Assignment 3: User Orientation and Usability Engineering

Perhaps the best-known general principles for user interface design are those proposed by Jakob Nielsen. They are called "heuristics" because they are more like rules of thumb than prescriptive usability guidelines, and are available here:

http://www.useit.com/papers/heuristic/heuristic_list.html

1. Out of Nielsen’s ten usability heuristics, choose three that you find relevant to Facebook and you believe were considered in the design of Facebook. For each principle, list why you consider it relevant, and how and why Facebook handles it well. If you truly cannot find three that are handled successfully, you can provide criticism, but that’s really what question 2 is for.

2. For three other usability heuristics (different from those you chose in question 1) perform an “analysis” similar to the one shown here under “Review Usability Best Practices”:

http://designingwebinterfaces.com/6-tips-for-a-great-flex-ux-part-5

(If this link does not work, go to the first link above, scroll down to “See Also”, and click on “Examples of the 10 heuristics in Web applications”).

For each of the three principles you chose, include one or more screenshots of Facebook related to that principle, and why you think Facebook does not do well in following that principle. Provide a critique and, more importantly, suggest at least one improvement – how would you have done better in addressing that principle?