Schneiderman / Neilsen Interface Evaluation

This week’s assignment asks that you identify an interface and evaluate it against Neilsen’s heuristics and Schneiderman’s Golden Rules. As we know from the video and you may have known already, 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 are Neilsen’s usability heuristics and his severity ratings, along with Schneiderman’s Eight Golden Rules as well as a table for organizing and discussing issues you discover in your chosen interface. For your submission, you should describe the interface you chose, why you chose it, and provide a visual or screenshot. You should then evaluate the interface according to Neilsen’s heuristics, Schneiderman’s Eight Golden Rules, and determine the severity of each issue as indicated by Neilsen’s severity ratings (provided on sheet). In other words, for each issue you identify, determine which of Neilsen’s rules it violates, which of Schneiderman’s rule it violates, and determine the severity of that issue according to the ratings provided, being sure to identify and describe the issue as well as justify your response. You do not need to use the table itself, however if writing out your answer you should use its structure when conducting your evaluation. So you can provide all the requested information in a list, as long as you follow the format of the table and provide all the requested information.

The worksheet provides space 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 no interface has only one. Some issues may only apply to Neilsen’s Heuristics, and others may only apply to Schneiderman’s Rules, however that is rare. Perform a thorough analysis to identify at least five issues, and if it’s a particularly egregious interface, you can use more than ten.

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?