QUICK TIPS

Jakob’s Ten Usability Heuristics

1 **Visibility of System Status**

Designs should keep users informed about what is going on, through appropriate, timely feedback.

2 **Match between System and the Real World**

The design should speak the users’ language. Use words, phrases, and concepts familiar to the user, rather than internal jargon.

3 **User Control and Freedom**

Users often perform actions by mistake. They need a clearly marked “emergency exit” to leave the unwanted state.

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**

Good error messages are important, but the best designs prevent problems from occurring in the first place.

6 **Recognition Rather Than Recall**

Minimize the user’s memory load by making elements, actions, and options visible. Avoid making users remember information.

7 **Flexibility and Efficiency of Use**

Shortcuts – hidden from novice users – may speed up the interaction for the expert user.

8 **Aesthetic and Minimalist Design**

Interfaces should not contain information which is irrelevant. Every extra unit of information in an interface competes with the relevant units of information.

9 **Recognize, Diagnose, and Recover from Errors**

Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructive suggest a solution.

10 **Help and Documentation**

It’s best of the design doesn’t need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.