



UNDERSTANDING THE EXISTING OFFERING

Heuristic Evaluation Scorecard

Score an existing interface against ten usability principles

Use this when	Reviewing a product you already have
Time needed	60–90 minutes per pass
Who's involved	1–3 reviewers, working independently first
You'll end up with	A prioritised list of usability problems

How to use this scorecard

Walk through your interface one task at a time, judging it against ten well-worn usability principles. Rate the severity of each problem you find. Do a pass on your own first, then compare with a colleague — people notice different things, and the disagreements are useful.

Severity scale

- **0** — not a usability problem.
- **1** — cosmetic — fix if time allows.
- **2** — minor — low priority.
- **3** — major — important to fix.
- **4** — catastrophe — fix before release.

The ten heuristics

Heuristic	What to check	Severity (0-4)	Issues found & where
1. Visibility of system status	Does it keep users informed with timely feedback?		
2. Match with the real world	Does it speak the user's language, not internal jargon?		
3. User control & freedom	Are there clear exits, undo, and a way back?		
4. Consistency & standards	Do similar things look and behave the same way?		
5. Error prevention	Does it prevent mistakes before they happen?		
6. Recognition over recall	Are options visible rather than memorised?		
7. Flexibility & efficiency	Are there shortcuts for experienced users?		
8. Aesthetic & minimalist design	Is anything irrelevant competing for attention?		
9. Help users with errors	Are error messages plain, specific, and constructive?		
10. Help & documentation	Is help easy to find and tied to real tasks?		