Heuristic Evaluation Sheet for General Use

On the next page, you'll find a comprehensive table of Nielsen and Molich's heuristics designed to evaluate the usability of your projects. This list provides essential guidelines that all designs should adhere to, regardless of device or screen size. Thus, this heuristic evaluation sheet is perfect for use across all your design endeavors.

Additionally, we've included detailed notes on how to effectively use the heuristic evaluation table. Feel free to print this sheet and apply it to your own design projects to test and refine your ideas!

Nielsen and Molich's Heuristics

Heuristic evaluation of _____   _____
product name   screen or feature title

Evaluator: _____   **Date:** _____
evaluator's name   date

Heuristic	Severity	Severity Notes
1. Visibility of system status		
2. Match between system and the 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		
10. Help and documentation		

Severity scale

Severity is reported on a scale of 0-4:

D = I don't agree that this is a usability problem at all

F = Cosmetic problem only: need not be fixed unless extra time is available on project

G = Minor usability problem: fixing this should be given low priority

H = Major usability problem: important to fix, so should be given high priority

E = Usability catastrophe: imperative to fix this before product can be released

Explanation of heuristics

Visibility of system status:

Always keep users informed about what is going on.

Provide appropriate feedback within reasonable time.

2. Match between system and the real world

Speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.

Follow real-world conventions, making information appear in a natural and logical order.

3. User control and freedom

Users often choose system functions by mistake.

Provide a clearly marked "out" to leave an unwanted state without having to go through an extended dialogue.

Support undo and redo.

4. Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing.

Follow platform conventions.

5. Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

6. Recognition rather than recall

Make objects, actions, and options visible.

User should not have to remember information from one part of the dialogue to another.

Instructions for use of the system should be visible or easily retrievable whenever appropriate.

7. Flexibility and efficiency of use

Accelerators—unseen by the novice user—may often speed up the interaction for the expert user so that the system can cater to both inexperienced and experienced users.

Allow users to tailor frequent actions.

8. Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed.

Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

9. Help users recognize, diagnose, and recover from errors

Expressed in plain language (no codes).

Precisely indicate the problem.

Constructively suggest a solution.

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10. Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

Help information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

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