

# Nielsen's heuristics and mobile-specific heuristics

# Severity Ranking Scale

0	I don't agree that this is a usability problem at all
1	Cosmetic problem only. Need not be fixed unless extra time is available on project
2	Minor usability problem: fixing this should be given low priority
3	Major usability problem: important to fix, so should be given high priority
4	Usability catastrophe: imperative to fix this before product can be released

<http://www.useit.com/papers/heuristic/severityrating.html>

# 1

- Visibility of system status
- Visibility of system status and losability/findability of the mobile device (1)  
*(Bertini, Gabrielli, and Kimani, 2006)*
  - What is going on
  - Critical mobile information (battery, etc.)
  - Protect users' data

# 2

- Match between the system and the real world
- Match between the system and the real world
  - Mental models

# 3

- User control and freedom
- Ease of input, screen readability and glancability (5)
  - Error recuperation
  - Input for and reading on mobile

# 4

- Consistency and standards
- Consistency and mapping (3)
  - Use the same words for the same concepts
  - Use the system's standards
  - Map user actions to corresponding real tasks

# 5

- Error prevention
  - Check for errors and warn user
  - Ask confirmation before user commits an action
  - Eliminate error-prone conditions

# 6

- Recognition rather than recall
  - Make objects, actions, and options visible
  - Make instructions visible
  - Fill out forms for user when possible



# 7

- Flexibility and efficiency of use
- Flexibility, efficiency of use and personalization (6)
  - Let users tailor/personalize
  - Give expert users shortcuts
  - Configure system according to context

# 8

- Aesthetic and minimalist design
  - Aesthetic, privacy and social conventions  
(7)
  - Good ergonomics and minimalist design  
(4)
    - Good looking, not overly charged with details
    - Secure user data
    - Respect social conventions, make mobile interactions comfortable
- image

# 9

- Help users recognise, diagnose , and recover from errors
- Realistic error management: shield mobile users from errors
  - Errors in plain language
  - Suggest solution

# 10

- Help and documentation
  - If required, keep it short and practical