Usability Heuristics

1. Simple and Natural Dialog
   a) Graphic Design and Color (programmers ≠ graphic designers)
      - use of color should aid the user not distract the user
      - is it usable by color blind users?
   b) Less is more

2. Speak the Users' Language
   a) standard English
   b) good English
   c) mappings and metaphors

3. Minimize User Memory Load

4. Be Consistent!

5. Give Good Feedback
   a) be as specific as possible
   b) be prompt in feedback especially on long operations
   c) system failure … degrade gracefully!

6. Mark Exits Clearly (at all levels)

7. Provide Shortcuts
8. Give Good Error Messages
   a) be clear
   b) be specific ... no "illegal operation"
   c) be constructive ... help the user do it right
   d) be polite
9. Prevent Errors (in use, not just in function)
10. Avoid Modes
11. Provide Good Help and Documentation
    a) information should be easy to find
    b) information should be understandable
    c) information should be applicable (an example?)
    d) information should be geared to the type of users (novice ->
        expert ... each needs different information)

Management of Heuristic Evaluation

1. Do a **systematic** examination of usability.
2. Make several passes through the software.
3. Work independently
4. Make written notes ... compile them into a written report
5. Combine the individual team members work into one report
6. The output is a list of usability problems annotated with:
   a) references to the specific usability criteria being violated
   b) exact description of the location in the interface
   c) suggested fixes if possible (from a usability standpoint)