

Heuristische Evaluation

Name der App: [PLATZHALTER]

Von [Gruppenname X] für [Gruppenname Y]

Überblick - Methodik

Wir haben die Heuristiken von [PLATZHALTER] verwendet. [Z] Expert:innen haben an der heuristischen Evaluation (HE) teilgenommen.

Es wurden von allen Evaluator:innen zusammen in der individuellen Phase [X] Verstöße gefunden. Diese haben wir in unserer Gruppenphase auf [Y] Verstöße reduziert.

Deskriptive Statistik

- Vor allem haben wir Verstöße gegen die Heuristik [Nummer X] (Bezeichnung der Heuristik) gefunden.
- Die meisten gefundenen Verstöße haben den Schweregrad [X].

Limitationen

[Gab es evtl. Schwierigkeiten bei der methodischen Umsetzung der HE, welche auf euer Setup zurückzuführen sind? (z.B. unklare Aufgabenstellung, Anzahl der Teilnehmenden, Stand des Prototypen?)]

Problem 1: [Name des Problems]

Heuristic:

[Name und Nummer der Heuristik]

Description:

[Short Description]

Severity: [X]

Recommendation:

[Optional: How could the group solve this issue?]

(optional) Screenshot

Problem 2: [Name des Problems]

Heuristic:
[Name und Nummer der Heuristik]
Description:
[Short Description]
Severity: [X]
Recommendation:
[Optional: How could the group solve this issue?]

(optional) Screenshot

Problem 3: [Name des Problems]

Heuristic:
[Name und Nummer der Heuristik]
Description:
[Short Description]
Severity: [X]
Recommendation:
[Optional: How could the group solve this issue?]

(optional) Screenshot

EXAMPLE:

Button looks like Input field

Heuristic:

4 Consistency and Standards

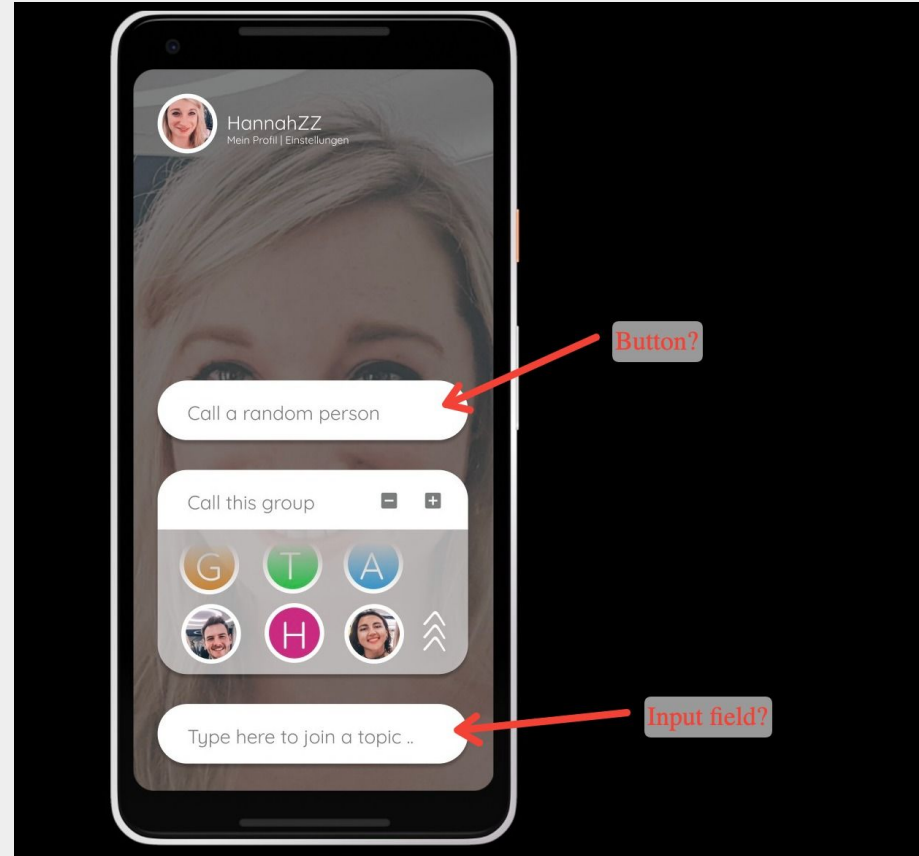
Description:

The Button “Call a random person” looks like an input field, especially compared to the Input field “type here to join a topic”.

Severity: 5

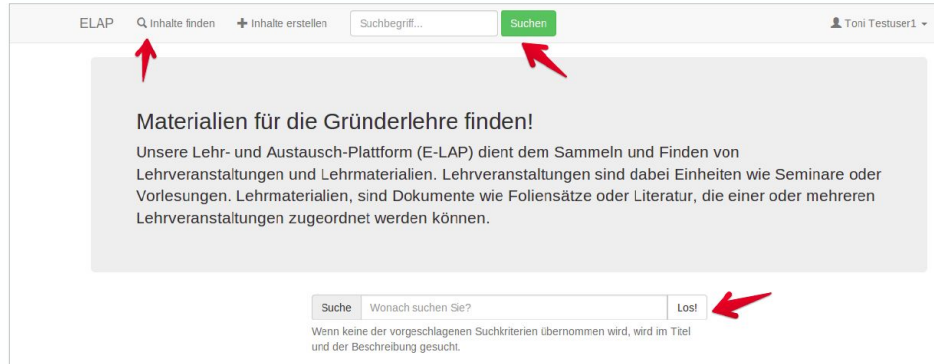
Recommendation:

Find consistent and distinguishable styling for button and input field controls.





Example



Problem: Search

Heuristics: Consistency/Standards

Description: Search options appear several times and the evaluators did not understand what the differences were. It can be searched using the menu bar at the top of the page and the central search bar in the middle of the page, and both searches do not see the same thing, although they provide the same functions

Severity: 5

Writing Good Heuristic Evaluations

Heuristic evaluation must communicate well to developers and manager.

Include positive comments as well as criticisms.

» “Good: Toolbar icons are simple, with good contrast and few colors (minimalist design)”

Be tactful.

» Not: “the menu organization is a complete mess”

» Better: “menus are not organized by function”

Be specific.

» Not: “text is unreadable”

» Better: “text is too small, and has poor contrast (black text on dark green background)”