

Heuristics: Feedback



Ten Design Heuristics

UNDERSTANDING



Consistency



Use Familiar
Metaphors & Language



Clean & Functional Design

ACTION



Freedom



Flexibility



Recognition Over
Recall

FEEDBACK



Show Status



Prevent Errors



Support Error
Recovery



Provide Help

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YOUR EMAIL PREFERENCES

EMAIL ADDRESS | SUBSCRIPTIONS | INTERESTS

**KATARZYNA,
WE'RE SAD TO SEE YOU GO!**

Did you know that you can customize your email preferences to make sure you get the emails you want when you want them? Just select from the options below and we'll make sure you stay connected with us on your terms.

Do you prefer to use a different email address?

Plus, you can come back any time and change or update your information directly from any email or our website as your style and needs evolve.

If you prefer to no longer receive any promotional email communications from us, you can unsubscribe now.

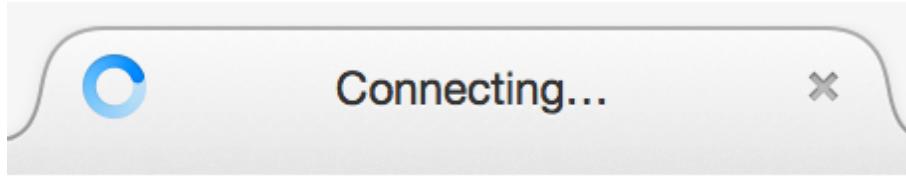
UNSUBSCRIBE**YOUR SUBSCRIPTIONS** *Promotions*[What's This? | View Example](#)

How often would like to receive a promotional email highlighting our best offers, the latest art trends and design ideas?

- Keep existing frequency*
- One email per week*

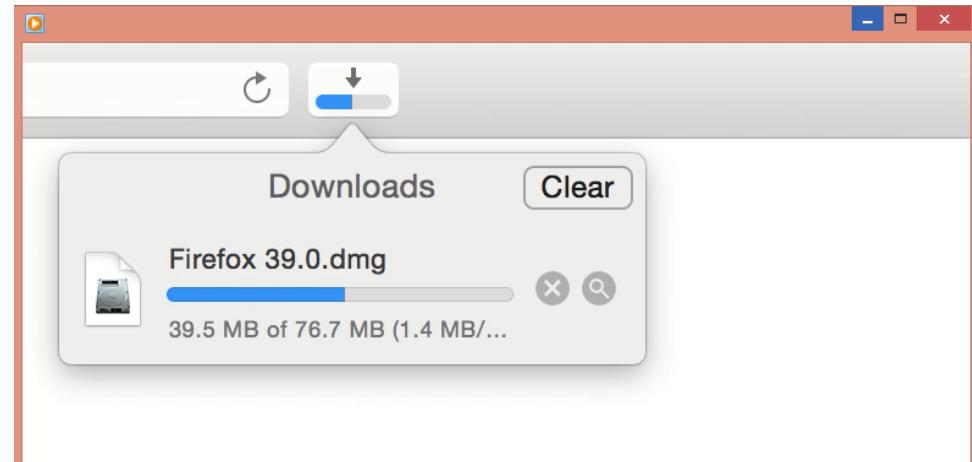
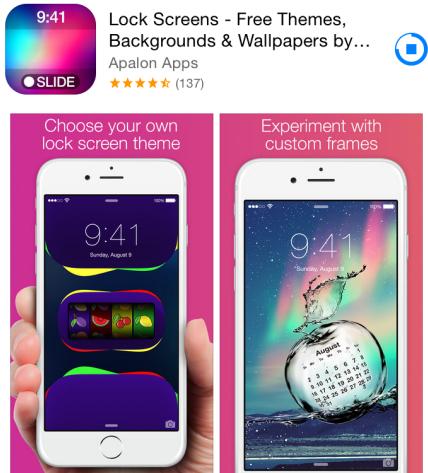
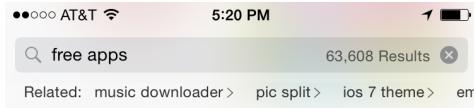
Time – under 1 second
Show Status

art.com



Time – appr. 1 second
Show Status

Firefox search



**Time - more than 1 second
Show Status**

Slide App; Firefox

Your mailbox is almost full.



You are approaching the maximum size of your mailbox. Please reduce your mailbox size by deleting items or go to the [Outlook Configuration Portal](#) in order to **Activate Backend Archiving** or to **request a bigger mailbox size/package**.

Space
Show Status

Microsoft Outlook

Show context



Do you want to save the changes made to the document “Untitled.html”?

Your changes will be lost if you don't save them.

Don't Save

Cancel

Save...

Change
Show Status

Apple text edit

**Action
Show Status**

Courtesy of Freelmages.com



A screenshot of a web browser window showing the MailChimp login page at login.mailchimp.com. The page features the iconic MailChimp monkey logo at the top. Below it, a green callout box contains a checkmark icon and the text "Thanks For Signing Up!". It instructs the user to check their email and click "Activate Account" in the confirmation message sent to designer@design.com. It also states that once activated, they will receive an email with information to get started. At the bottom, there is a "MailChimp" logo, copyright information (©2001–2015 All Rights Reserved), and a link to [Privacy and Terms](#).

Thanks For Signing Up!

Please check your email and click **Activate Account** in the message we just sent to designer@design.com.

Once your account is activated, we'll send you an email with some information to help you get started with MailChimp.

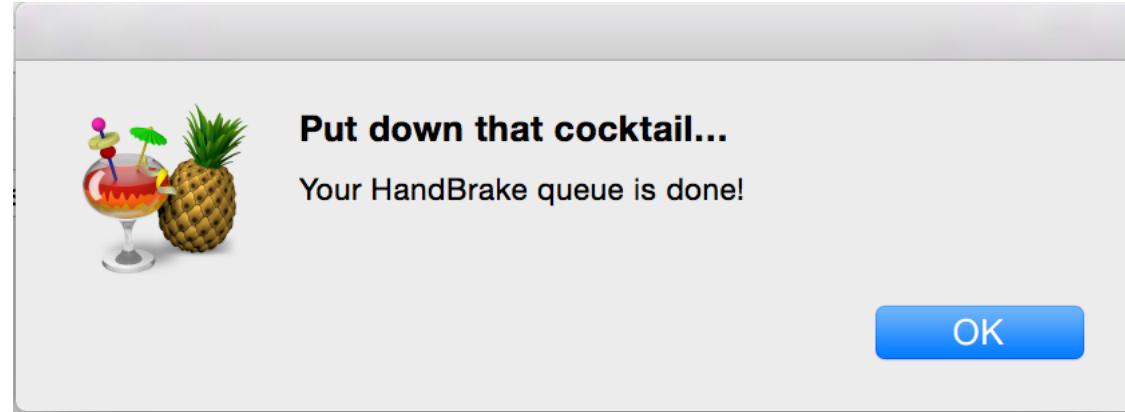
MailChimp

©2001–2015 All Rights Reserved.
MailChimp® is a registered trademark of The Rocket Science Group.
[Privacy and Terms](#)

Next steps

Show Status

MailChimp



Completion
Show Status

HandBrake

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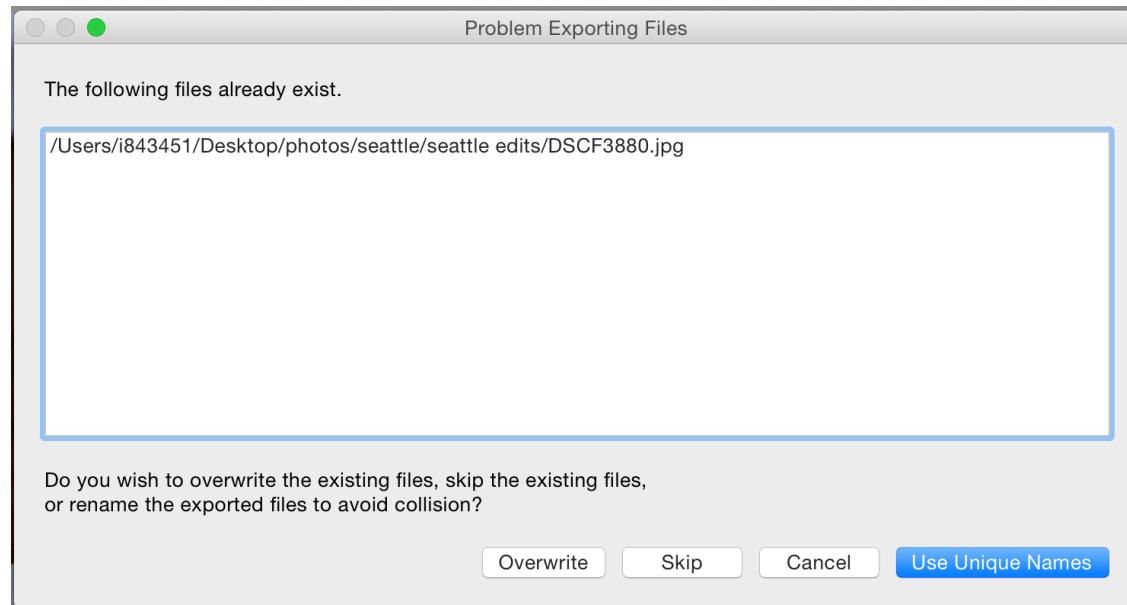
Prevent Errors



Support Error
Recovery

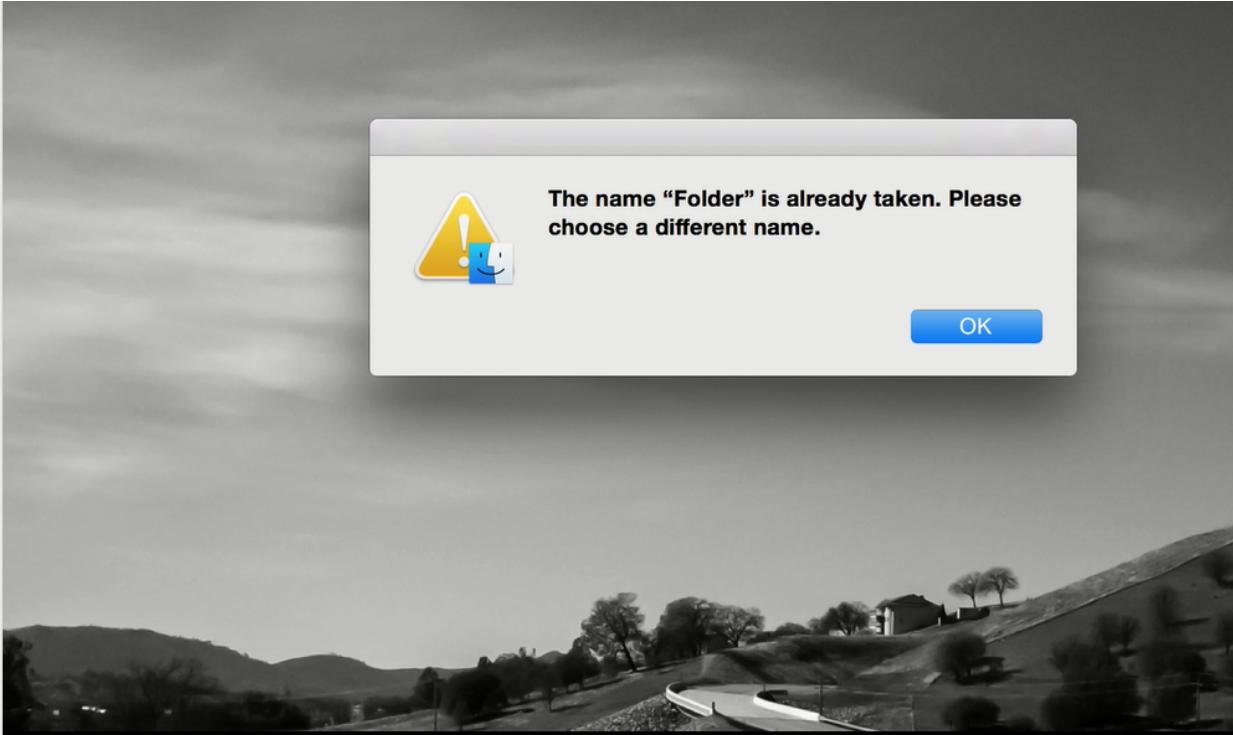


Provide Help



Prevent data loss Prevent Errors

Adobe Lightroom



**Prevent clutter
Prevent Errors**

Apple Mac desktop



**Do you want to save the changes you made to
'Presentation1'?**

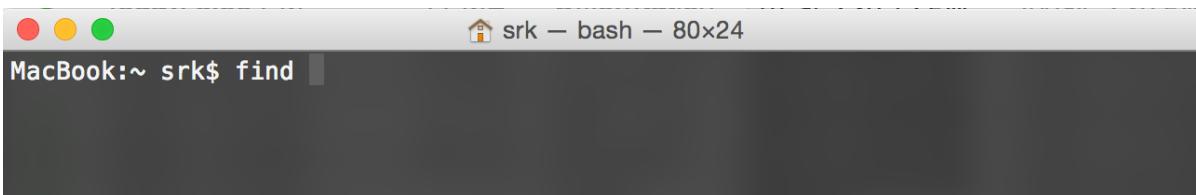
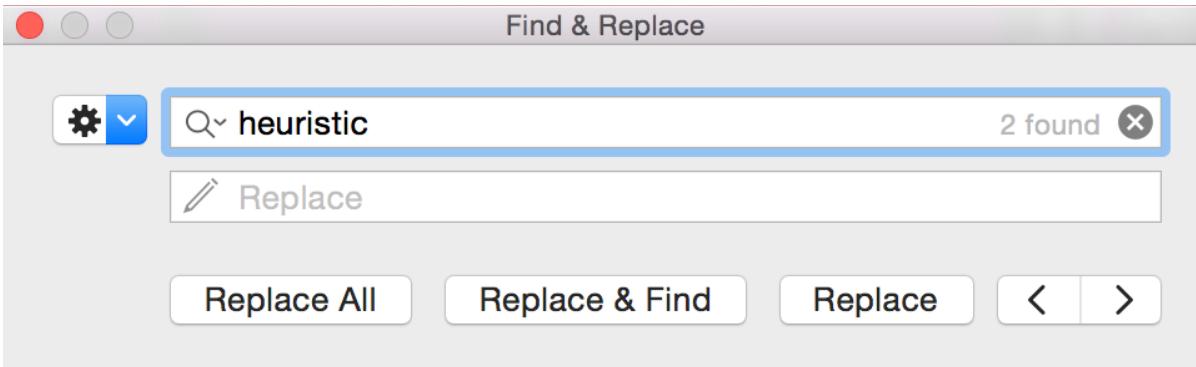
Don't Save

Cancel

Save

Prevent confusing flow Prevent Errors

Microsoft PowerPoint for Mac



Find Prevent Errors

Keynote find interface;
Terminal find interface

Prevent unnecessary constraints

CENGAGE Learning®

Engaged with you.

Change Search Filter

Information For... Sign In

Olson

Please Select:

- College Faculty
Top learning resources for college/university faculty
- College Student
Buy, rent or access everything students need
- Institutional Purchaser
Quantity discounts on top learning resources
- Business/Professional Learner
Resources for developing skills or enhancing careers
- Library Professional
Digital/print resources support every library's needs
- ESL/ELT Educator
National Geographic Learning resources for English Language Teaching
- Grades PreK-12 Educator
National Geographic Learning resources for grades PreK through 12

A Stress-Free Fall Term!

You've got power in your corner with a dedicated support team that's ready to set up your course.

00:11

MindTap Goes Mobile

The free MindTap mobile app lets students take their course anywhere and anytime.

Revving up the Motor City

Career Online High School is aiding Detroit's recovery by helping learners earn diplomas and certifications.

Play button

Information For... Sign In

Prevent unnecessary constraints

Prevent Errors

Cengage

Gates Information Network

[Home](#) [People](#) [Groups](#) [Classrooms](#) [Events](#) [Series](#) [Schedule](#) [Profile](#) [Dashboard](#)

Your changes have not been saved. Please fix the following problems.

- No days specified.

Create a new Series.

Title	<input type="text" value="CS147 Staff Meeting"/>
Room	<input type="text" value="Gates 392"/> ▼
Start Time	<input type="text" value="2:15 pm"/> ▼
End Time	<input type="text" value="5:00 pm"/> ▼
Start Date	<input type="text" value="2010-09-24"/>
End Date	<input type="text" value="2010-12-10"/>
Owner	Scott R. Klemmer
Web Page	<input type="text" value="http://cs147.stanford.edu"/>

Comments and complaints to action@logic.stanford.edu.

Prevent bad data Prevent Error

Gates

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Show Status



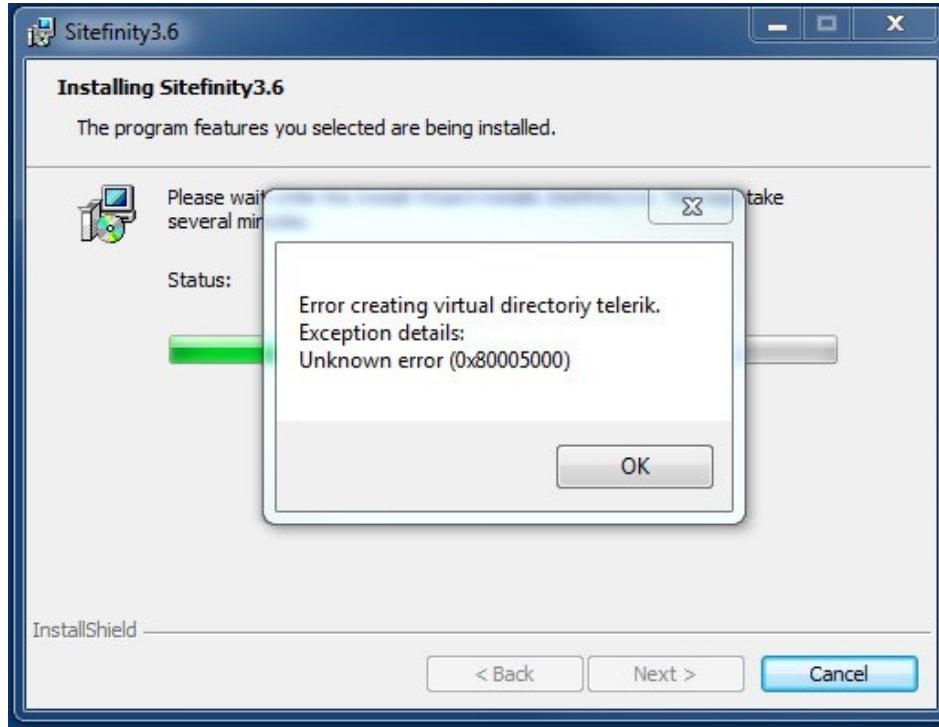
Prevent Errors



Support Error
Recovery



Provide Help



**Make the problem clear
Support Error Recovery**

Sitefinity

NASA IT Summit 2011 Registration Site [\(View Details\)](#)



The following errors were detected:

- You must fill out all required fields.

Please select which sessions you plan to attend:

Monday, August 15 -

General Session

KEYNOTE SPEAKER: Lynn Tilton, Chief Executive Officer, Patriarch Partners LLC
Date: 8/15/2011 8:00 AM - 9:15 AM (Pacific Time)
Location: Yerba 7-9

Mission IT Supporting Science & Engineering

Title: NASA Supercomputing and Its Impact on Agency Missions
Speaker: Rupak Biswas, Ames Research Center
Date: 8/15/2011 9:45 AM - 10:45 AM (Pacific Time)
Location: Yerba 5-6

Waves of the Future

Make the problem clear
Support Error Recovery

NASA Event 2011



Email or Phone Password [Log In](#)

Keep me logged in [Forgot your password?](#)

Facebook helps you connect and share with the people in your life.



Sign Up

It's free and always will be.

What's your name? First name Last name !

Email or mobile number !

Re-enter email or mobile number !

New password !

Birthday

Month ! Day ! Year ! Why do I need to provide my birthday? !

Female Male !

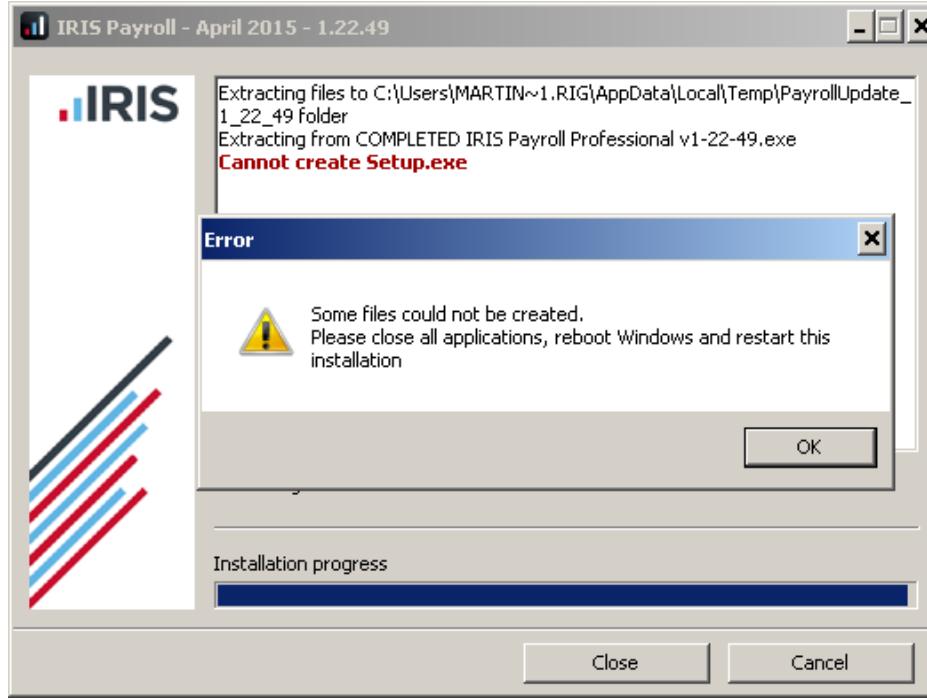
By clicking Sign Up, you agree to our [Terms](#) and that you have read our [Data Policy](#), including our [Cookie Use](#).

[Sign Up](#)

[Create a Page](#) for a celebrity, band or business.

Provide a solution
Support Error Recovery

Facebook



Show path forward
Support Error Recovery

IRIS



Photos of file i

Sorry, no pictures found! Here are some search tips:

- Check the spelling
- Try more unspecific terms (i.e. Asia instead of Japan)
- Use synonyms
- [Browse popular photos →](#)
- Start a new search:

[food](#) [business](#) [sky](#) [sunrise](#) [fashion](#) [black-and-white](#) [car](#) [apple](#)
[people](#) [wedding](#) [technology](#) [animal](#) [city](#) [landscape](#)



Provide an alternative
Support Error Recovery

Pexels



Reported Attack Site!

This web site at rootkitsite.com has been reported as an attack site and has been blocked based on your security preferences.

Attack sites try to install programs that steal private information, use your computer to attack others, or damage your system.

Some attack sites intentionally distribute harmful software, but many are compromised without the knowledge or permission of their owners.

[Get me out of here!](#)

[Why was this site blocked?](#)

[Ignore this warning](#)

**Recognize errors
Support Error Recovery**

Firefox Get Me Out of Here

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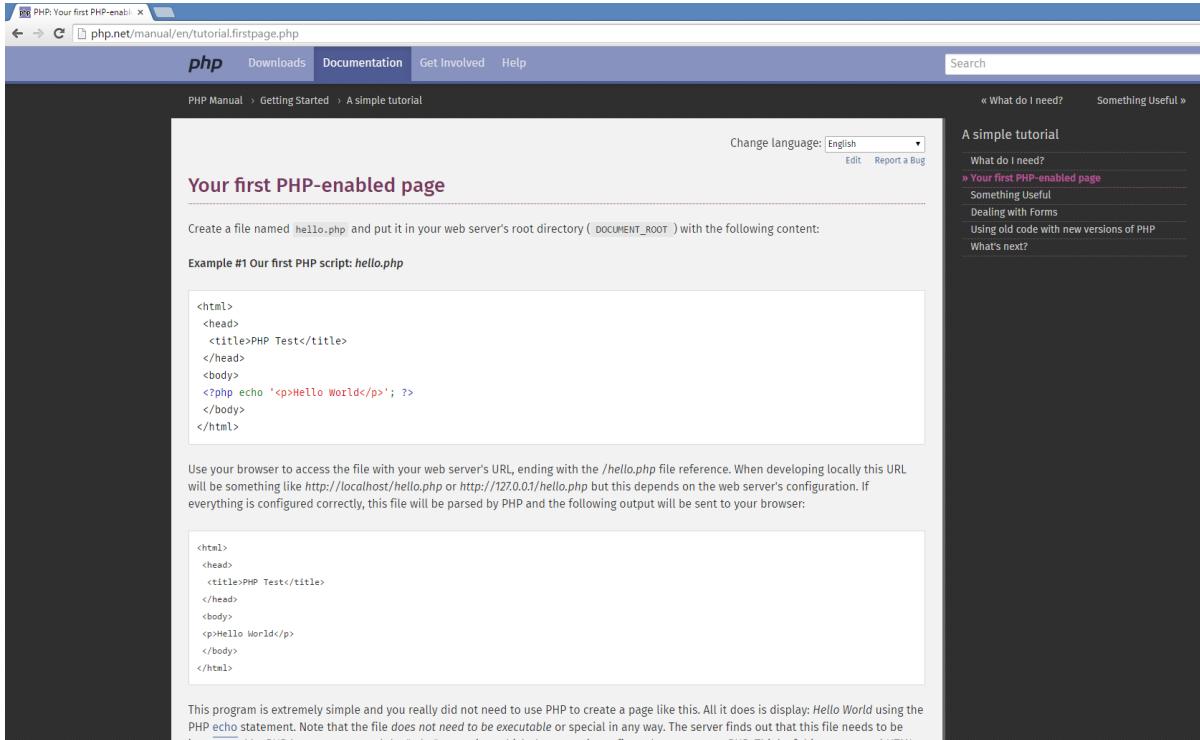
Prevent Errors



Support Error
Recovery



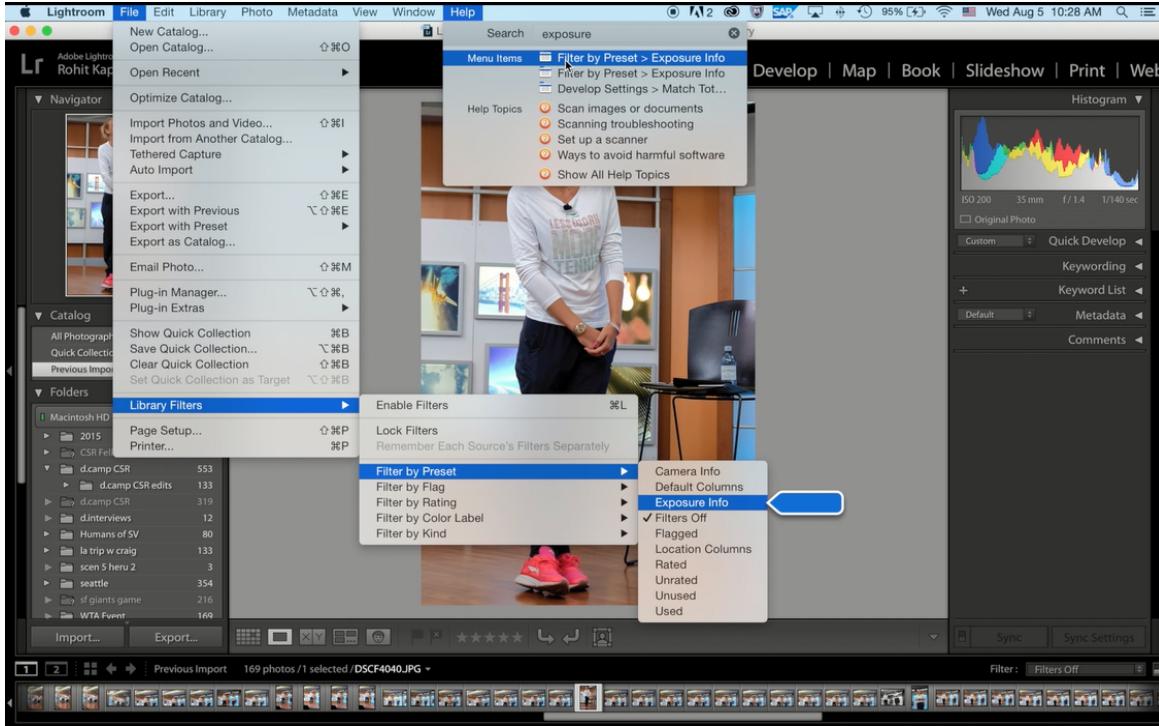
Provide Help



Learning with examples

Provide Help

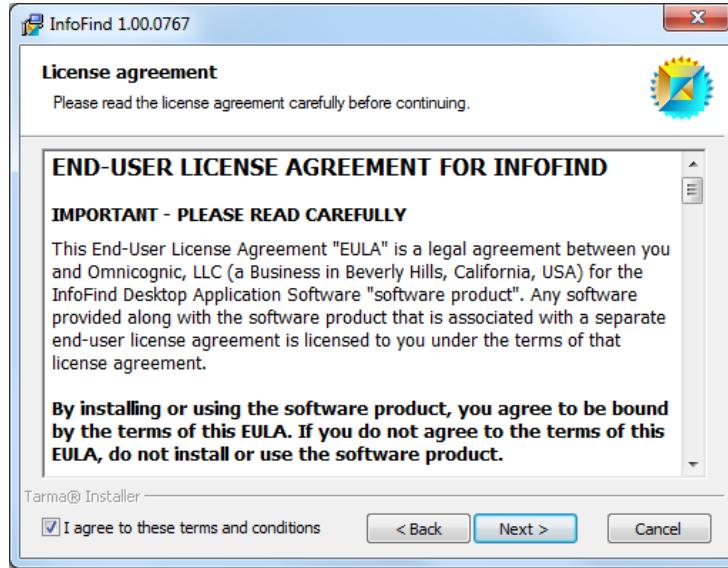
Php.net



Show next steps

Provide Help

Adobe Lightroom



**Help clearly
Provide Help**

InfoFind; Java

KIMPTON KARMA
REWARDS1 Create Account

2 Set Stay Preferences

3 Stay Connected

My Personal Stay
Preferences

Personalization is our passion. Let us know what makes you happy and we'll do our best to customize each of your stays.

I'M HAPPY WHEN
MY ROOM ISI SLEEP BEST
WHEN I LAY MY
HEAD ONIF I WASN'T
WORKING, I'D BE

- Select
- A sympathetic shoulder
- Feather Pillow
- Foam Pillow

ANYTHING ELSE
WE SHOULD
KNOW?ON THE ROAD
FOR: PLAY WORK

Help people have fun

Provide Help

Kimpton hotels

FREE STANDARD SHIPPING or \$5 two-day shipping on all orders. (U.S. only)

Order Status Login 855-888-7269 United States



"OtterBox is the #1 selling case
for smartphones in the U.S. and Canada**"

Search...



SHOP CASES

OUR SERIES

ABOUT US

SUPPORT

BLOG



0 Items \$0.00

SUPPORT

Contact Otterbox

Submit a Warranty Claim

Return your Product

FAQ

Case Instructions

Ask a Question

Vendor Inquiry

Ordering

Order Status

Processing Time

Shipping Information

Payment Options

Billing

Discounts

Order Modification

Policies

Warranty Policy

Return Policy

Privacy Policy

OtterBox.com Policies

Report Counterfeits

Intellectual Property



UNICORNS DON'T EXIST... **NEITHER DOES THIS PAGE.**

(404 ERROR)

We're not sure what happened to the unicorns but we have a few guesses as to what happened to this page.

Perhaps the URL is misspelled, you clicked a broken link or we removed the page. In any case, if you have questions about our products or warranty don't be afraid to [contact us](#).

If you are feeling optimistic, try searching

Search...

Go

Help people have fun
Provide Help

Otter

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**This video is courtesy of Scott Klemmer
Produced by: Events, Tours and Media Technology, Qualcomm Institute @ Calit2
University of California, San Diego
Directed by: SAP Labs LLC**

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