

# USABILITY

*“Design is the rendering of intent.”*

*- Jared M. Spool*

# WHAT IS A HEURISTIC?

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**Heuristic** in English simply means **based on experience**;  
a heuristic is a qualitative guideline, an accepted principle of usability

## System status visibility

The system should provide appropriate feedback.

A screenshot of the iPadOS Software Update screen. At the top, there's a back arrow labeled "General" and the title "Software Update". Below that, a card displays the update information: "iPadOS 13.1.3" by "Apple Inc.", with a note "About 4 seconds remaining". A message below says, "iPadOS 13.1.3 includes bug fixes and improvements for your iPad." It also provides a link for security information: "For information on the security content of Apple software updates, please visit this website: <https://support.apple.com/kb/HT201222>". At the bottom, there's a "Learn More" button with a right arrow and a progress bar indicating "Downloading...".

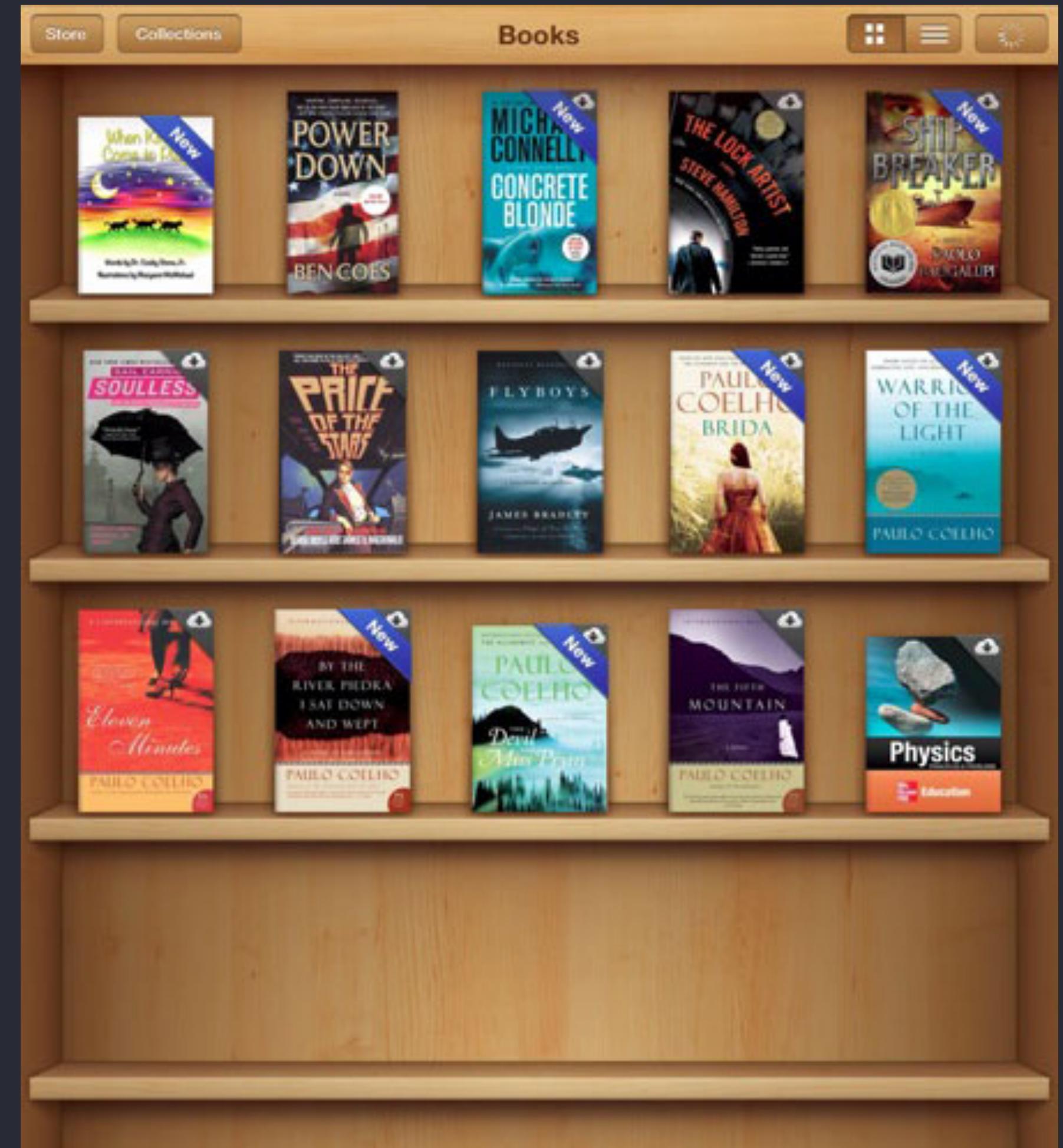
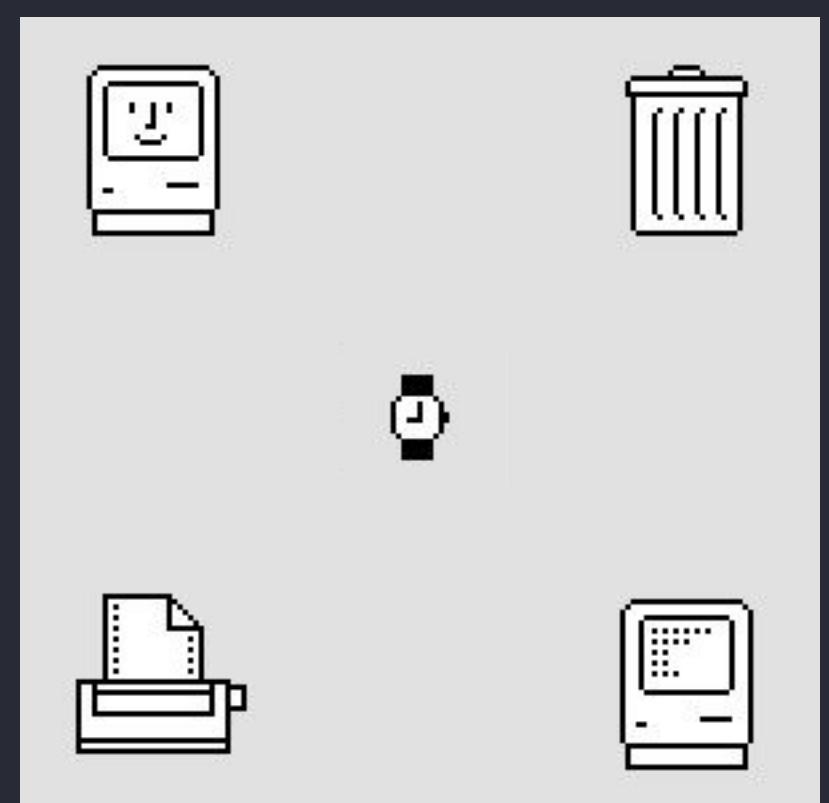


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## Match between system and real world

Use language familiar to the user and follow conventions.



# 10 USABILITY HEURISTICS

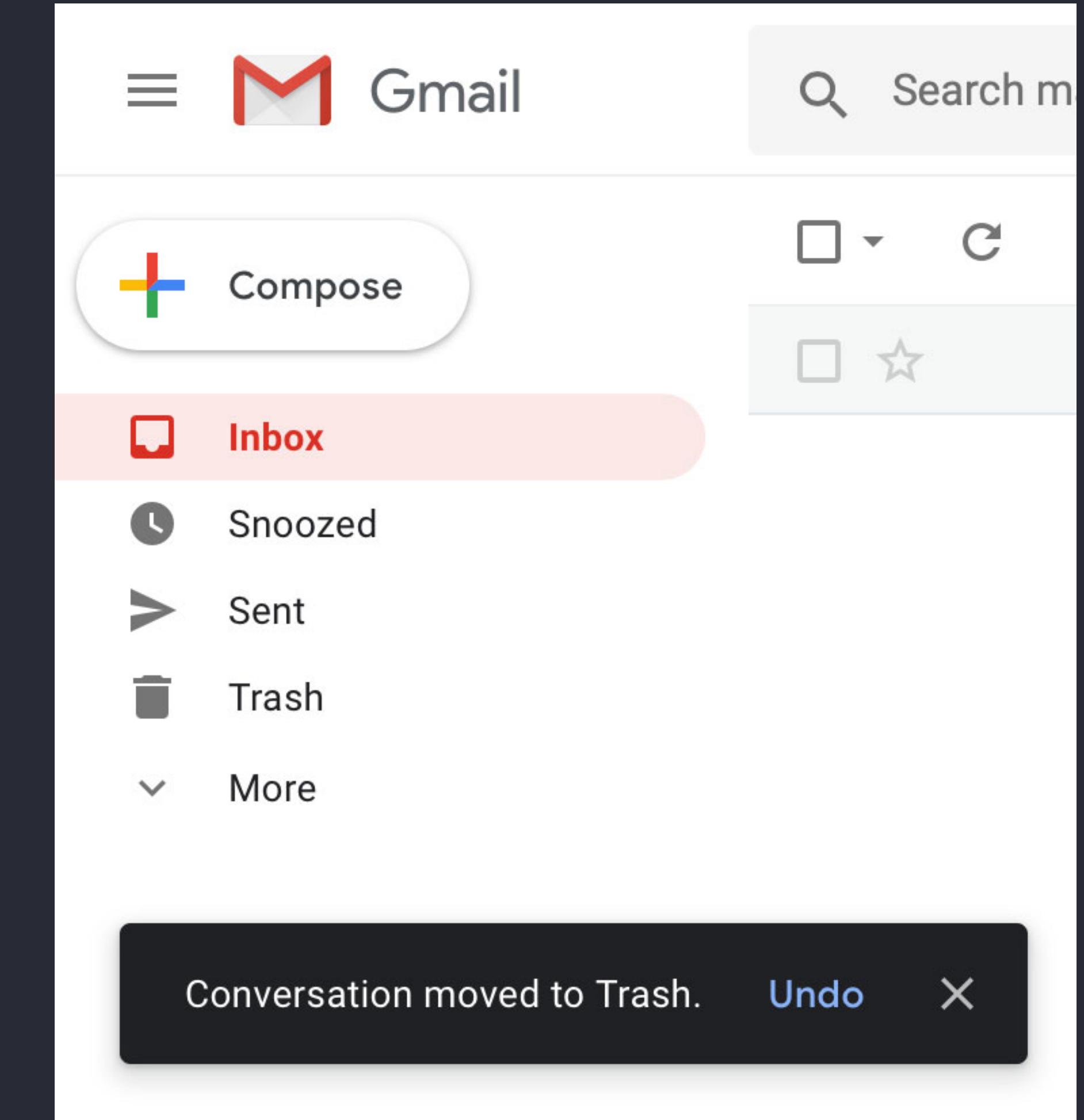
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## User control and freedom

Provide emergency exits, undo, and redo.

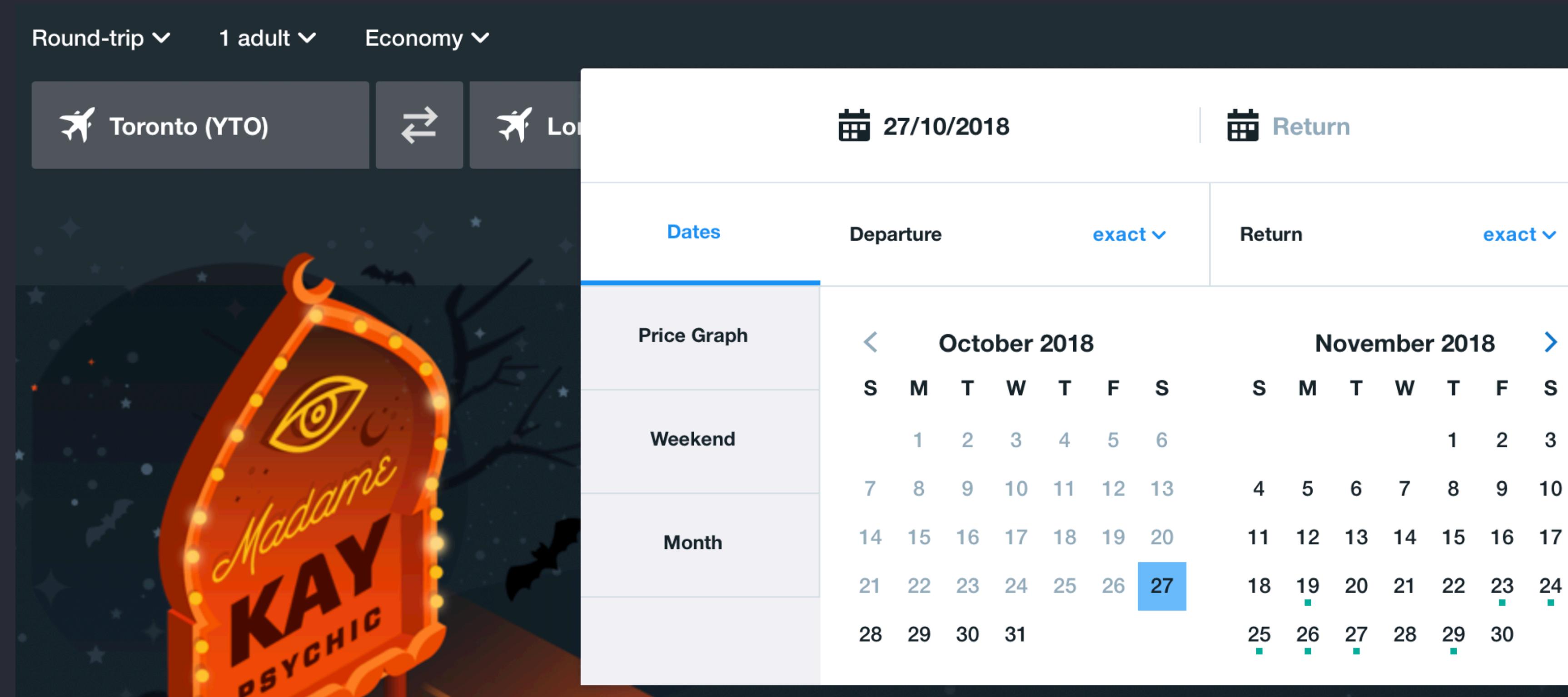
June 24 - June 28 group was successfully deleted.

Undo 6



## Error prevention

Don't just let users escape from errors: help users avoid them.

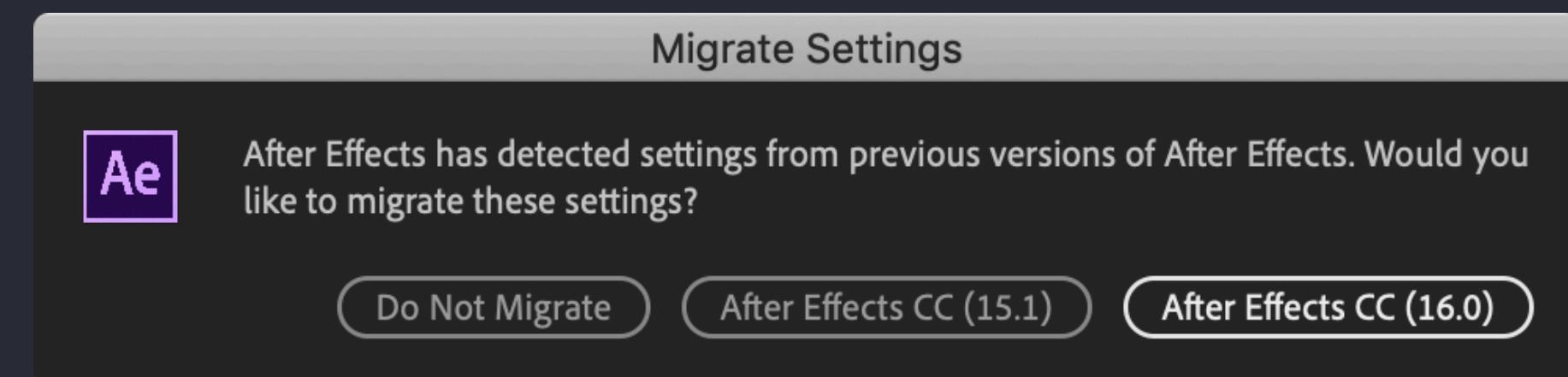
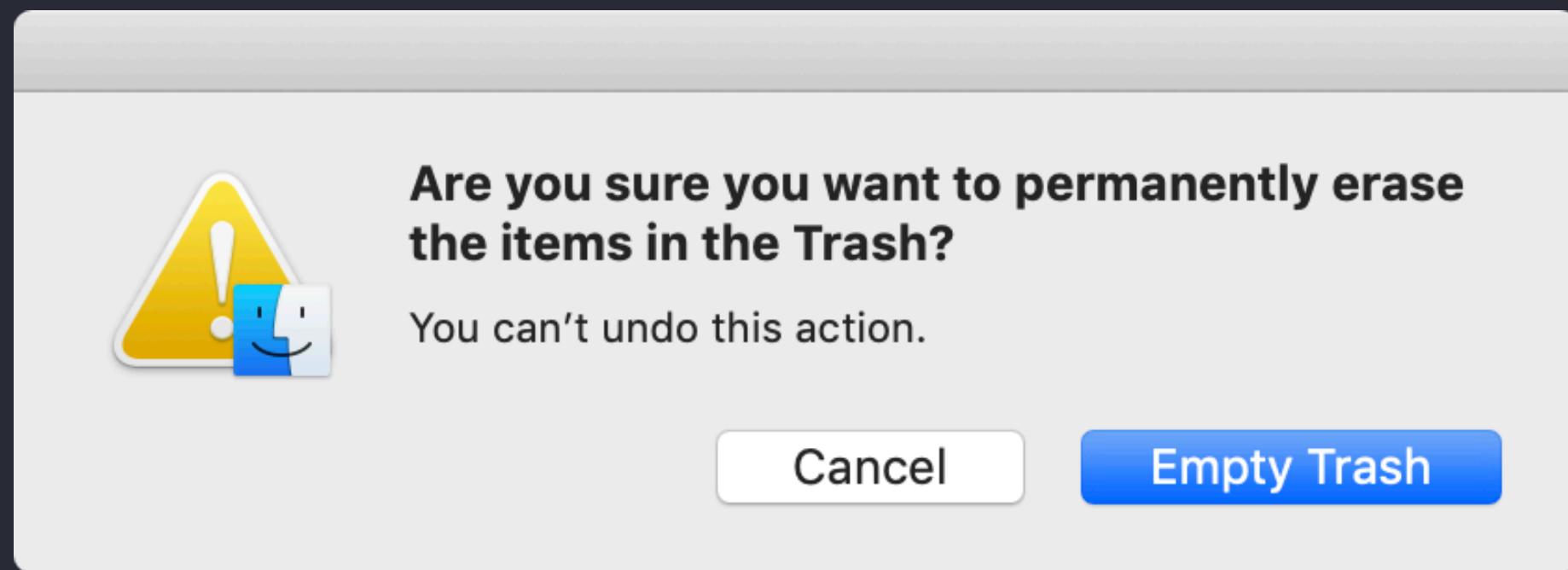


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## Help users recognize and recover from errors

Error messages should be helpful.

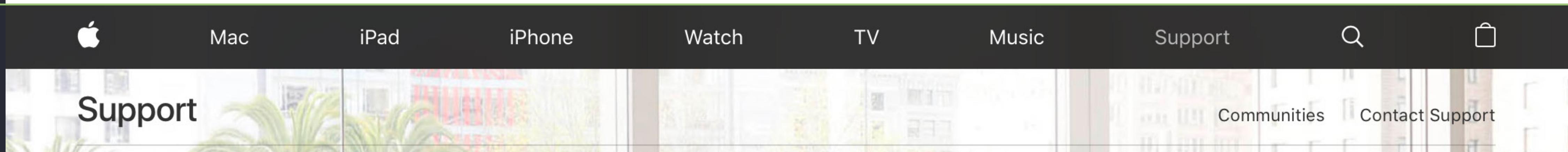
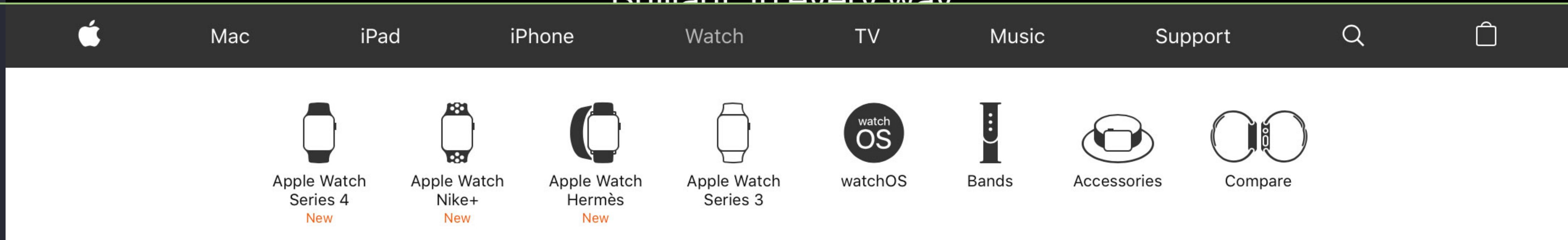
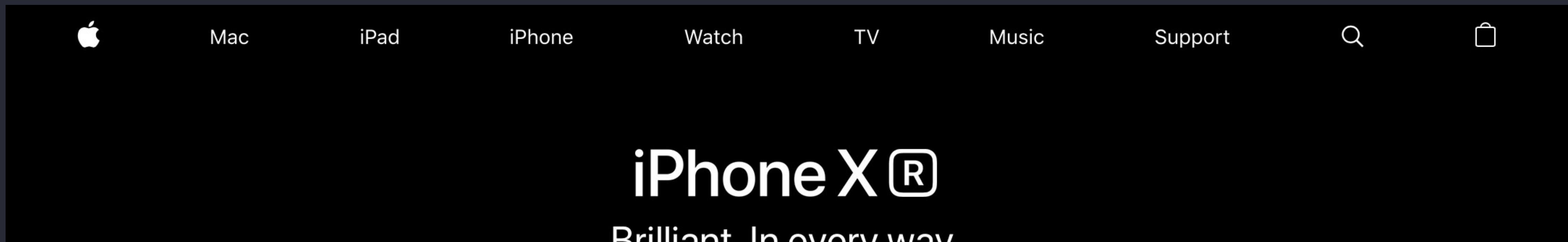


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## Consistency and standards

Things that appear the same should behave the same.

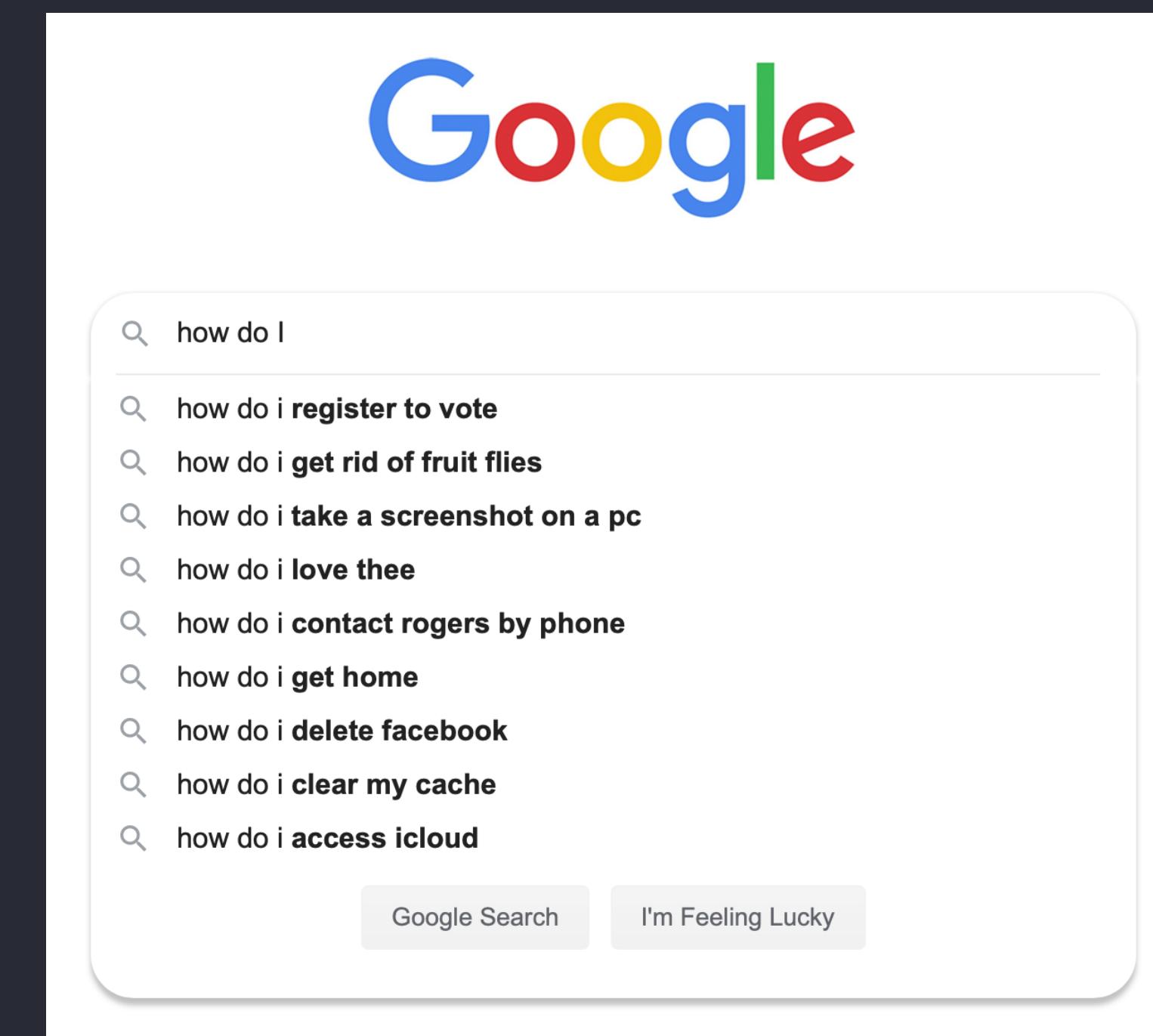
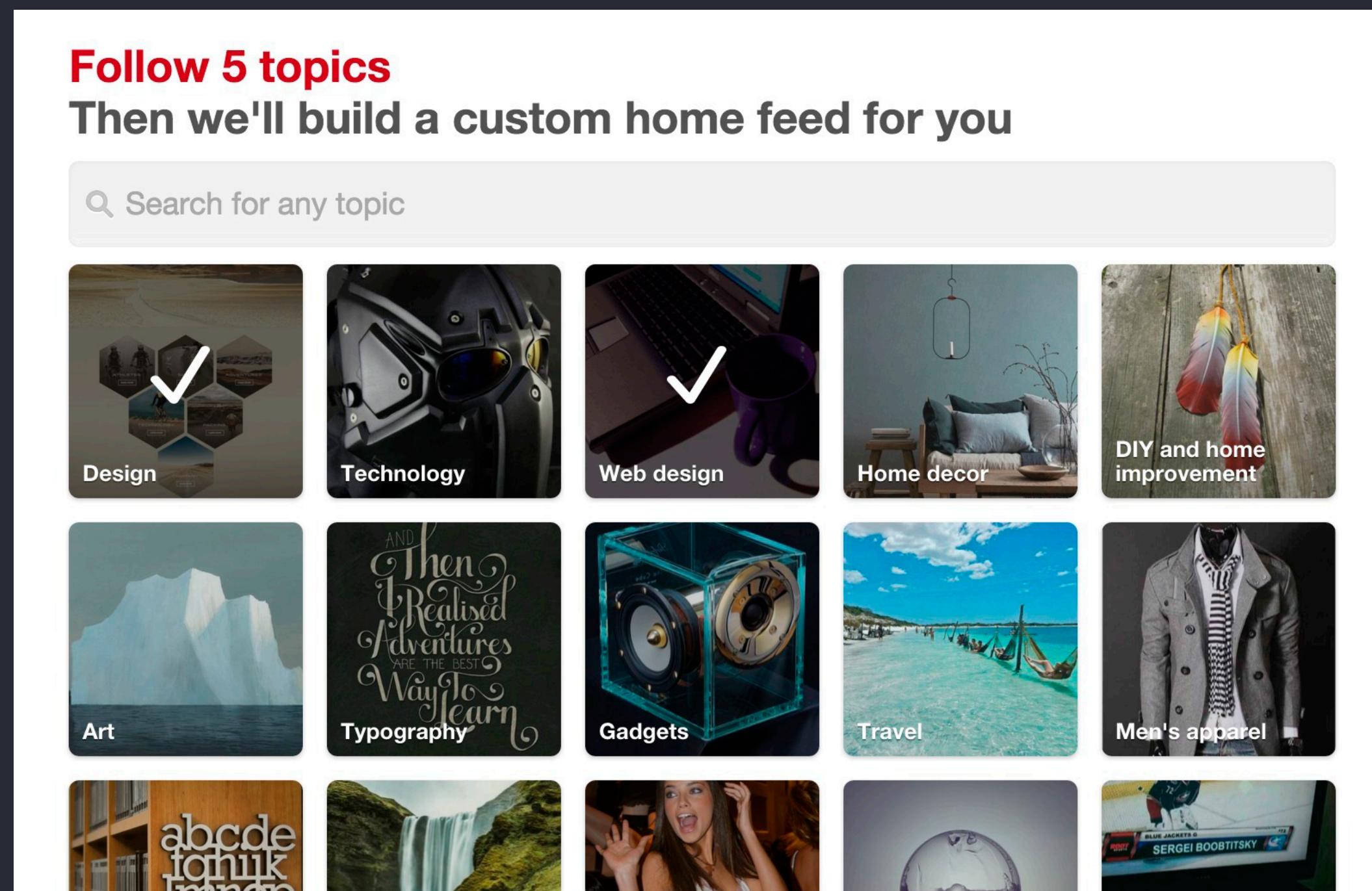


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## Recognition rather than recall

Options should be visible. Instructions should be easy to find. Don't make the user have to remember information.

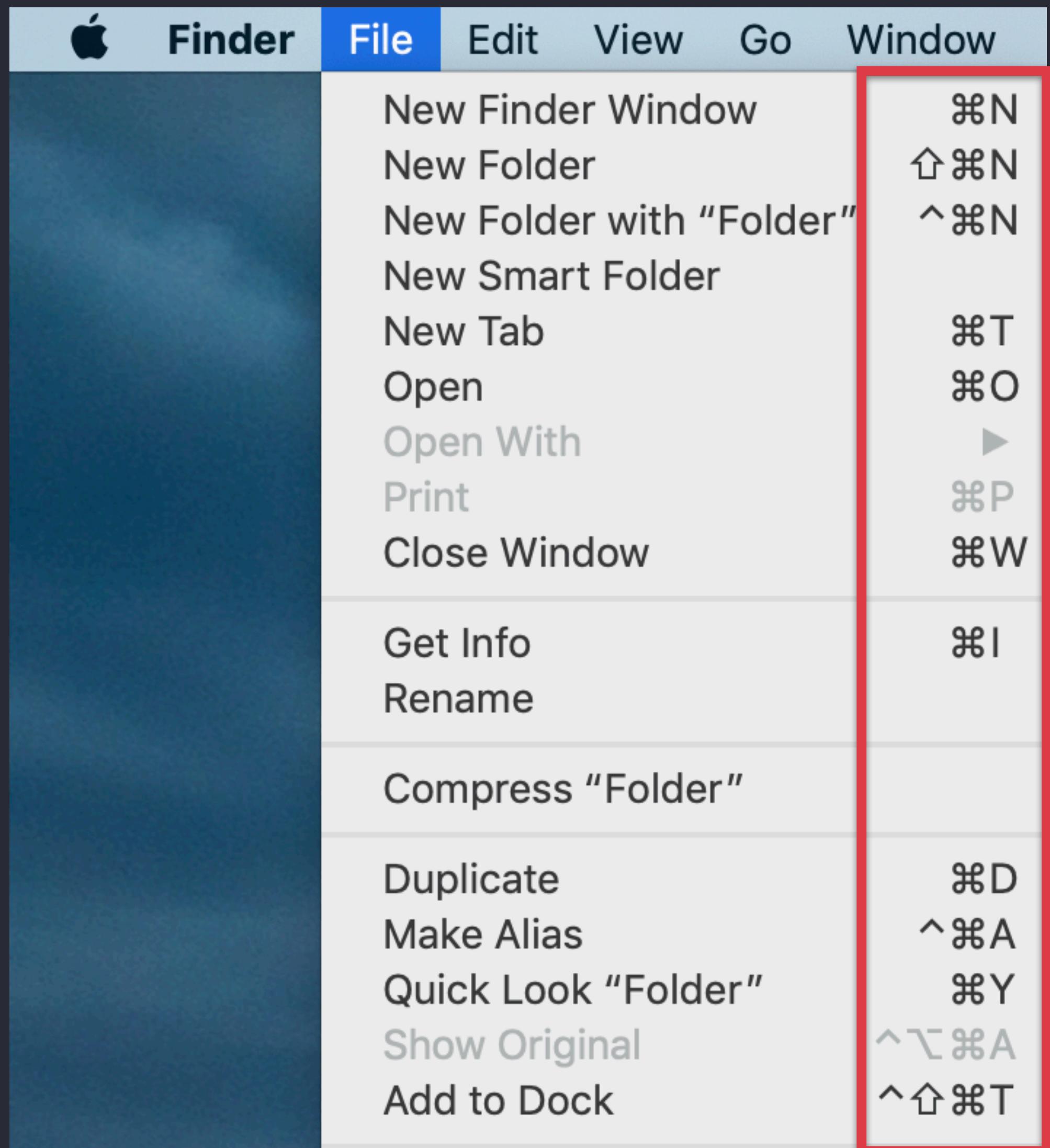
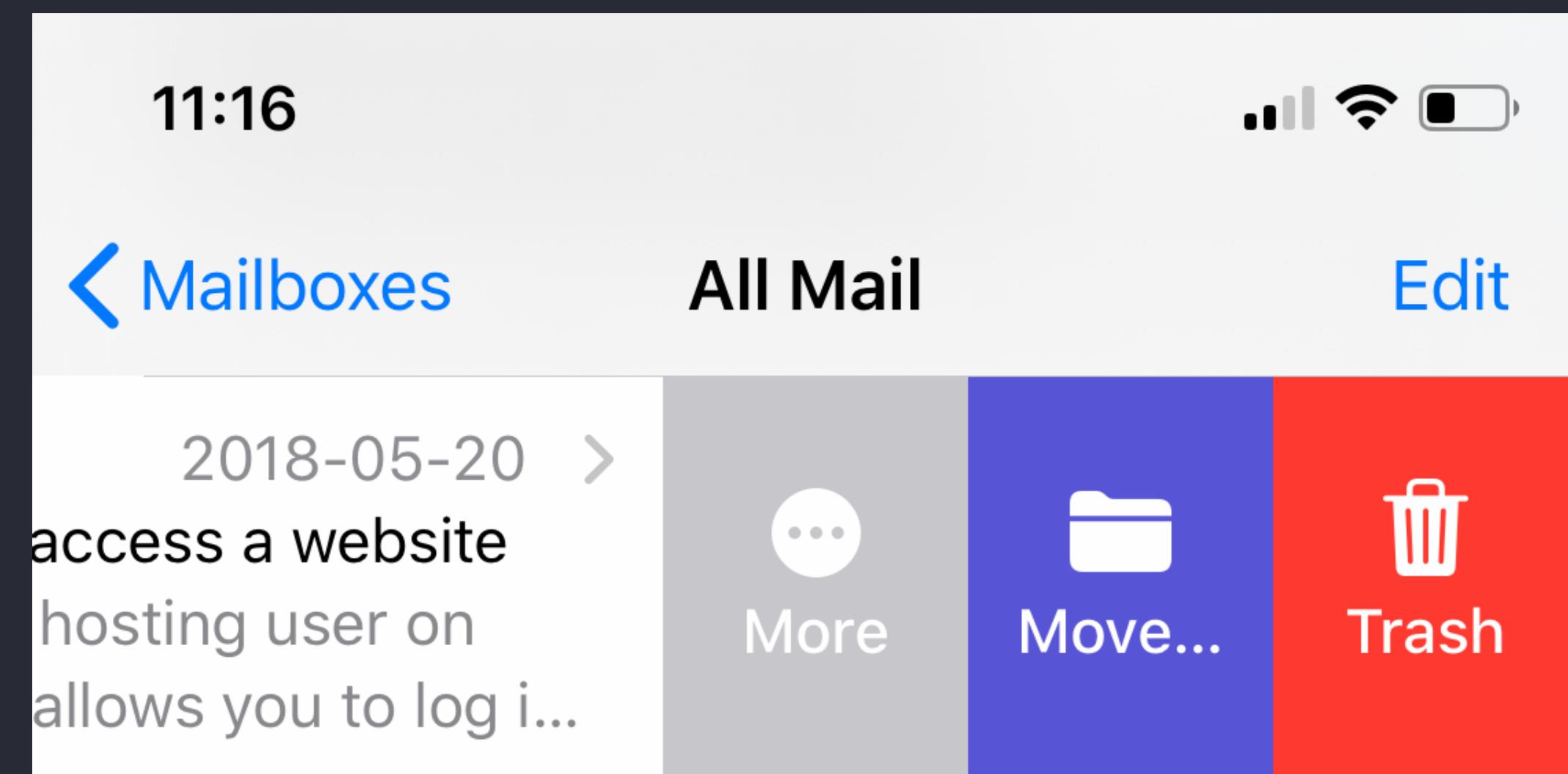


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## Flexibility and efficiency of use

Support shortcuts for expert users.

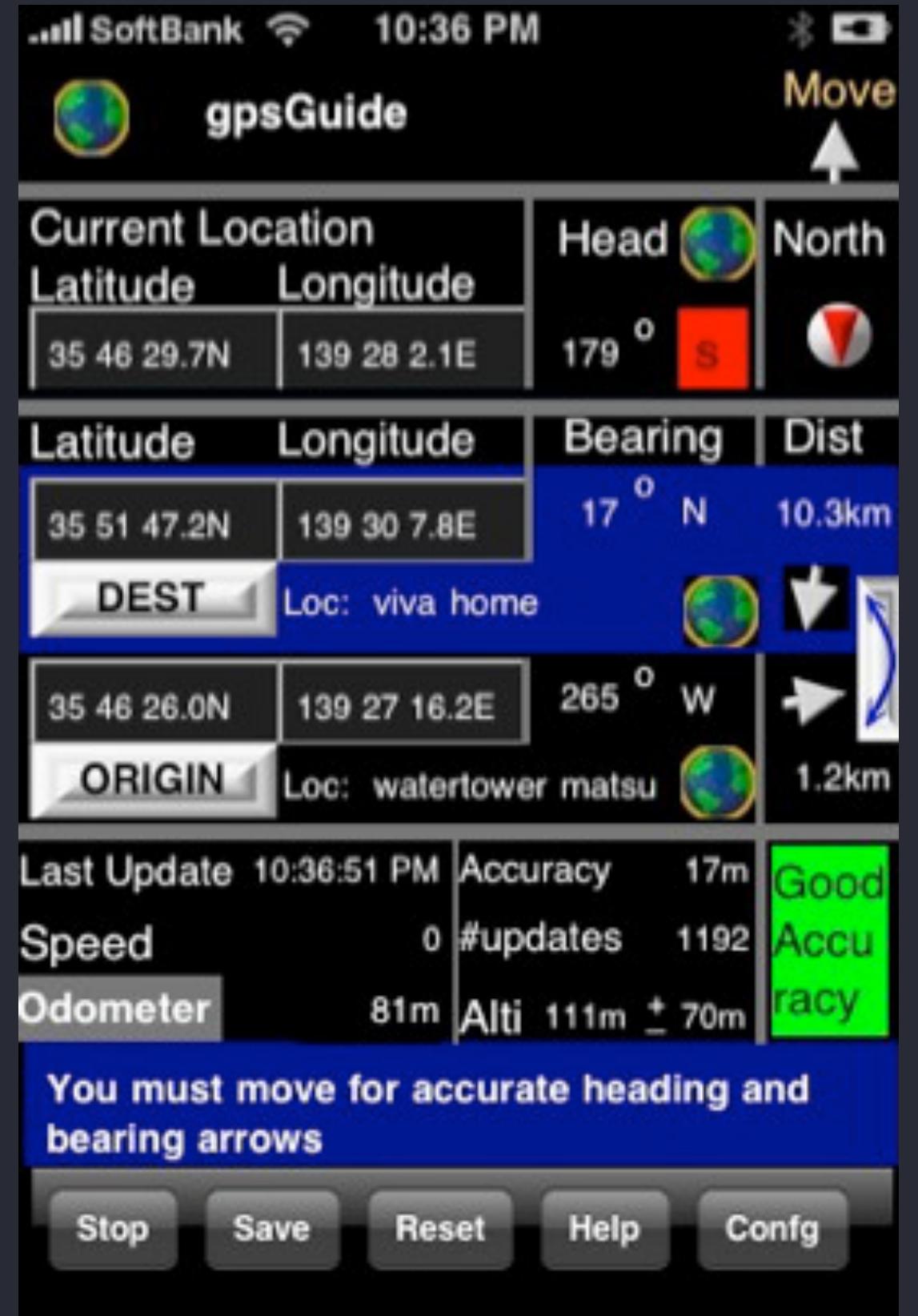
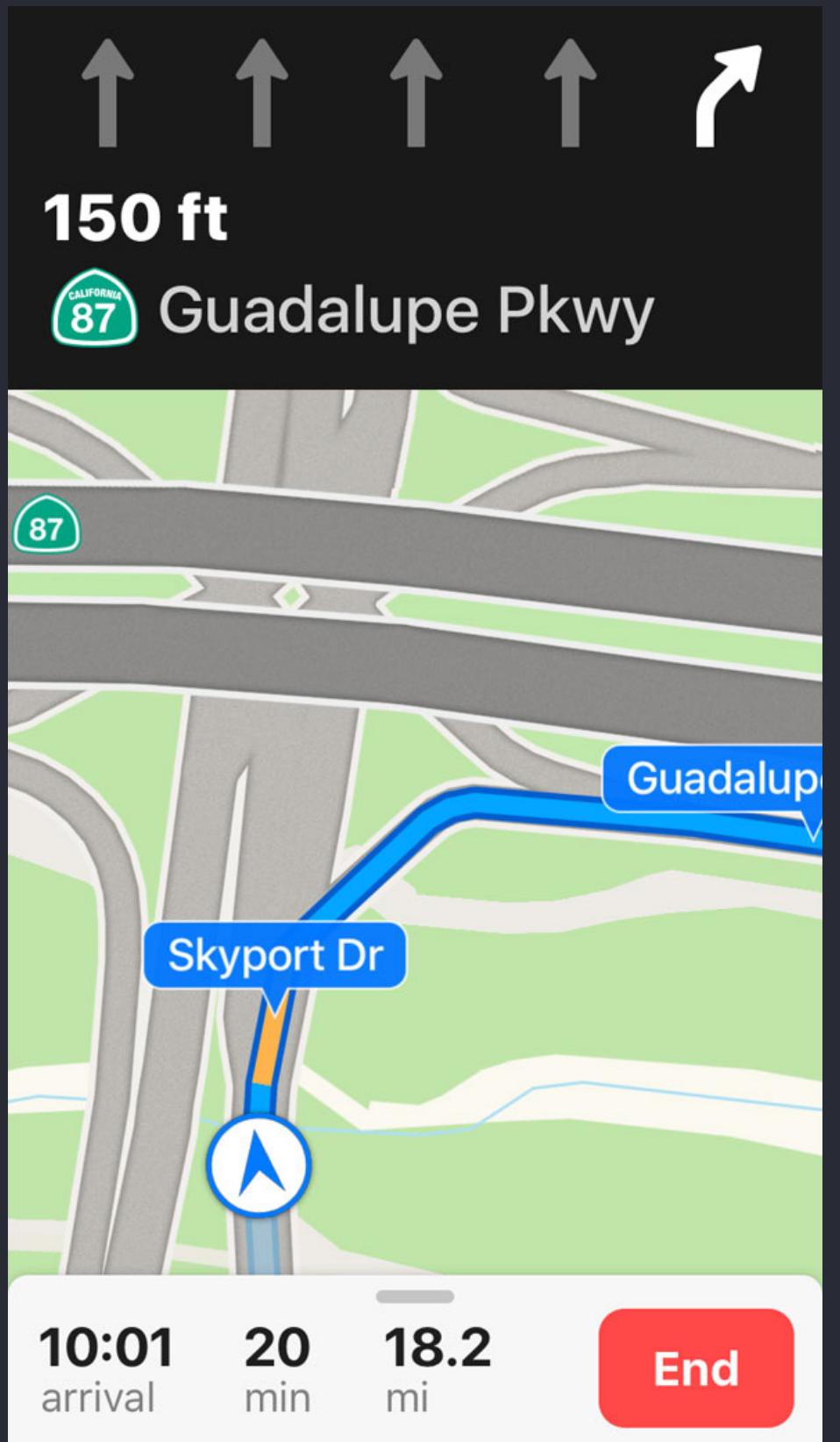


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## Aesthetic and minimalist design

Avoid providing irrelevant information.



## Help and documentation

Ideally, the system should be usable without documentation, but help should still be available and task oriented.

A screenshot of a user interface for managing inbox tabs. At the top left, there's a sidebar with checkboxes for 'Primary' (checked), 'Social', 'Promotions', 'Updates', and 'Forums'. Below this is a main area with a heading 'Choose which message categories to show as inbox tabs. Other messages will appear in the Primary tab.' A note below says 'Deselect all categories to go back to your old inbox.' To the right is a preview window showing a list of messages with a 'Social' tab icon. A red box highlights the sidebar and the preview window. A green checkmark is in the bottom left corner.

Primary  
 Social  
 Promotions  
 Updates  
 Forums

Choose which message categories to show as inbox tabs. Other messages will appear in the Primary tab.  
Deselect all categories to go back to your old inbox.

Primary  
 Social  
 Promotions  
 Updates  
 Forums

**Social**  
Messages from social networks, media-sharing sites, online dating services, and other social websites.

**Examples**

LinkedIn	noreply
Wikispaces	Dribbble
WordPress Trac	

A screenshot of a user interface showing a checkbox labeled 'Use Legacy Free Transform'. A yellow callout box next to it says 'Determines whether to use legacy free transform behavior'. A large red X is in the bottom right corner.

Use Legacy Free Transform  
Determines whether to use legacy free transform behavior

# 5 COMPONENTS OF USABILITY

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## Learnability

How easy is it for users to accomplish basic tasks the first time they come across the design?

## Efficiency

Once users have learned the design, how quickly can they perform tasks?

## Memorability

When users return to the design after a period of not using it, how easily can they reestablish proficiency?

# 5 COMPONENTS OF USABILITY

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## Errors

How many errors do users make, how severe are these errors, and how easily can they recover from the errors?

## Satisfaction

How pleasant is it to use the design?

# QUESTIONS?