



Heuristic Evaluation Sheet for General Use

On the next page, you'll find a table of Nielsen and Molich's heuristics to evaluate your designs. This list of heuristics for testing the usability of a design covers broad aspects that all designs should adhere to, regardless of the device size. Hence, this heuristic evaluation sheet is **ideal for general use on all your design projects**.

Additional notes on how to use the heuristics evaluation table are provided after the table. Feel free to print this evaluation sheet out and start putting your very own ideas to the test!

[Continued on next page]



INTERACTION DESIGN
FOUNDATION

INTERACTION-DESIGN.ORG



Creative Commons BY-SA license: You are free to edit and redistribute this template, even for commercial use, as long as you give credit to the Interaction Design Foundation. Also, if you remix, transform, or build upon this template, you must distribute it under the same CC BY-SA license.

Nielsen and Molich's Heuristics

Heuristic evaluation of _____, _____
product name screen or feature title

Evaluator: _____ Date: _____
evaluator's name date

Heuristic	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		

[Continued on next page]



INTERACTION DESIGN
FOUNDATION

INTERACTION-DESIGN.ORG



Creative Commons BY-SA license: You are free to edit and redistribute this template, even for commercial use, as long as you give credit to the Interaction Design Foundation. Also, if you remix, transform, or build upon this template, you must distribute it under the same CC BY-SA license.

[Continued from previous page]

Severity scale

Severity is reported on a scale of 0-4:

- **0** = I don't agree that this is a usability problem at all
- **1** = Cosmetic problem only: need not be fixed unless extra time is available on project
- **2** = Minor usability problem: fixing this should be given low priority
- **3** = Major usability problem: important to fix, so should be given high priority
- **4** = Usability catastrophe: imperative to fix this before product can be released

Explanation of heuristics

1. 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.

[Continued on next page]



INTERACTION DESIGN
FOUNDATION

INTERACTION-DESIGN.ORG



Creative Commons BY-SA license: You are free to edit and redistribute this template, even for commercial use, as long as you give credit to the Interaction Design Foundation. Also, if you remix, transform, or build upon this template, you must distribute it under the same CC BY-SA license.

[Continued from previous page]

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.

[Continued on next page]



INTERACTION DESIGN
FOUNDATION

INTERACTION-DESIGN.ORG



Creative Commons BY-SA license: You are free to edit and redistribute this template, even for commercial use, as long as you give credit to the Interaction Design Foundation. Also, if you remix, transform, or build upon this template, you must distribute it under the same CC BY-SA license.

[Continued from previous page]

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.



INTERACTION DESIGN
FOUNDATION

INTERACTION-DESIGN.ORG



Creative Commons BY-SA license: You are free to edit and redistribute this template, even for commercial use, as long as you give credit to the Interaction Design Foundation. Also, if you remix, transform, or build upon this template, you must distribute it under the same CC BY-SA license.

Do you want to learn more?

Learn how to use this template to your best advantage in our online course [Become a UX Designer from Scratch](#). Sign up for it today and take your step towards your dream UX job if you haven't already started the course.

Become a UX Designer from Scratch

Beginner course

If you want to join one of the most rapidly growing fields in design, then look no further—[Become a UX Designer from Scratch](#) is the course for you. You'll learn the skills required to assist companies in delivering the right UX for their products through being taught tried-and-tested, industry standard techniques. You'll also discover how to create various UX deliverables with the help of downloadable templates like this one. From customer journey maps to paper prototypes, this course will show you how to make use of such templates when creating your UX portfolio—something that will truly make an impact on your UX job applications. What's more, you'll gain access to video interviews with senior UX hirers and experts from companies such as Google and SAP—providing you insight into what skills and attributes will give you an advantage over fellow candidates during the UX hiring process. Wait no longer to kick-start your professional UX career!

[Learn more about this course >](#)



INTERACTION DESIGN
FOUNDATION

INTERACTION-DESIGN.ORG



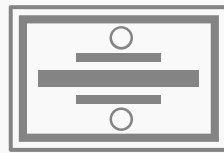
Creative Commons BY-SA license: You are free to edit and redistribute this template, even for commercial use, as long as you give credit to the Interaction Design Foundation. Also, if you remix, transform, or build upon this template, you must distribute it under the same CC BY-SA license.

How to advance your career with our online courses



Take online courses by industry experts.

Lessons are self-paced so you'll never be late for class or miss a deadline.



Get a Course Certificate.

Your answers are graded by experts, not machines. Get an industry-recognized Course Certificate to prove your skills.



Advance your career.

Use your new skills in your existing job or to get a new job in UX design. Get help from our community.

[See all our courses >](#)

About the Interaction Design Foundation



INTERACTION DESIGN
FOUNDATION

With over 66,000 alumni, the Interaction Design Foundation is the biggest design school globally. Industry leaders such as IBM and Adobe train their teams with our courses, and universities such as MIT and the University of Cambridge include our courses in their curricula. Our online courses are taught by industry experts and cover the entire spectrum of UX design from beginner to advanced. We give you industry-recognized course certificates to advance your career. Since 2002, we've put together the world's biggest and most authoritative library of open-source UX Design literature created by such noted authors as Don Norman and Clayton Christensen.



INTERACTION DESIGN
FOUNDATION

[INTERACTION-DESIGN.ORG](https://www.interaction-design.org)



Creative Commons BY-SA license: You are free to edit and redistribute this template, even for commercial use, as long as you give credit to the Interaction Design Foundation. Also, if you remix, transform, or build upon this template, you must distribute it under the same CC BY-SA license.