hand Tool	H	Regular (logite)	Ctrl+Shift+Y	Print Background & Preserve Trans.
Eyedropper / Sampler / Measure Tool	I	Select One Character Left or Right	Shift+Ctrl+K	Print With Background Color
Healing / Patch / Color Replacement	J	Select One Line Up or Down	Shift+Ctrl+L	Print With Foreground Color
Slice Tool	K	Select One Word Left or Right	Shift+Ctrl+M	Print With Selection
Drop Shadow	L	Select Type to End of Line	End	Print With Transparency
Marquee Tool	M	Select Type to Start of Story	Ctrl+End	Print With Transparency
Notes / Air Animation Tool	N	More Curves to End of Story	Shift+End	Print With Transparency
Dodge / Burn / Sponge Tool	O	More Curves to Start of Story	Shift+Home	Print With Transparency
Inverse	Shift + O	Move To Start of Line	Shift+Home	Print With Transparency
Pen / Freehand Pen Tool	P	Move To Start of Story	Shift+Home	Print With Transparency
Montage Selections (ctrl+shift+o)	Shift + P	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Document Brush Mode	Q	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Blur / Sharpen / Smudge Tool	R	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Move Selection (while creating)	Shift + R	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Clone / Pattern Stamp Tool	S	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Type Tool	T	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Shape Tool	U	Move Selection Area (ps)	Shift+T, J	Print With Transparency
More Tools	V	Move Selection Area (ps)	Shift+T, J	Print With Transparency
Magic Wand Tool	W	Move Selection Area (ps)	Shift+T, J	Print With Transparency
Switch Colors	X	Move Selection Area (ps)	Shift+T, J	Print With Transparency
History / Art History Brush Tool	Y	Move Selection Area (ps)	Shift+T, J	Print With Transparency
Zoom Tool	Z	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Hand Tool (logite)	H	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Zoom In (logite)	Alt+Space	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Zoom Out (logite)	Alt+Space	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Clear Guides	Ctrl+H+Space	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Extra (show / hide)	Alt+Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Fit on Screen	Ctrl+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Cycle Path / Direct Selection Tools	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Toggle Eyedropper / Direct Selection Tools	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Cycle Erase Tools	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Grid (show / hide)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Guides (lock / unlock)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Guides (lock / unlock)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Image (show / hide)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Toggle Eyedropper / Sampler / Measure	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Cycle Healing / Color Replace Tools	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Color Replace (ctrl+shift+alt+o)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Color Wheel	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Properties (CMYK preview)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Properties (RGB preview)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Reveal All	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Filter	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Add Noise	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Extract	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Filter Gallery	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Gaussian Blur	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Last Filter	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Last Filter Dialog Box	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Levels	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Levels (last setting)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Levels (last setting)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Levels (last setting)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Reveal All	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Rotate Arbitrary	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Rotate Curves By: CCW	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Rotate Curves By: CW	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Shadow/Highlight	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Shadow/Highlight (last settings)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Screen	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Soft Light	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Tri	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Vertical Flip	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Pass Through (Layer Sets)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Decorate (Sponge Tool)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Saturate (Sponge Tool)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Highlights (Dodge & Burn Tools)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Mattes (Dodge & Burn Tools)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
Shadows (Dodge & Burn Tools)	Shift+I	Move To Previous / Next Paragraph	Ctrl+T, J	Print With Transparency
By: Trevor Morris ( <a href="mailto:trevor@fundy.net">trevor@fundy.net</a> )				
Website: <a href="http://www.fundy.net/">http://www.fundy.net/</a>				
Version: 3. March 2009				
Bolded commands denote custom keyboard shortcuts				

Allow experienced users to have access to information quickly

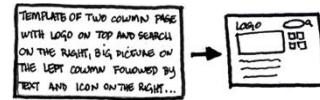
## 8. Aesthetic and minimalist Design



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.



## 9. Help users recognize, diagnose, and recover from errors



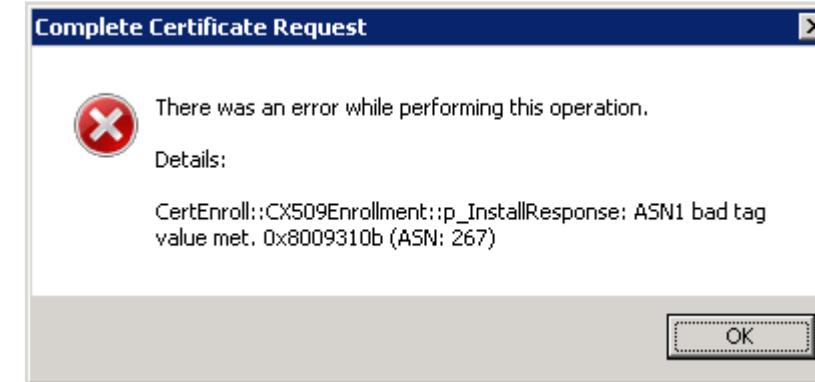
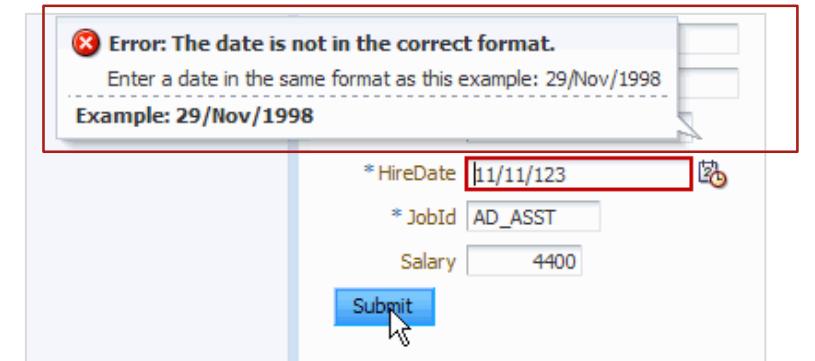
Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

**Answer Rules**

Each security answer must satisfy the following rules:

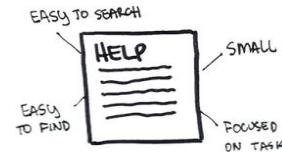
- Must be between 3 and 20 characters long
- Cannot contain any word in the question
- Cannot be the same as any other security answer

**Note:** Security answers are not case sensitive.



Give contextual, informative and concise error messages as soon as possible

## 10. Help and Documentation



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.

Your site's web address: Site has not yet been published  
Get a custom domain

Page: index Publish to the web Your site isn't published yet. Only you can see it

Change Layout Change Background Add Page Site Builder Preview

wefwefew

**Here's your website!**

Based on the information you've given us, we've built a website to help get you started. Of course, you can edit, add, or remove anything you like. Click on text to edit it, or start adding photos or widgets using the sidebar on the right.

When you're happy with your website, click the "Publish to the web" button to make your site visible to the world.

Site Builder Tip: 1 of 3 [Next](#)

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# Prioritizing Findings

- Typically, you will not have enough time to mitigate all usability issues found
- Applying severity ratings to the findings allows the project team to determine which issues should be mitigated and which can be deferred to later or omitted

## Severity Ratings (from Nielsen & Mack '94)

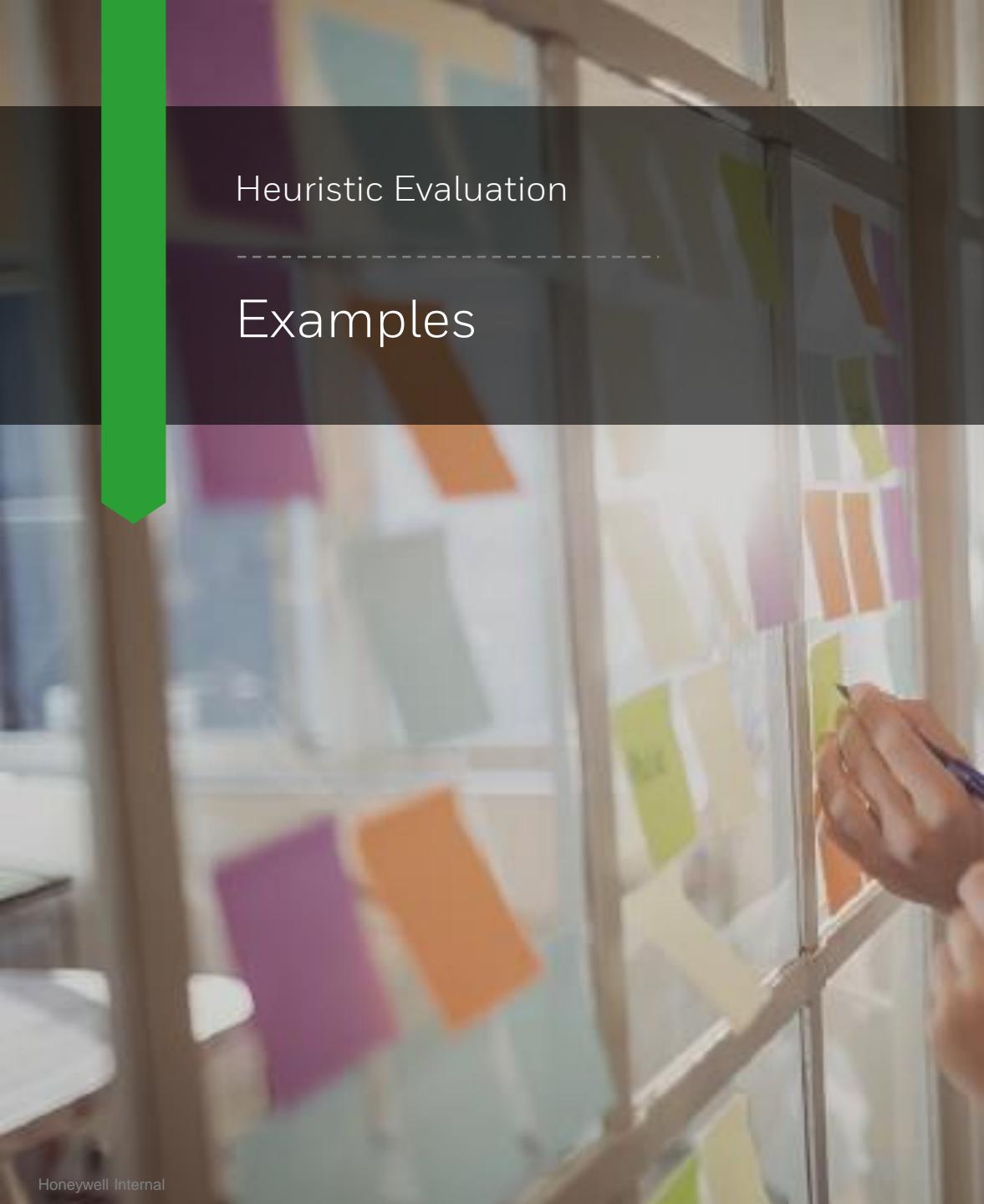
0 - don't agree that this is a usability problem

1 - cosmetic problem

2 - minor usability problem

3 - major usability problem; important to fix

4 - usability catastrophe; imperative to fix

A photograph showing a person's hands writing on a whiteboard. The whiteboard is covered with numerous colorful sticky notes of various colors including orange, yellow, green, blue, and pink. The person is wearing a blue long-sleeved shirt.

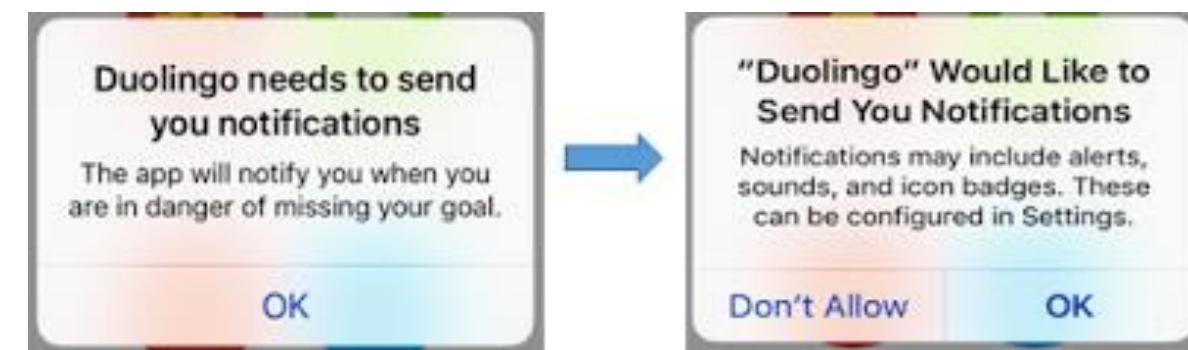
Heuristic Evaluation

Examples

# Examples

## [Heuristic 7 – Flexibility and Efficiency of Use] [Severity 1]

- The redundancy of the notification is confusing. The second notification should suffice, no need for the first one.
- This is a cosmetic issue since it appears only once when opening app, it is not a persistent problem where it pops up each time you open the app.



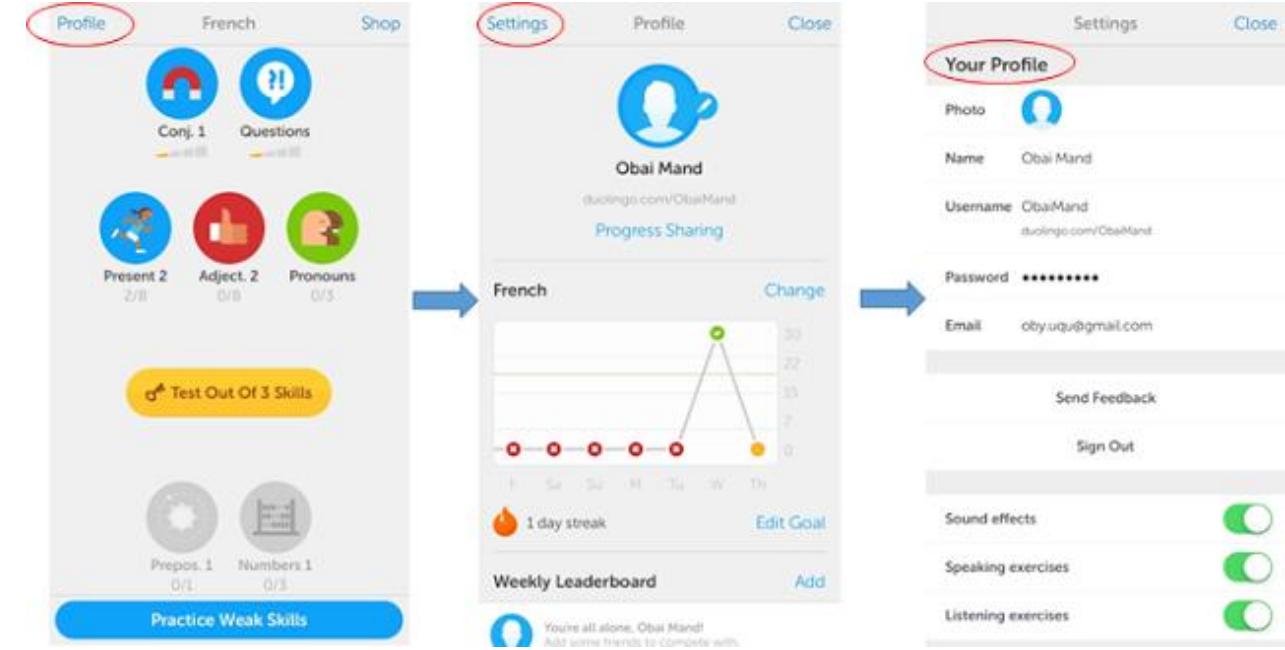
### Severity Ratings (from Nielsen & Mack '94)

- 0 - don't agree that this is a usability problem  
 1 - cosmetic problem  
 2 - minor usability problem  
 3 - major usability problem; important to fix  
 4 - usability catastrophe; imperative to fix

# Examples

## [Heuristic 7 – Flexibility and Efficiency of Use] [Severity 2]

- When user wants to go to the settings, s/he must go through the Profile page first, then go to Settings page.
- This conflicts with common sense. If a user needs to change app settings, there should be a clear button on the main page, not hidden under another page.
- This is a minor issue since the user always has to take these navigation steps.



### Severity Ratings (from Nielsen & Mack '94)

- 0 – don't agree that this is a usability problem  
 1 – cosmetic problem  
 2 – minor usability problem  
 3 – major usability problem; important to fix  
 4 – usability catastrophe; imperative to fix

## Recommended Reads

- Heuristic Evaluation Details: <https://www.nngroup.com/articles/how-to-conduct-a-heuristic-evaluation/>
- HON Design Language System: <https://www.honeywell.com/brand/digital/patterns>
- Heuristic Evaluation Report Template:  
<https://honeywellprod.sharepoint.com/:p/:s/ITHUECorporate/Ec7PldmwZltDoTUhK4iL2v8B5n33oELe8EkBw1qVg4MOfw?e=sbpBVP>
- Heuristic Evaluation Handbook including Heuristics for Mobile:  
[https://honeywellprod.sharepoint.com/:w/:s/ITHUECorporate/EZJoHsj54k9JmXrQKH-FpFEBoWFjD5jeHJYA-\\_MTjoOxyQ?e=ihEdih](https://honeywellprod.sharepoint.com/:w/:s/ITHUECorporate/EZJoHsj54k9JmXrQKH-FpFEBoWFjD5jeHJYA-_MTjoOxyQ?e=ihEdih)

Heuristic Evaluation

Q&A



# Thank You!