

WEB SITE USABILITY HEURISTICS TEST

Visibility of System Status	<ul style="list-style-type: none"> • Am I logged in? • Is the system working? • Is the system searching?
Language & Real World Convention	<ul style="list-style-type: none"> • Does the system speak my language? • Is it loaded with jargon? • Does it work the same way other pages work? • Do the labels mean the same things as on other web sites?
Error Prevention & Recovery	<ul style="list-style-type: none"> • Does the design minimize errors? • If users make mistakes can they recover easily?
Consistency	<ul style="list-style-type: none"> • How internally consistent is the site in terms of layout, working, navigation, etc.? • How consistent is the site with accepted web standards for similar sites?
Recognition rather than Recall	<ul style="list-style-type: none"> • Does the user have to remember information from one part of the site to another? • Are the instructions for use of the system visible or easily retrievable whenever appropriate?
Flexibility & Efficiency	<ul style="list-style-type: none"> • Does the site meet the needs of experienced and inexperienced users? • Is the information chunked in a meaningful and appropriate way? • Do the dialogues contain information that is irrelevant or rarely needed?
Aesthetics & Graphics	<ul style="list-style-type: none"> • Are graphics used appropriately? • Does the site look good/attractive? • Does the layout of the pages work well? • Are headers and links visible?
Help & Documentation	<ul style="list-style-type: none"> • Is help concise and focused on the user's task? • Do error messages use plain English language and suggest a solution to the problem?

Based upon *Ten Usability Heuristics*, Jakob Nielson,
http://www.useit.com/papers/heuristic/heuristic_evaluation.html
 by Nora Dimmock, University of Rochester Libraries

