Heuristic Evaluations

Scott Klemmer
Quiz 2

• 10 mins for quiz
• Don’t start quiz until instructed to
If it beeps, make it quiet
Quiz 2

1. D
2. B
3. B, D
4. C
5. E
6. B or C
7. All are correct.
8. True
9. C
10. A or B
A3 Examples
Storyboard: Amanda Dharmadi, Brandon Lee, Petter Eikeland
Prototype:
Timothy Choi, Jeffrey Lim, Yubin Cho
Announcements

- If you’re having group problems, let your TA know privately THIS WEEK
- Mid-quarter evaluations in studio
- Design Tips:
  - Need finding never ends
  - All design is redesign
10 Heuristic Examples
Ten Design Heuristics

UNDERSTANDING
- Consistency
- Use Familiar Metaphors & Language
- Clean & Functional Design

ACTION
- Freedom
- Flexibility
- Recognition Over Recall

FEEDBACK
- Show Status
- Prevent Errors
- Support Error Recovery
- Provide Help

My somewhat revised names for Jacob Nielsen’s heuristics: http://www.nngroup.com/articles/ten-usability-heuristics/
Are you sure you want to change the extension from "\.png" to "\.jpg"?
If you make this change, your document may open in a different application.

Keep .png  Use .jpg

Clearer choices
Consistency
Apple Mac OS X Finder
Metaphors
Familiar metaphors & language

Desktop
Folder
Cart

Images courtesy of SAP
Familiar metaphors
Familiar metaphors & language

http://www.cartoonnetwork.com/
Signal to noise
Clean & Functional Design
Get a $5 credit for Prime Pantry
Choose FREE No-Rush Shipping and receive a $5 credit towards your next Prime Pantry purchase.

Order now and we'll notify you by email when we have an estimated delivery date for this item.
Items shipped from Amazon.com

Dieter Rams: As Little Design as Possible
by Stephie Lovesl
$53.32 Free Prime shipping when in stock
Sold by: Amazon.com LLC
Temporarily out of stock
Quantity: 1 Change

Choose your Prime delivery option:
- $13.97 One-Day Shipping (1 business day)
- FREE Two-Day Shipping (2 business days)
- FREE Standard Shipping (4-5 business days)
- FREE No-Rush Shipping (5 business days)

Get a $5.00 credit for Prime Pantry. Details

Guaranteed delivery date: Aug. 1, 2015 If you order in the next 3 hours and 1 minute (Details)
Items shipped from Amazon.com

Post-It Notes, 3 In x 3 In. Jalpur Collection, 14 Pads/Pack, 100 Sheets/Pad
(654-14AU)
$12.30 Prime
Sold by: Amazon.com LLC
Quantity: 1

Add a gift receipt
and see other gift options

Undo
Freedom

Amazon check out
New York → Paris

Fri 31/07/2015 from USD 4,326

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<th>Departure</th>
<th>Arrival</th>
<th>Type</th>
<th>Date/Time</th>
<th>Duration</th>
<th>Cost from USD</th>
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<tbody>
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<td>ZRH</td>
<td>Economy</td>
<td>Sat 01/08/2015 10:50</td>
<td>1h 40m</td>
<td>4,326</td>
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<tr>
<td>ZRH</td>
<td>10:50</td>
<td>CDG</td>
<td>Business</td>
<td>Sun 02/08/2015 13:50</td>
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</tbody>
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Connection time: 1h 40m
LX 15, Operated by SWISS

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Connection time: 1h 40m
LX 15, Operated by SWISS

Travel time: 10h 50m
LX 638, Operated by SWISS GLOBAL AIR LINES

Swiss International Airline
Flexible shortcuts
Flexibility

Chrome view menu
Ambient information
Flexibility

BusyCal Weather
Previews
Recognition over Recall

Word for Mac
Class HE
Walkthrough
HEs of Websites

• Shoutkey: shoutkey.com/keen
• Go to each website instructed in the Google Form and conduct HEs based on the question asked