Heuristic Evaluation and Cognitive Walk Through

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Heuristic Evaluation
Visibility of System Status

- Show progress bar with percentage of completeness
- Have every display begin with a title or header that describes where the user is
- When an option has been selected, we need to make this obvious to the user, such as highlighting.
Match Between System and
the Real World

- Menu choices fit logically into categories that have readily understood meanings.
- Design items are presented in context to how they are conventionally used to help guide that user's design.
User Control and Freedom

☐ Ability to revert back to old versions (similar to SVN)

☐ Move windows

☐ Users have option to click on menu or use keyboard shortcuts

☐ Allow the user to undo any action taken on the document, and to re-do undone actions
Consistency and Standards

- Every window should have a title
- The application will have a consistent look and feel
- We should use some visual clue to show which window is currently active
- Use wording for actions that is similar to wording from existing popular applications
- Provide design items for common platforms
Help Users Recognize, Diagnose, and Recover From Errors

☐ Sound used to signal error has been made.

☐ Error messages should suggest the cause of the error.

☐ Error messages may be specific to who is using the program (developer vs. client)? Match the technical skill or background of the user.
Error Prevention

- The system prevents users from making errors whenever possible.
- The system should warn users if they are about to make a potentially serious error.
- Fields in data entry screens and dialog boxes should contain default values when appropriate.
Recognition Rather Than Recall

- Prompts, cues, and messages should be placed where the eye is likely to be looking on the screen.
- The system grays out or deletes labels of currently inactive soft function keys.
- Items are grouped into logical zones, and have headings been used to distinguish between zones.
- Each of these zones should be separated by spaces, lines, color, letters, bold titles, rules lines, or shaded areas.
- The system should provide mapping: that is, are the relationships between controls and actions apparent to the user.
Flexibility and Efficiency

- Users have the option of either clicking on fields or using a keyboard shortcut.
- Allow advanced users to create their own design items.
Aesthetic and Minimalist Design

- Field labels brief, familiar, and descriptive
- Menu titles are brief, yet long enough to communicate
Help and Documentation

- Error messages should be helpful and friendly
- There should be a help function visible; for example, a key labeled HELP or a special menu
- On first use, and until opted-out, an opt-out introduction menu should show with basic instructions on an interface
Cognitive Walkthrough
The user has just placed a dialog box in the design section.
Now the user has added an “OK” button to the dialog box. These have been dragged and dropped from the Design Items menu.
The Actions tab has been selected. There are currently no actions for the button “OK”
After the button “OK” has been clicked, the user can choose which actions they want to execute when the button is clicked.
The user has selected that the OK button should be disabled when it is clicked.
Now the user can see the actions for the item in the "Action Items" list.