

CSE 440: Introduction to HCI User Interface Design, Prototyping, and Evaluation!

Lecture 14: Heuristic Evaluation

Instructor: Amy Zhang, 2/18/2021



Today's Topics

- Heuristic Evaluation
 - Nielson's 10 Heuristics
 - Heuristic evaluation process
- Paired team presentations of paper prototypes (15–20 min per team)
- Team work time on combining your individual heuristic evaluations for 3b

Heuristic Evaluation

Reminder from last lecture:

- Heuristic Evaluation helps find usability problems in a design
- It's a systematic UI inspection led by **experts**, such as designers on your team
- Method:
 - A small set of 3–5 evaluators examine the interface
 - They independently check compliance with a set of **design principles** (e.g., how easy is it to prevent errors?).
 - Different evaluators find different problems
 - Evaluators communicate at the end
- Can do this with working interfaces or sketches
- Developed by Jakob Nielsen, though several lists of design principles exist

- 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
- Flexibility and efficiency of use 7.
- 8. Aesthetic and minimalist design
- 9. Help recognize, diagnose, and recover from errors 10. Help and documentation

- **1. Visibility of system status** Visibility and Exposing State
- 2. Match between system and the real world Metaphors, mapping
- 3. User control and freedom
- **4. Consistency and standards** Internal and external consistency
- 5. Error prevention
- **6.** Recognition rather than recall Knowledge in the world vs in the head
- Flexibility and efficiency of use 7.
- 8. Aesthetic and minimalist design
- 9. Help recognize, diagnose, and recover from errors

10. Help and documentation

Learnability!



- 1. Visibility of system status
- 2. Match between system and the real world
- Undo **3. User control and freedom**
- 4. Consistency and standards
- **5. Error prevention** Confirmation dialogs
- 6. Recognition rather than recall
- Flexibility and efficiency of use 7.
- 8. Aesthetic and minimalist design

9. Help recognize, diagnose, and recover from errors 10. Help and documentation

Safety!

Error messages

- 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 recognize, diagnose, and recover from errors 10. Help and documentation

Efficiency!

Multiple interaction styles

Norman's 6 Design Principles

- Created by Don Norman, of "Design of Everyday Things"
- Overlaps somewhat with Nielson's 10 Heuristics
- We discussed Norman's Gulf of Execution vs. Gulf of Evaluation how to avoid • the twin gulfs?
 - 1. **Visibility**: make UI options visible
 - 2. Feedback: user actions need UI reaction
 - 3. Affordance: the way something looks should indicate how it's meant to be used
 - 4. Mapping: UI controls to something will resemble what they affect
 - 5. **Constraints**: limits to an interaction or UI are clear
 - 6. **Consistency**: same action causes same reaction



Other sets of design principles/heuristics

- Bruce Tognazzini's 16 First Principles
- Ben Shneiderman's 8 Golden Rules

Susan Weinschenk and Dean Barker's meta-classification of 20 heuristics

Heuristic #1: Visibility of system status

Visibility of system status

- The system should always keep users informed about what is going on, through appropriate feedback within reasonable time
- Visibility helps to align a user's mental model with interface+system model

• Use of feedback

 The UI should give feedback for a user action so that they know if the system state has been updated

Heuristic #1: Visibility of system status



UI feedback should happen in an appropriate amount of time - 0.1 sec: no special indicators needed

- 1.0 sec: user tends to lose track of data
- 10 sec: maximum duration if user to stay focused on action longer delays absolutely require percent-done progress bars

Heuristic #2: Real World Match

- Match between system and the real world
- The system should 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. Refers to word and language choice, mental model, metaphor, mapping, and sequencing.

Heuristic #2: Real World Match



"mailto", "protocol"?

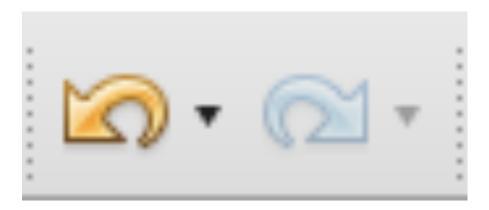
Speak the user's language

"mailto is not a registered protocol" --> "Your browser doesn't have an email

app connected"

Heuristic #3: User in Control

- User control and freedom
- go through an extended dialogue.
- of any situation or state.



 Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to

Support undo and redo. Not just for navigation exits, but for getting out

Heuristic #4: Consistency

- Consistency and standards
- Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.
- Internal consistency is consistency throughout the same product.
- External consistency is consistency with other products in its class.

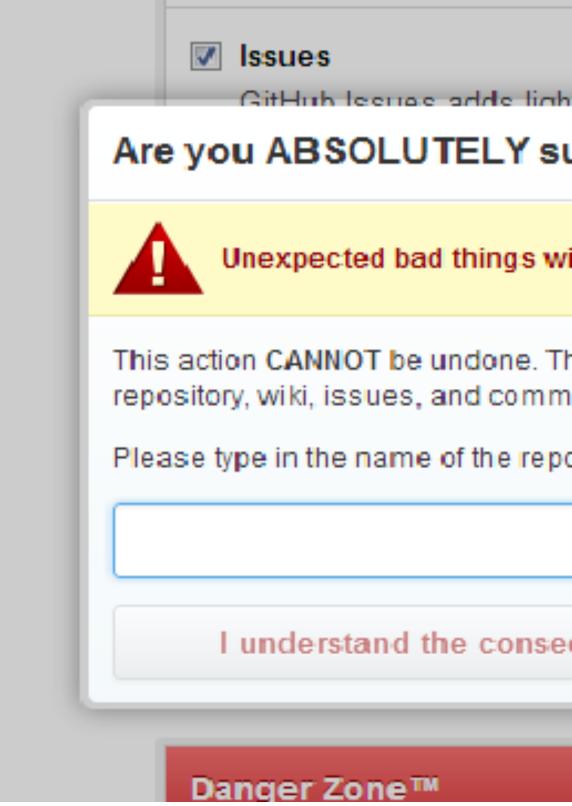
Heuristic #4: Consistency

Consistency and standards

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Heuristic #5: Error Prevention

- Even better than good error messages is a careful design which prevents a problem from occurring in the first place.
- Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.



Heuristic #5: Error Prevention

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Heuristic #6: Recognition over Recall

- Minimize the user's memory load by making objects, actions, and options visible.
- The 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.

Heuristic #6: Recognition over Recall

- Hidden and false affordances (ex: Norman doors) violate this rule.
 - hidden: need to remember where to do something
 - false: need to remember the right way to do something



Heuristic #7: Flexibility and Efficiency

- Avoid repetitive actions that must be done manually.
- Allow multiple ways to do things.

Heuristic #7: Flexibility and Efficiency

- UI should cater to both inexperienced and experienced users (accelerators for experts).
- Allow users to automate frequent actions.

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Heuristic #8: Aesthetic and Minimalist Design

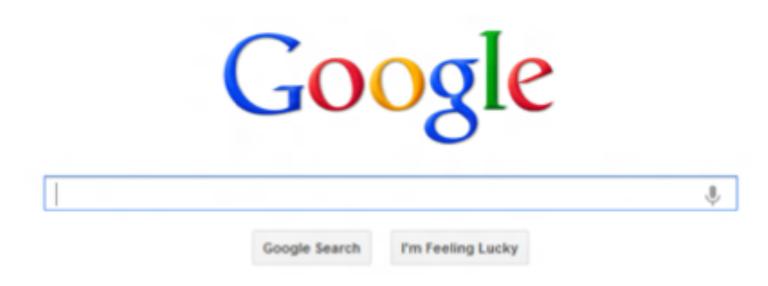
- needed.
- Every extra unit of information competes with the relevant units of information and diminishes their relative visibility.

Dialogues should not contain information which is irrelevant or rarely



Heuristic #8: Aesthetic and Minimalist Design

- Not just about "ugliness".
- This is about clutter, overload of visual field, visual noise, distracting animations, and so on.



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Heuristic #9: Error Recovery

- Help users recognize, diagnose, and recover from errors
- Error messages should be expressed in plain language (no codes),

precisely indicate the problem, and constructively suggest a solution.

Heuristic #9: Error Recovery

- plain language
- precisely indicate problem
- constructively suggest solution

mgBurn	
	I/O Error!
W	Device: [0:0:0] PIONEER DVD RW DVR-106D 1.05 (G:) (ATA)
	ScsiStatus: 0x02
	Interpretation: Check Condition
	CDB: 2A 00 00 00 03 00 00 00 20 00
	Interpretation: Write (10) - Sectors: 768 - 799
	Sense Area: F1 00 08 FF FF 04 10 0E 00 00 00 00 00 00 00 00 00 00 00 00
	Retry Cancel

Heuristic #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.
- task, list concrete steps to be carried out, and not be too large.

• Any such information should be easy to search, focused on the user's

Heuristic Evaluation Process

Heuristic Evaluation Process

1) Pre-evaluation training

Give expert evaluators needed domain knowledge & information on the scenario

2) Evaluators evaluate interface & make lists of problems

At least two passes (first to get a feeling for the flow and scope of the system, then to focus on evaluation). Focus on generating as many problems as you can, don't rank severity yet.

3) Severity rating

Combine all problems together (by all evaluators). Individually determine how severe each problem is (from 0–4).

4) Aggregation

As a group, discuss and aggregate problems and come to consensus on severity ratings.

5) **Debriefing**

Discuss the outcome with design team.

Severity Rating

Used to allocate resources to fix problems Combination of:

frequency - how common?

impact - how hard to overcome?

persistence - how often to overcome?

identified

Should be done independently by all evaluators, then discussed as a group and aggregated

- Should only be calculated after all problems by all evaluators have been

Severity Rating

O - Do not agree this is a problem.

1 - Usability blemish. Mild annoyance or cosmetic problem. Easily avoidable.

Can be avoided or easily learned. May occur only once.

3 - Major usability problem. Prevents users from completing tasks. once.

goals. Users may quit using system all together.

- 2 Minor usability problem. Annoying, misleading, unclear, confusing.
- Highly confusing or unclear. Difficult to avoid. Likely to occur more than
- 4 Critical usability problem. Users will not be able to accomplish their

Writing Good Heuristic Evaluations

- Remember our tips regarding giving feedback!
- Be tactful
 - Not: "the menu organization is a complete mess"
 - Better: "menus are not organized by function"
- Be **specific**
 - Not: "text is unreadable"
 - Better: "text is too small, and has poor contrast (black text on dark green background)"

Example: Heuristic Evaluation

Adobe Illustrator



You are saving this document in Adobe Illustrator 9.0 format. Saving this document in an older format may disable some editing features when the document is read back in.

(Yes	No

Example

Adobe Illustrator



You are saving this document in Adobe Illustrator 9.0 format. Saving this document in an older format may disable some editing features when the document is read back in.

Yes	

No

- **Problem**: It is unclear what happens when the user presses "Yes" or "No" since the dialog is not asking a question but instead confirming an action.
- Heuristics: #4 Consistency and Standards, #5 Error Prevention
- Severity: 2 minor
- **Recommendation** (optional): Replace "Yes" button with "OK" and the "No" button with "Cancel".



- We have put you in paired teams assigned to breakout rooms.
- Take turns giving presentations of your paper prototype.
- Non-presenting team is taking notes about issues, asking questions, and interacting with the prototype (if possible).
- Discuss how you'll share your final heuristic evaluation with the other team later.
- Let us know when you're done, and we'll put you into your own team's breakout room to finish the heuristic evaluation.
- Details on what to do and a worksheet for jotting notes on design problems are here (copy to a personal doc): <u>http://www.yellkey.com/somebody</u>
- Final heuristic evaluation of another team's prototype due at 8PM!

Your turn!