Heuristic Evaluation Worksheet

Team Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team members:

Instructions: This week’s assignment is similar to last week’s in that you need to identify an interface and evaluate it against predetermined guidelines, however this time the evaluation is in terms of Neilsen’s heuristics; a heuristic is a rule, and when evaluating against a set of rules such as his or Schneiderman’s, it’s known as a heuristic evaluation. In fact, Neilsen developed the idea of a heuristic evaluation, involving teams of 3-5 members, to identify issues in usability and the interface as you’ll be doing today.

On the following page you have been given Neilsen’s usability heuristics and his severity ratings, and you will need to use the provided table to indicate the usability issues you find while doing your evaluation. Remember that some usability issues may not fit into a heuristic, or they might fit into more than one.

Because you are using Neilsen’s heuristics this assignment is slightly different. You’ll again need to identify issues with the interface and its usability, but you’ll be doing so against a slightly different rule set and in a more structured manner. For each issue you identify, determine which of Neilsen’s rules it violates, and determine the severity of that issue according to the ratings provided, being sure to justify your response in the large box. There are spaces for 10 issues, however you don’t have to use them all. Keep in mind that no interface has zero usability issues (so you can’t say “This interface is perfect!” and hand that in), and no interface has only one. Perform a thorough analysis to identify at least five issues, and using the same interface you used last week is acceptable.

Additionally, when complete, write a maximum of two paragraphs to compare and contrast your thoughts on Schneiderman’s Golden Rules versus Neilsen’s heuristics. There are similarities and differences; do you feel one is more appropriate or did you find one to be more effective of a framework for interface evaluation?

Due in class, Monday, Jan 25th.

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| Nielsen's Heuristics | | | | Nielsen's Severity Ratings |
| 1. Visibility of system status 2. Match between system and real world 3. User control and freedom 4. Consistency and standards 5. Error prevention 6. Recognition rather than recall 7. Flexibility and efficiency of use 8. Aesthetic and minimalist design 9. Help users recognize, diagnose, and   recover from errors   1. Help and documentation   N. Non-heuristic issue | | | | 1. Cosmetic problem only, does not hinder use, can be addressed in update if time allows 2. Minor usability problem: fixing this should be given low priority 3. Major usability problem: important to fix, so should be given high priority 4. Usability catastrophe: Should have been fixed before this product was released |
| Usability Issue  1 | |  | | |
| Heuristic # |  |
| Rating |  |
| Usability Issue  2 | |  | | |
| Heuristic # |  |
| Rating |  |
| Usability Issue  3 | |  | | |
| Heuristic # |  |
| Rating |  |
| Usability Issue  4 | |  | | |
| Heuristic # |  |
| Rating |  |
| Usability Issue  5 | |  | | |
| Heuristic # |  |
| Rating |  |

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| --- | --- | --- |
| Usability Issue 6 | |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue  7 | |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue  8 | |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue 9 | |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue 10 | |  |
| Heuristic # |  |
| Rating |  |