Heuristic Evaluation Worksheet

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

Team members:

Instructions: For this exercise you’ll need to identify an interface and evaluate it against predetermined guidelines, and do so in terms of Neilsen’s heuristics. Recall that 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.

First, write a short paragraph giving an initial, knee-jerk reaction to the interface you chose. Does it seem easy to use, or difficult? What’s the initial reaction to the appearance? Does it seem inviting, or not so much?

Next, 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 takes on a broader context than if we were using Schneiderman’s Golden Rules. You’ll again need to identify issues with the interface and its usability similar to what we did with the dialogs in the previous class, 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 you’ll want to use one you have access to, of course.

Additionally, when complete, write a maximum of two paragraphs discussing how your evaluation matches up with your initial evaluation. Did the interface hold up to your initial impressions, or not? Did the evaluation confirm, or disprove what you initially thought? Give examples; justify.

Due in class, Tuesday, August 9 (Today, in other words).

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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 errors1. 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 Issue1 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue2 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue3 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue4 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue5 |  |
| Heuristic # |  |
| Rating |  |

|  |  |
| --- | --- |
| Usability Issue 6 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue7 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue8 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue 9 |  |
| Heuristic # |  |
| Rating |  |
| Usability Issue 10 |  |
| Heuristic # |  |
| Rating |  |