Heuristic Evaluation Questionnaire
by Donn DeBoard

Effective
(What is the completeness and accuracy of your work? What percent of your goals were reached successfully? How well was a task completed?)

1) Is it clear where on the screen to find the help system?

Very Unsatisfied   _____1   _____2   _____3   _____4   _____5   Very Satisfied
Severity Ranking   ____Low   _____Moderate   _____High   Question is Not Applicable___

2) Is it clear how to begin to use the help system? (Is it obvious how to invoke the help?)

Very Unsatisfied   _____1   _____2   _____3   _____4   _____5   Very Satisfied
Severity Ranking   ____Low   _____Moderate   _____High   Question is Not Applicable___

3) Is it clear how to exit help system at any time?

Very Unsatisfied   _____1   _____2   _____3   _____4   _____5   Very Satisfied
Severity Ranking   ____Low   _____Moderate   _____High   Question is Not Applicable___

4) Can you change the level of available detail in the help system?

Very Unsatisfied   _____1   _____2   _____3   _____4   _____5   Very Satisfied
Severity Ranking   ____Low   _____Moderate   _____High   Question is Not Applicable___

5) Can you easily switch between the help system and your work using (your software application)?

Very Unsatisfied   _____1   _____2   _____3   _____4   _____5   Very Satisfied
Severity Ranking   ____Low   _____Moderate   _____High   Question is Not Applicable___

6) Is the help non-intrusive (invoked only when the user requests it)? (The Help should not distract the user's attention from their work before being invoked.)

Very Unsatisfied   _____1   _____2   _____3   _____4   _____5   Very Satisfied
Severity Ranking   ____Low   _____Moderate   _____High   Question is Not Applicable___

7) Can you resume your work where you left off from accessing help?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable___

Totals this section:

Very Unsatisfied	**_____1**	**_____2**	**_____3**	**_____4**	**_____5**	**Very Satisfied**
Severity Ranking	**___Low**	**_____Moderate**	**_____High**			**Question is Not Applicable___**

Evaluator Comments:

Efficient
(The speed and accuracy of your work? How quickly did you reach your goals? How quickly was a task completed?)

1) Are there various access methods in the help system (Table of Contents, Index, and hyperlinks) that enable you to find information quickly and easily?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable____ |

2) Context/Purpose: Does the information in the help system answer why a given task is necessary? (Is it context-specific?)

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable____ |

3) Navigation: Is the information in the help system easy to find?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable____ |

4) Is the information in the help system navigational (Where am I?)?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable____ |

5) Is additional information in the help system available (What information related to this topic?)?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable____ |

6) Does the information in the help system point you to the next task in a workflow?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable____ |

7) Is there an example in the help system for you to reference, as needed?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable____ |

8) Does the help system provide an overview of the work process you perform?

Very Unsatisfied   ____1   ____2   ____3   ____4   ____5   Very Satisfied

Severity Ranking   ____Low   ____Moderate   ____High   Question is Not Applicable___

9) Does the help system assist you in defining your workflow using (your software application) and the related tasks involved in that work?

Very Unsatisfied   ____1   ____2   ____3   ____4   ____5   Very Satisfied

Severity Ranking   ____Low   ____Moderate   ____High   Question is Not Applicable___

Totals this section:

Very Unsatisfied   **____1**   **____2**   **____3**   **____4**   **____5**   **Very Satisfied**

Severity Ranking   **___Low**   **____Moderate**   **____High**   **Question is Not Applicable___**

Evaluator Comments:

Engaging

(How distinct and consistent is the visual presentation, graphic images, and colors?
How clear and distinct is the design and readability of text on screen?)

1) Presentation: Is the visual layout in the help system clear and distinct? Are there visual cues that help identify information and its use?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable___ |

2) Conversation: Does the information seem complete and understandable? (Information is assumed to be accurate, based on current information at time of help development.)

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable___ |

3) Is the information in the help system goal-oriented (What can I do with (your software application)?)?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable___ |

4) Is the information in the help system descriptive (What is this (your software application) module for?)?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable___ |

5) Is the information in the help system procedural (How do I do this task?)?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ____Low | _____Moderate | _____High | | | Question is Not Applicable___ |

6) Is the information in the help system interpretive (Why did this happen?)?

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | _____Low | _____Moderate | _____High | | | Question is Not Applicable___ |

7) Is the information in the help system easily available (Help is available within one or two clicks. Reader does not need to rummage through help topics.)?

Very Unsatisfied   _____1   _____2   _____3   _____4   _____5   Very Satisfied

Severity Ranking   ____Low   _____Moderate   _____High   Question is Not Applicable___

Totals this section:

Very Unsatisfied   **_____1**   **_____2**   **_____3**   **_____4**   **_____5**   **Very Satisfied**

Severity Ranking   **___Low**   **____Moderate**   **_____High**   **Question is Not Applicable___**

Evaluator Comments:

Error Tolerant
(Does the help system prevent the user from making errors? Is there information on how to recover from errors?)

1) Are there cautions and warnings in the help systems that keep you aware and away from trouble using (your software application)?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

2) Is there a troubleshooting section of the help system that provides a remedial course of action if something unexpected occurs while using (your software application)?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

3) Is this troubleshooting section easy to find?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

Totals this section:

Very Unsatisfied	**_____1**	**_____2**	**_____3**	**_____4**	**_____5**	**Very Satisfied**
Severity Ranking	**___Low**	**_____Moderate**	**_____High**			**Question is Not Applicable____**

Evaluator Comments:

Easy To Learn
(Is the help system predictable? Can anyone use the help system with confidence, given a basic skill set required to use (your software application)?)

1) Is the help system navigation consistent with the navigation interface of the (your software application)?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

2) Is the help system presentation consistent with the presentation interface of (your software application)?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

3) Is the terminology (terms, concepts, etc.) in the help system consistent with the terminology used in (your software application)?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

4) Does the help system have shortcuts or ways to support people with varying levels of knowledge or a familiarity with the help system?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

5) Does the help system encourage you to learn and perform complex tasks by providing cue cards, coaches, or wizards?

Very Unsatisfied	_____1	_____2	_____3	_____4	_____5	Very Satisfied
Severity Ranking	____Low	_____Moderate	_____High			Question is Not Applicable____

Totals this section:

Very Unsatisfied	**_____1**	**_____2**	**_____3**	**_____4**	**_____5**	**Very Satisfied**
Severity Ranking	**___Low**	**_____Moderate**	**_____High**			**Question is Not Applicable___**

Evaluator Comments:

Overall Totals This Session:

| Very Unsatisfied | _____1 | _____2 | _____3 | _____4 | _____5 | Very Satisfied |
| Severity Ranking | ___Low | ____Moderate | _____High | | | Question is Not Applicable___ |

Overall Evaluator Comments: