



UX Audit Template

More commonly referred to as expert reviews or heuristic reviews, UX audits are when 2 or 3 people walk through a design and evaluate its usability against the Nielsen Norman Group's 10 usability heuristics. They are best used for gathering feedback on early-stage designs. UX audits are conducted quickly and at a low cost.

Note:

UX audits produce the best results when the evaluators are usability experts.

Evaluation Sheet

Below are the Nielsen Norman Group (NN/g) 10 Usability Heuristics.

Heuristic	Violation(s) notes:
<p>1. Visibility of system status</p> <p>The system should always keep users informed about what is going on, through appropriate feedback within a reasonable time.</p>	
<p>2. Match between system and the real world</p> <p>The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.</p>	
<p>4. Consistency and standards</p> <p>Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.</p>	
<p>5. Error prevention</p> <p>Even better than good error messages is a careful design which prevents a problem from occurring in the first place.</p>	
<p>6. Recognition rather than recall</p> <p>Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.</p>	

Heuristic	Violation(s) notes:
<p>7. Flexibility and efficiency of use</p> <p>Accelerators, often unseen by novice users, can speed up expert user's interactions so the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.</p>	
<p>8. Aesthetic and minimalist design</p> <p>Dialogues should not contain info which is irrelevant or rarely needed. Every extra unit of info in a dialogue competes with the relevant units of info and diminishes their relative visibility.</p>	
<p>9. Help users recognize, diagnose, and fix errors</p> <p>Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.</p>	
<p>10. Help and documentation</p> <p>Although it's better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.</p>	

Based on Jakob Nielsen's [10 Usability Heuristics](#)