

# **Checklist for use with Heuristisc evaluation when using Nielsens 10 heuristics:**

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## **1. Visibility of System Status**

Does the system clearly communicate its current state to the user?

Does the system provide feedback immediately or very quickly after user actions?

Does the system keep the user informed throughout their interaction?

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## **2. Match Between System and the Real World**

Does the website use words, phrases, and concepts that users are likely to understand without needing to look them up?

Is the terminology aligned with users' mental models and everyday (or professional) language?

Does the system assume that users interpret terms the same way as the designers?

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## **3. User Control and Freedom**

Can users easily undo or redo actions when needed?

Is there a clear and visible way to exit or cancel the current process?

Is the exit or cancel option labeled in unambiguous terms?

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## **4. Consistency and Standards**

Is the design consistent across all pages and features within the website (internal consistency)?

Does the website follow common industry conventions and patterns that users expect (external consistency)?

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## **5. Error Prevention**

Does the system prevent serious errors before they can occur, especially those with high cost to the user?

Are helpful constraints, defaults, or guidance provided to reduce accidental slips?

Does the system support undo for all actions? Does it provide warnings to prevent mistakes?

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## **6. Recognition Rather Than Recall**

Does the system force the user to remember things instead of allowing them to recognise?

Does the system require the user to remember things from one screen to another?

Is help or guidance provided in context, right when users need it?

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## **7. Flexibility and Efficiency of Use**

Are ways for more experienced users to speed up their use, for instance keyboard shortcuts or similar?

Does the system allow personalized content or functionality based on user needs?

Can users customize aspects of the interface to suit their preferences?

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## **8. Aesthetic and Minimalist Design**

Is the interface focused on essential content and functionality?

Are there unnecessary elements or elements that are not currently necessary that distract from important information?

Are the most important actions and content clearly visible?

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## 9. Help Users Recognize, Diagnose, and Recover from Errors

Are error messages clearly visible and easy to notice (e.g., bold or red text)?  
Does the system explain errors in plain language that users can understand?  
Does the error message offer a clear solution or a quick way to fix the problem?

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## 10. Help and Documentation

Is help or documentation easy to search and navigate?  
Is help or explanations provided in context at the moment users need it?  
Does the documentation include clear, step-by-step instructions?