B2T Training

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.