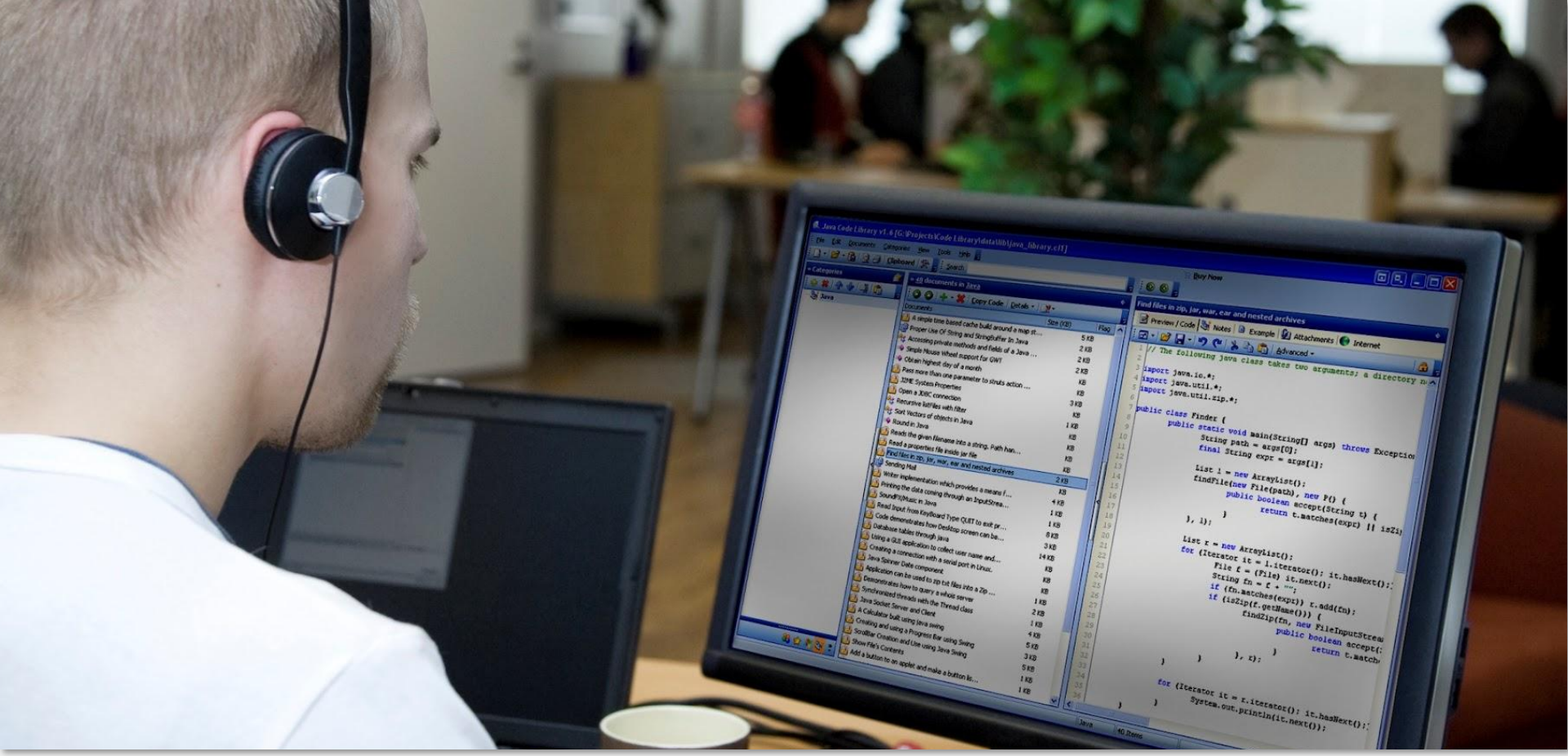


Usability Heuristics and Design Guidelines, Part I

Presented by

Human Computer Interaction and Communication

Topics and Agenda

- Assessment 06
- High-Level Design Guidelines
- Jakob Nielsen's Ten Usability Heuristics
- Reflection

Course Progress

- ~~Project 01: World Food Initiative Website~~
- Project 02: Auto Rental Corporation Website

~~• Class 16: Research Plan Evaluation~~	~~• Class 24: Updating Your Research Plan and Competitive Analysis~~
~~• Class 17: Competitive Analysis Evaluation~~	• Class 25: Usability Heuristics and Design Guidelines, Part I • Assessment 06
~~• Class 18: Storyboards~~	• Class 26: Usability Heuristics and Design Guidelines, Part II
~~• Class 19: Storyboard Evaluation~~ ~~• Assessment 04~~	• Class 27: Heuristic Evaluations
~~• Class 20: Generalized Transition Networks (GTNs) and Sitemaps~~	• Class 28: High-Level Design Review • Assessment 07
~~• Class 21: GTN Evaluation~~	• Class 29: Low-Level Design Review
~~• Class 22: Wireframes and Mockups~~ ~~• Assessment 05~~	• Class 30: Mid-Semester Assessment 02
~~• Class 23: Wireframe and Mockup Evaluation~~	

- Project 03: Usability Testing

High-Level Design Guidelines[1]

- Ensure early focus on users and tasks
- Perform empirical measurement
- Create iterative designs:
  - Create the interface design
  - Test the user interface
  - Analyze the test results
  - Repeat

1. Rubin, Jeffery, Dana Chisnell, and Jared Spool. *The Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests*. Indianapolis: Wiley Publishing, Inc, 2008.

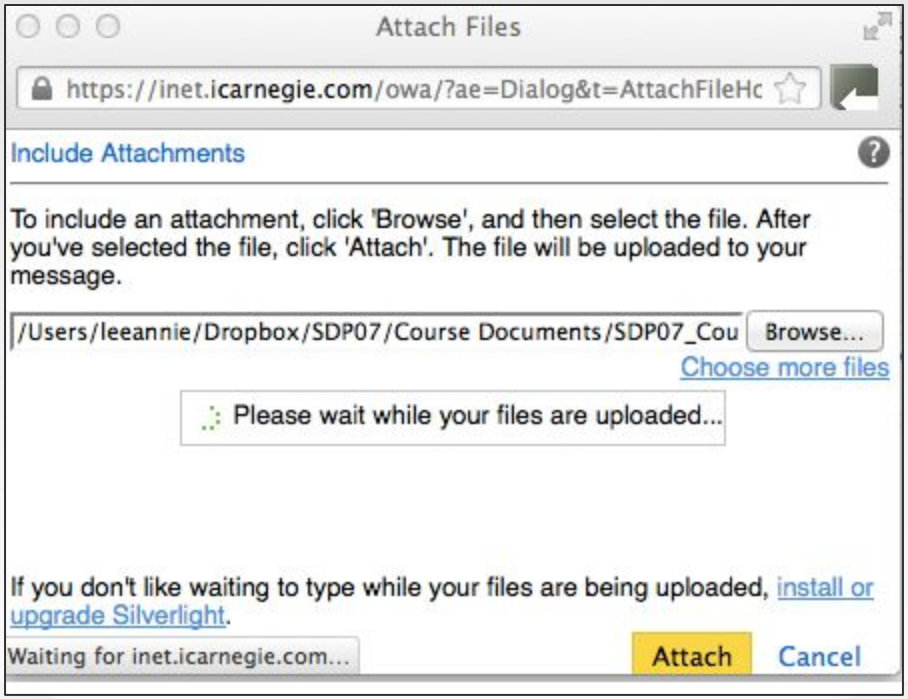
Jakob Nielsen's Ten Usability Heuristics[2]

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

2. http://www.useit.com/papers/heuristic/heuristic_list.html

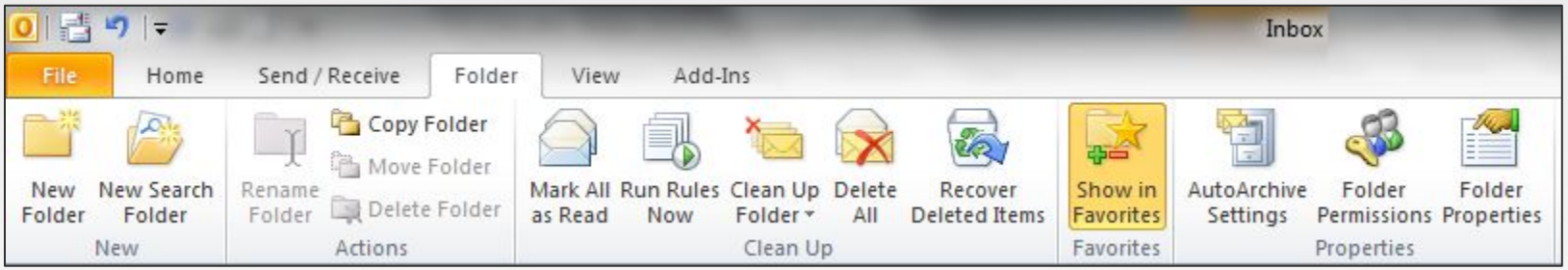
Visibility of System Status

- Keep users aware and informed about:
  - What is going on
  - What the system is doing
  - The system's status



Match Between System and the Real World

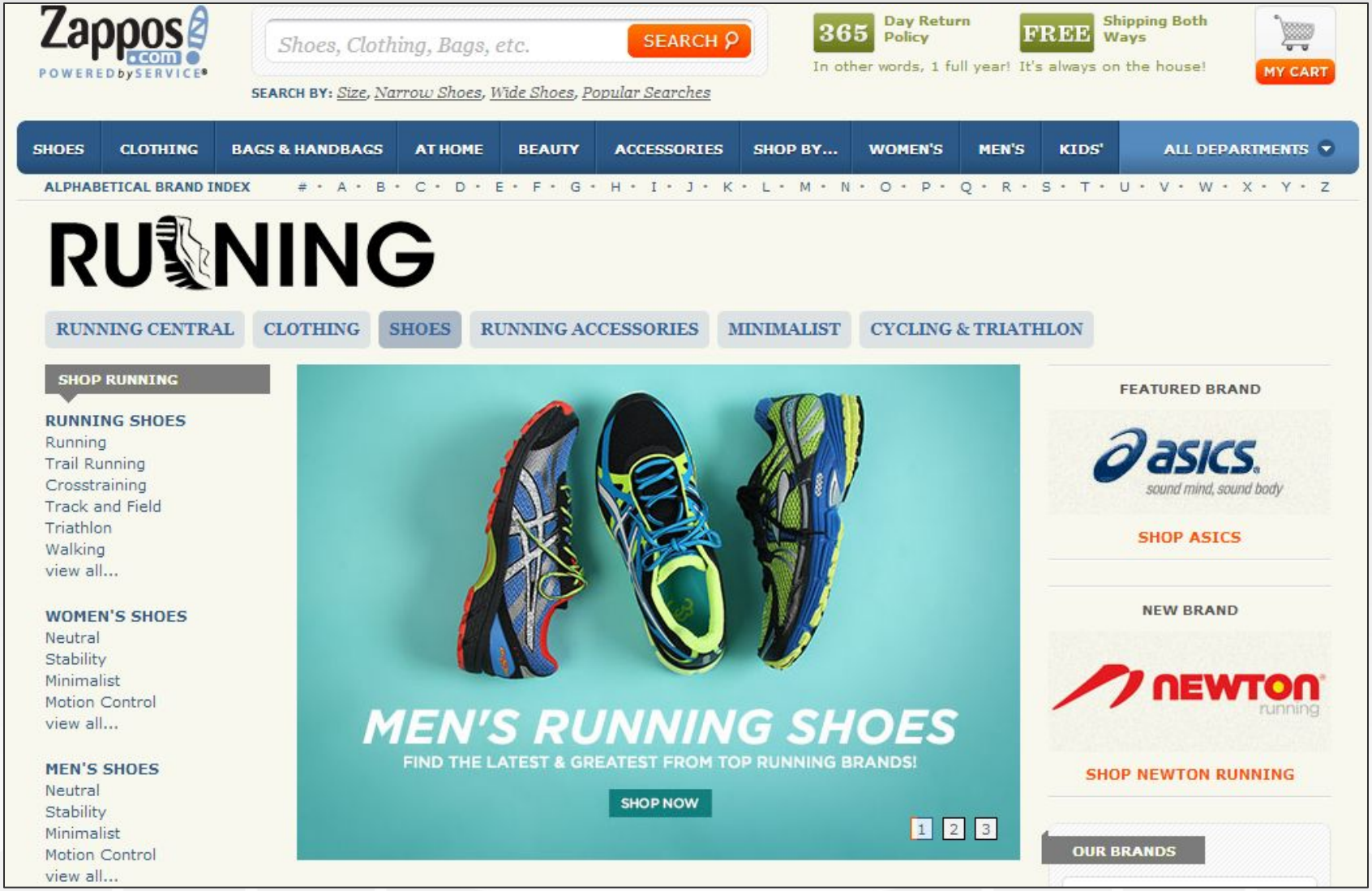
- Users should interact with the system in their own language
- Use words, phrases, and concepts familiar to the users
- Avoid terminology that is specific to the system



User Control and Freedom

- Users should feel:
  - Free to make choices
  - That they are in control of their choices
  - Like they have the ability to quickly and smoothly recover or undo a wrong choice

User Control and Freedom



Exercise Reflection

- How might you change your designs based on Rubin's three high-level design principles?

- How might you change your designs, based on Nielsen's first three usability heuristics?

Remember…

- Project 02: Due on Class 30
  - Due by 8 p.m. via the LMS
- Assessment 07: Class 28
- Mid-Semester Assessment 02: Class 30