USABILITY

"Design is the rendering of intent."

– Jared M. Spool

WHAT IS A HEURISTIC?

Heuristic in English simply means **based on experience**;
a heuristic is a qualitative guideline, an accepted principle of usability

System status visibility

The system should provide appropriate feedback.

Match between system and real world

Use language familiar to the user and follow conventions.
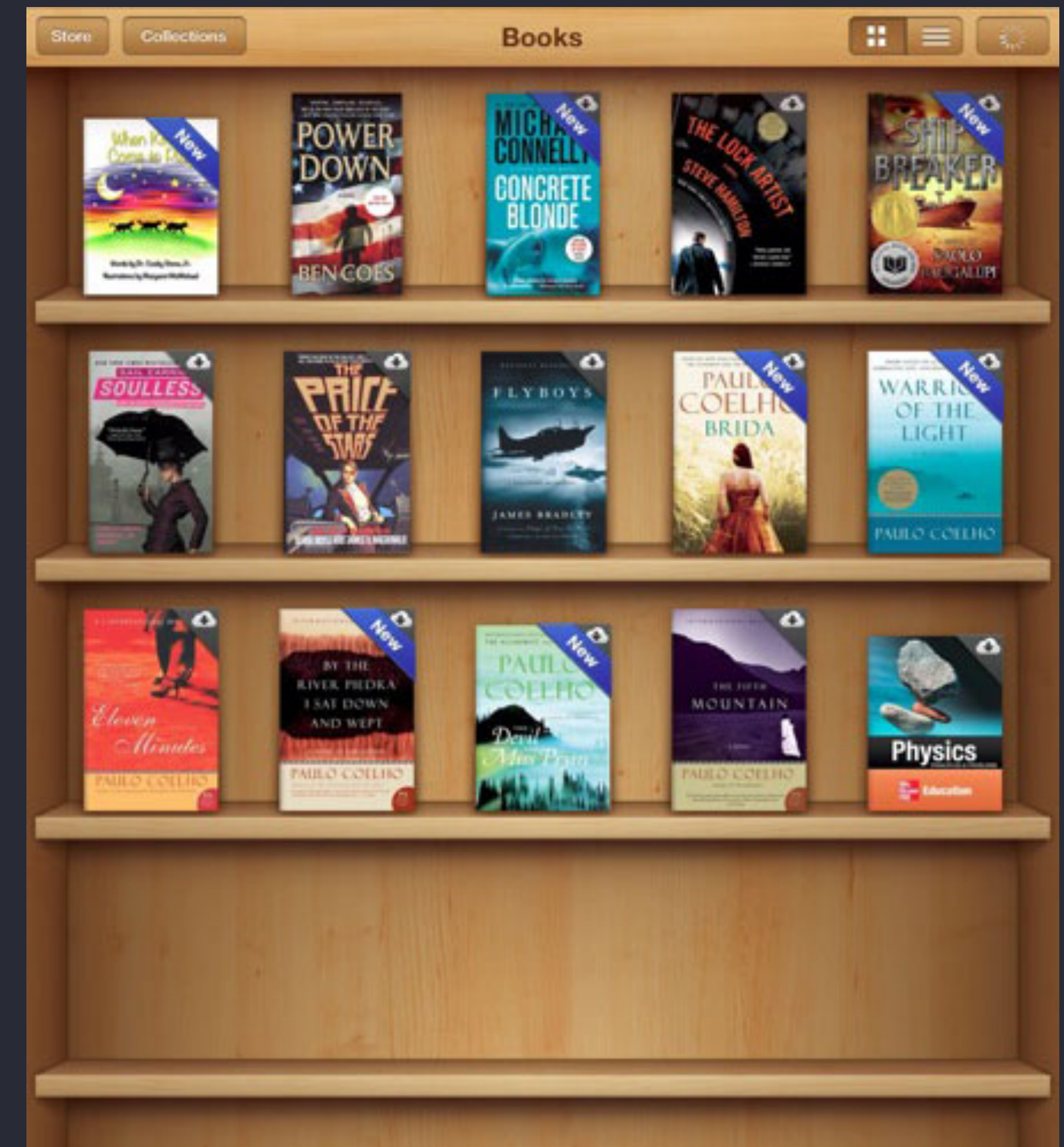
User control and freedom

Provide emergency exits, undo, and redo.
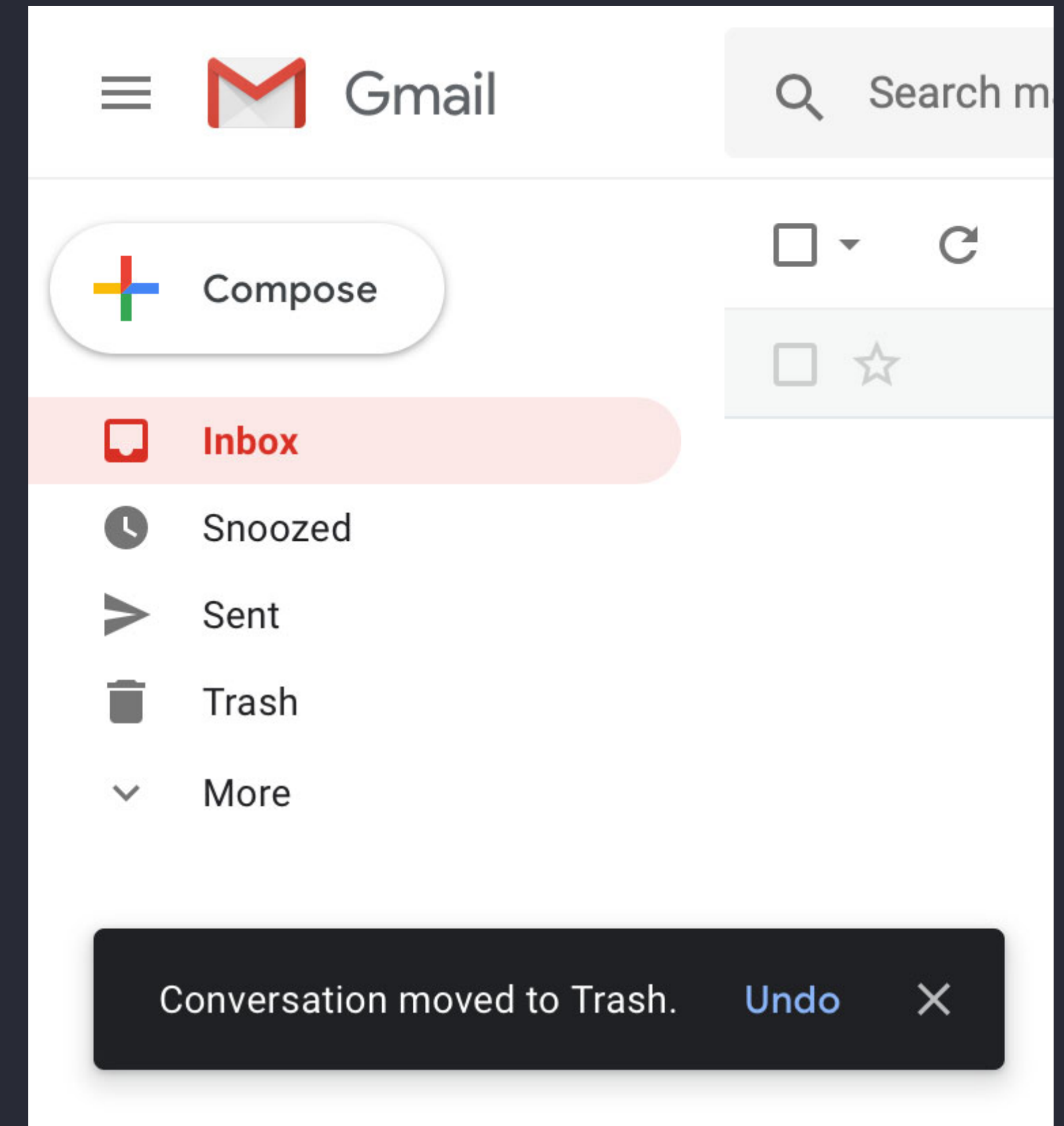
Error prevention

Don't just let users escape from errors: help users avoid them.

Help users recognize and recover from errors
Error messages should be helpful.

Are you sure you want to permanently erase the items in the Trash?

You can't undo this action.

Cancel   Empty Trash

✔

The operation couldn't be completed. (com.apple.AOSAccounts error 4.)

OK

✘
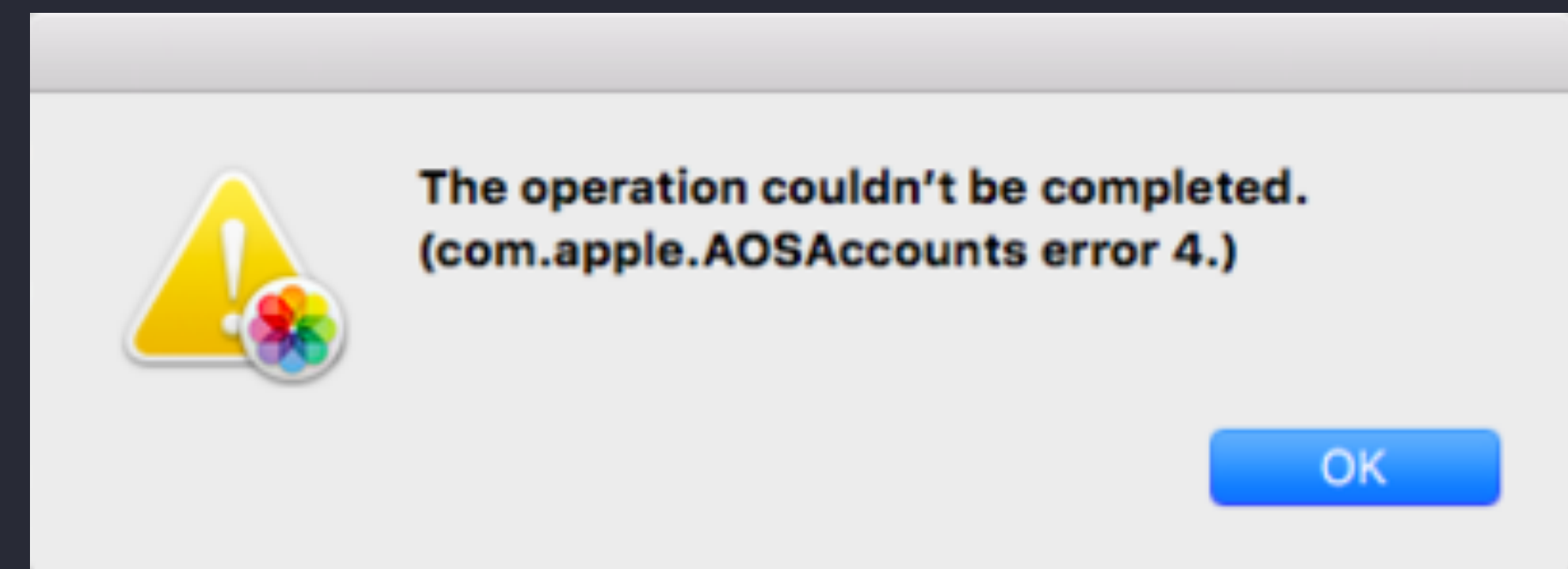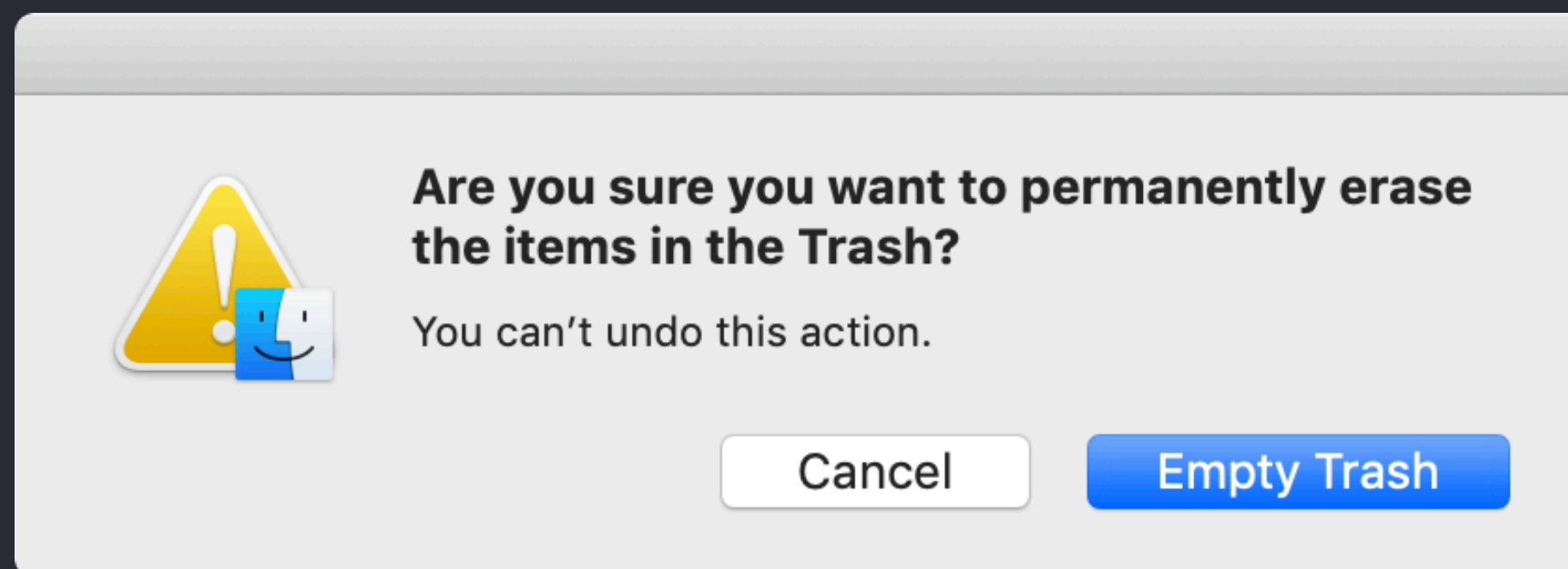
Consistency and standards

Things that appear the same should behave the same.
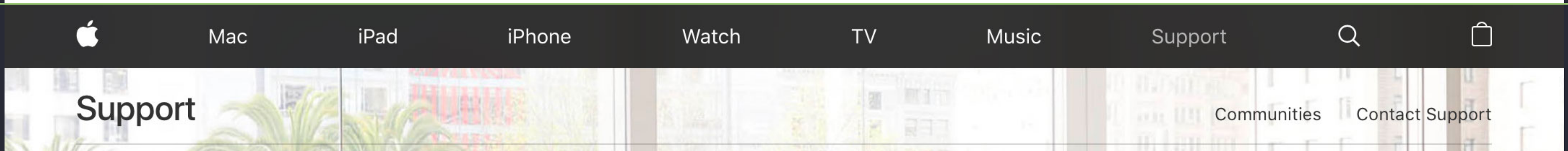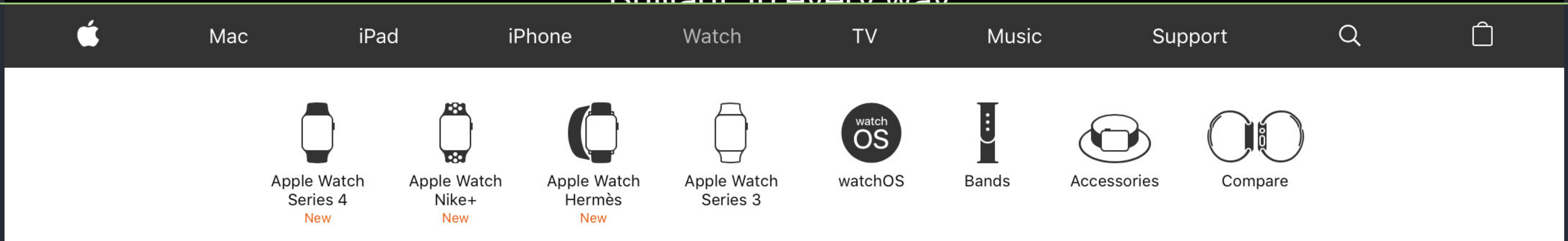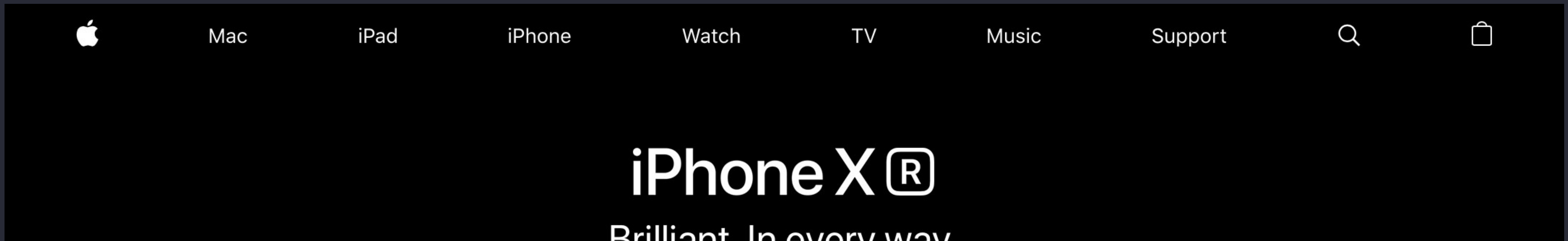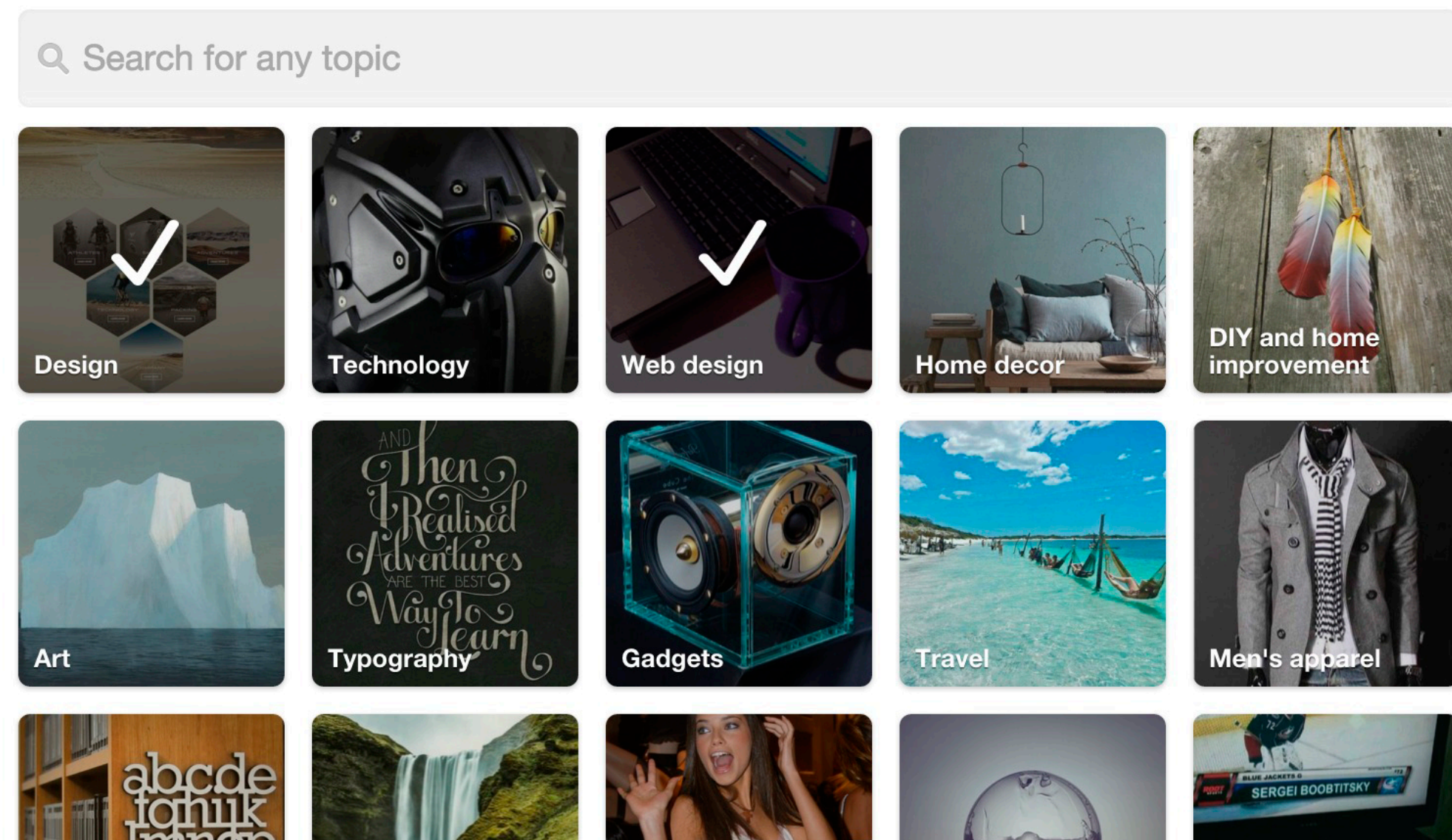
Recognition rather than recall

Options should be visible. Instructions should be easy to find. Don't make the user have to remember information.

Flexibility and efficiency of use

Support shortcuts for expert users.
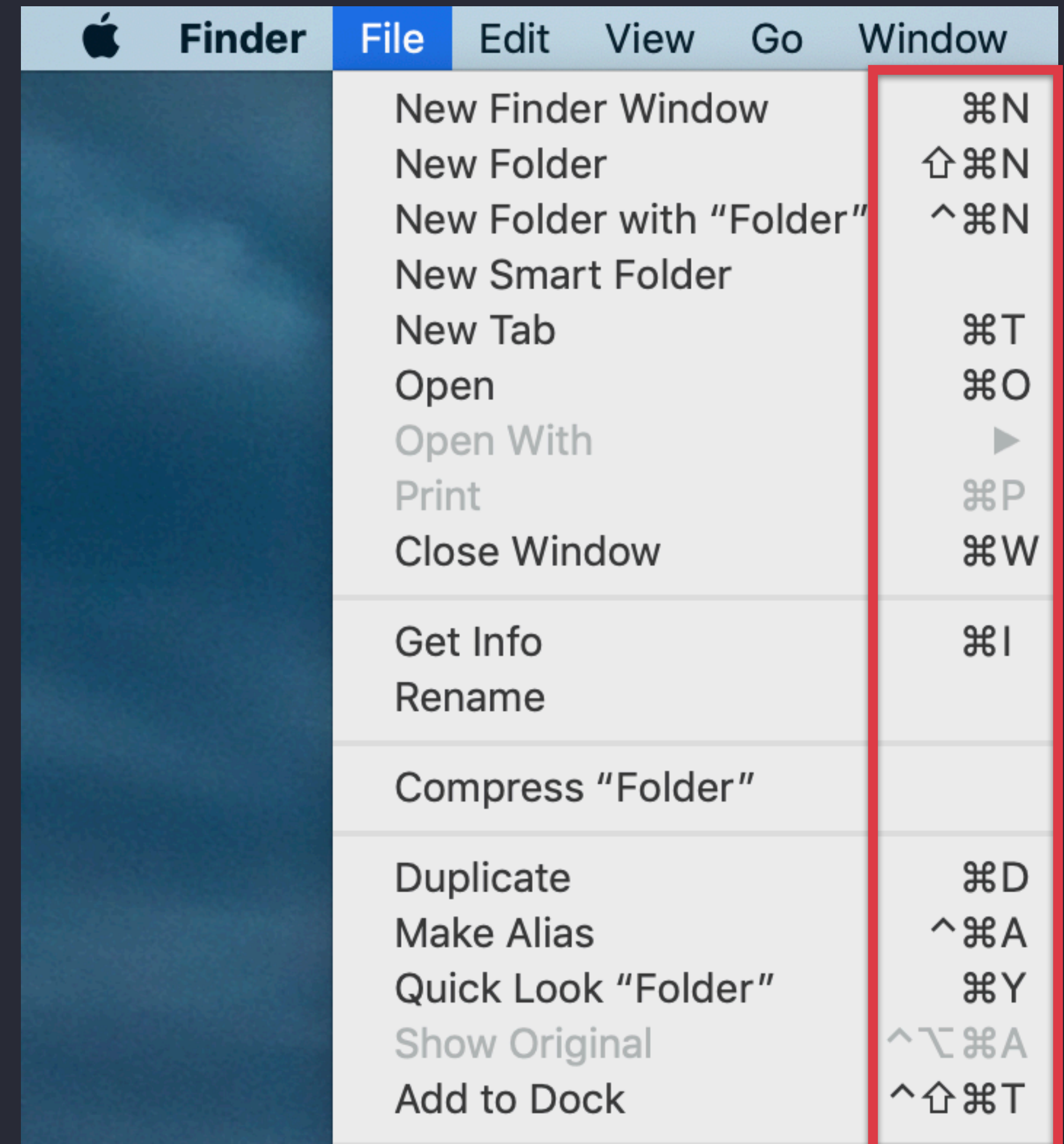
Aesthetic and minimalist design

Avoid providing irrelevant information.
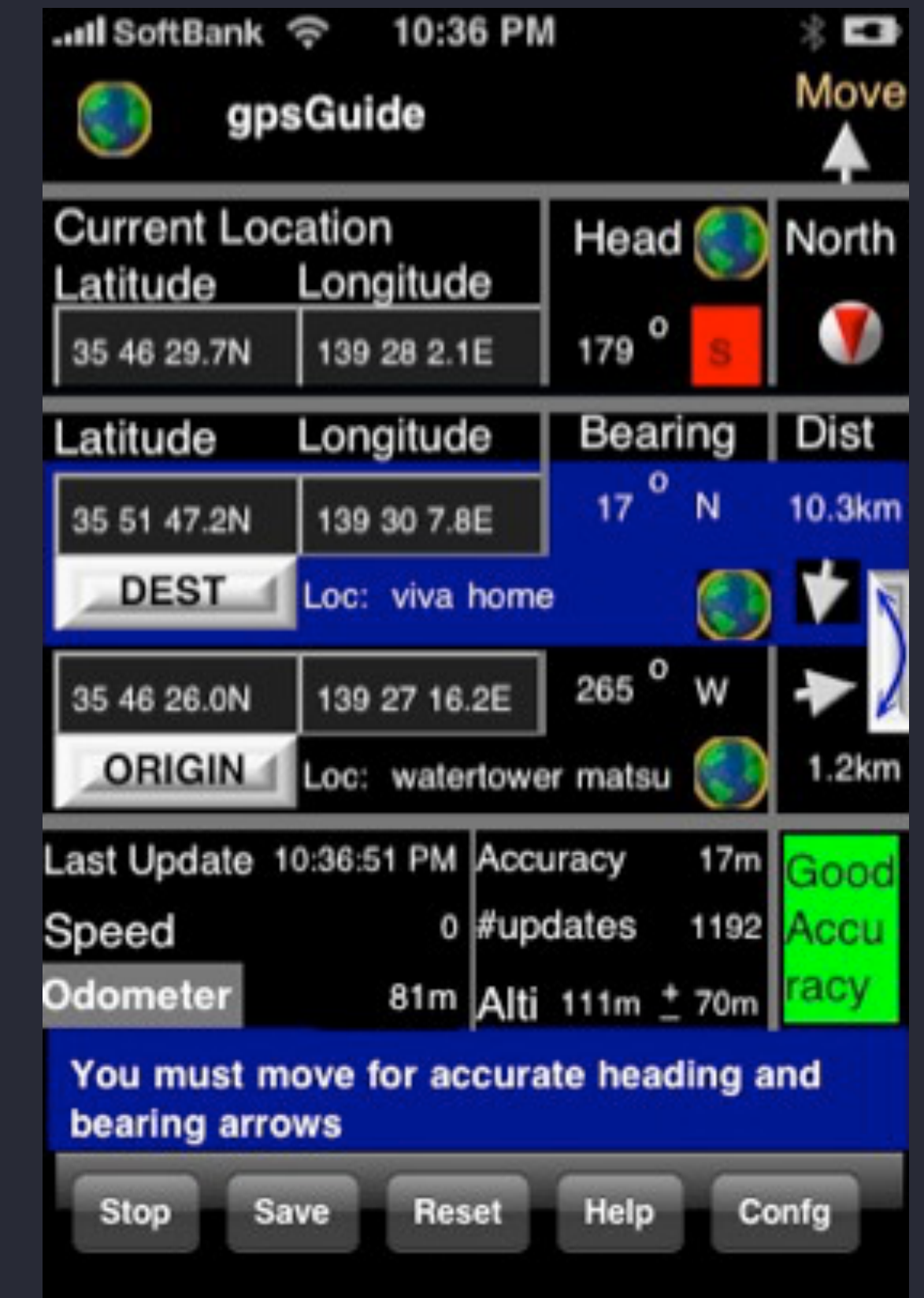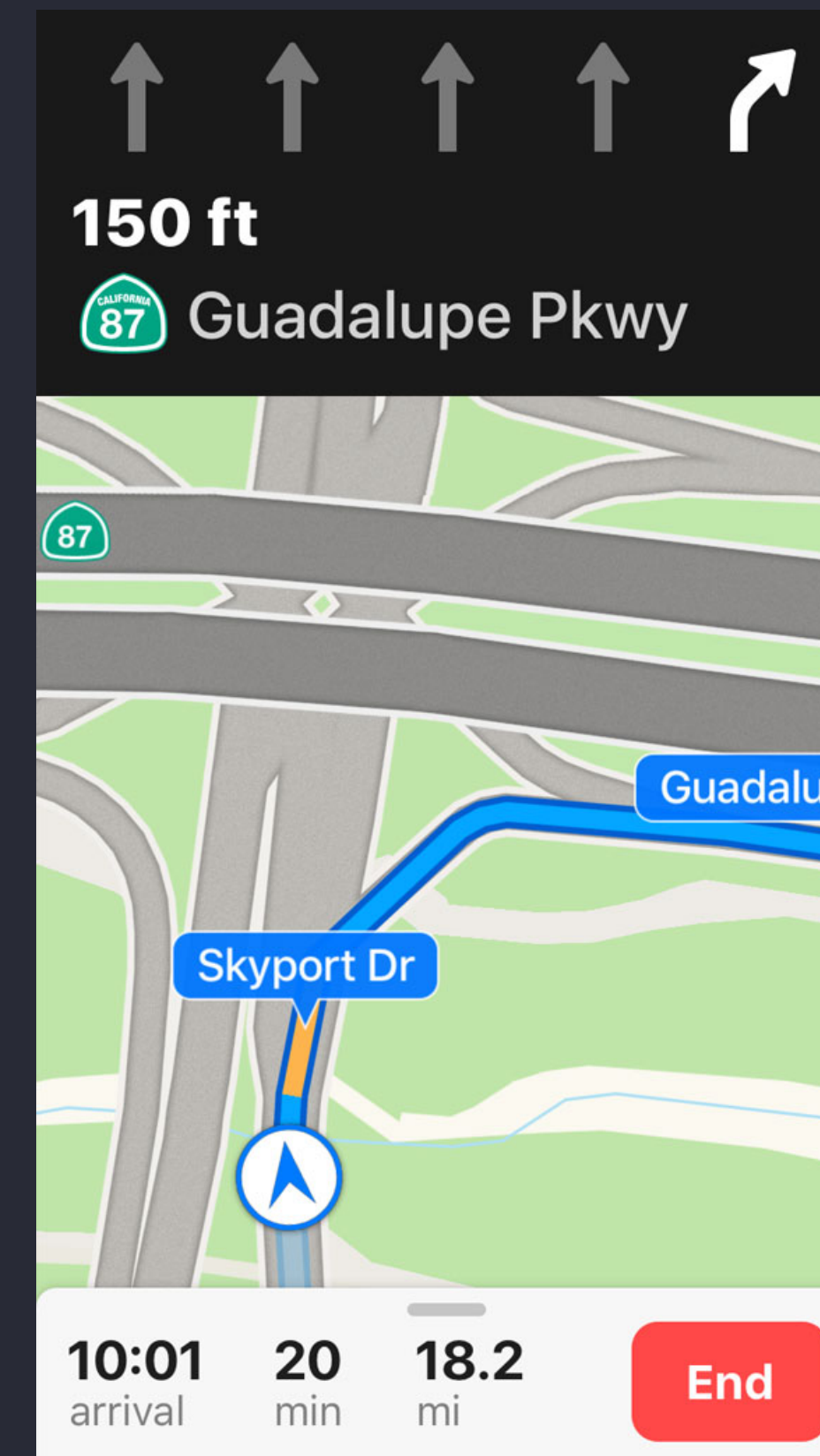
Help and documentation

Ideally, the system should be usable without documentation, but help should still be available and task oriented.

Learnability

How easy is it for users to accomplish basic tasks the first time they come across the design?

Efficiency

Once users have learned the design, how quickly can they perform tasks?

Memorability

When users return to the design after a period of not using it, how easily can they reestablish proficiency?

Errors

How many errors do users make, how severe are these errors, and how easily can they recover from the errors?

Satisfaction

How pleasant is it to use the design?

QUESTIONS?