

Analysis of [Application] by [Person]



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Tasks within the application

List the tasks completed by the application as a point of reference. The analysis should be done through the lens of the experience of completing these tasks. They are the end-user's goals.

1. Task One
2. Two
3. Three

Analysis

Scoring

- 1: The design meets the heuristic <10% of the time
- 2: The heuristic is unmet with a few exceptions, about 10-30%
- 3: The heuristic is met around 30-60% of the time
- 4: The heuristic is met about 60-90% of the time
- 5: The design meets the heuristic most of the time, or >90%

Content & Information Design

#	Evaluation Point	Analysis	Score
1.1	The information displayed is goal oriented. It informs the user "what can be done" with this program. Tasks are those defined for the application.		
1.2	Only (and all) essential information to decision making is displayed on the screen and in dialogues. The user is able to see and identify tools on the page, and the sections of the site, used to accomplish specific tasks.		
1.3	The information displayed is descriptive. For example, field-level prompts are provided for data entry fields. Prompts and dialogues contribute additional information, rather than repeating words or content.		
1.4	Information is procedural. The system shows the user where to begin a task and includes instructions or interactive prompts for all actions done to complete the task.		
1.5	Information is interpretive. The user is informed as to why system actions occur. Users can anticipate what will happen before performing an action, and discern the process of cause and effect.		
1.6	Information is navigational, telling the user where they are the process and in the system. The navigation menu logically organizes information, with child sections clearly relevant to		

	the parent sections. Standard global elements persist across every screen. Users can always return home or locate themselves within the system.		
1.7	The system “speaks” users’ language with familiar words and concepts, rather than system-oriented terms. Words have consistent meaning across the system.		
1.8	As appropriate, presentation of content is varied. This could include: labels, written explanations, directions, graphics, interactive elements, data visuals, granular and overview data, or other technical information.		
1.9	Pages are internally organized. Each screen has a title or header relevant to the content of the page. Tabs logically divide and organize the information, and are relevant to the page title or header.		
1.10	The system translates data for users when relevant to the task. <i>(For example, the total for a plan plus all plan supplements is shown on the screen.)</i>		

UI Design: Conventions, Affordances & Visuals

#	Evaluation Point	Analysis	Score
2.1	Whenever possible, language, icons, and patterns follow familiar industry standards or common cultural conventions.		
2.2	The visual design consistently follows platform standards with icons, layouts, messages, color pallet, and interactions. Icons and symbols have consistent meaning.		
2.3	The system does not require users to remember information, unfamiliar definitions, or functionality from one step to the next, from the top to the bottom of a long page scroll, or from one page to the next.		
2.4	Prompts, cues and messages are appropriately placed in a logical line of sight, proximal to their relevant elements. Messages are located in a place where the user can see the elements to which the message relates.		
2.5	Visual hierarchy assists users through a task flow by organizing and prioritizing information using font size, headings, justification, grouping and color coding. Information is sectioned into zones separated by space, lines, color and titles or shaded areas. Whitespace is intentionally used to group and organize types of information, such as instructions, data, prompts, etc....		
2.6	Visual design is minimalist and aesthetically pleasing. Unnecessary elements are not present, and specialized elements are minimized or collapsed. Whitespace is used intentionally.		
2.7	The system has clear visual or interactive cues for when objects/icons/options are selected or deselected, as well as active or disabled.		

2.8	The system uses interactions meaningfully and consistently. Different interactions help distinguish different available options or types of tasks. The system avoids interactions that distract the user from completing the task at hand.	
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User Control, System Communication & Error Prevention

#	Evaluation Point	Analysis	Score
3.1	Resources for help using the system or completing complex tasks are easily visible or retrievable. Users can easily find the help documentation relevant to their task, and return to tasks where they left off after getting help.		
3.2	The system also saves entry data if users skip around in a process or changes screens in the middle of a partially complete process.		
3.3	Editing is made easy. Users are able to preview work at several points in the process before the ability to edit or update has been removed. The system supports undo and redo.		
3.4	The system status is clearly communicated and puts users in control. The system responds promptly to actions, indicates progress in a process, and conveys empty states effectively. Users always have a clear path to exiting an unwanted state.		
3.5	System prompts and dialogues are worded in human-centered, affirmative language that places the user in control.		
3.6	The system performs well, responding in under 1 second to simple commands (like a search), and in under 6 seconds for complex commands (like pulling a complex report).		
3.7	The system prevents users from making errors whenever possible. Fields and buttons are disabled until activated or all required fields are entered. Elements are disclosed progressively, and required fields are marked with visual cues, etc...		
3.8	Users are prompted to confirm before a permanent or potentially destructive action is executed.		
3.9	Error messages include instructions on the action that will correct the error. When an error is detected in data entry, the system places the cursor in the first field on the page with an error.		

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