



12 Heuristics: Examples



Unboxing & Setting Up

- "Is the unboxing process a positive experience?"
- "Is it easy to set up the device and/or application between uses?"



Instructions

- "Does the tutorial explain all of the necessary actions/mechanics to use the device/app?"
- "Do instructions provide actionable feedback?"



Organization & Simplification

- "Does the device's/app's user interface avoid clutter, as appropriate?"
- "If the quantity of information is large, is it organized in a layered or hierarchical manner?"



Consistency & Flexibility

- "Is the contrast between the background and text sufficient enough so the text can be read easily?"
- "Does the device/app avoid lag, delays, jitter, drift, and other forms of virtual element malfunctions?"



Integration of Physical & Virtual Worlds

- "Do the virtual elements help the user accomplish the required tasks in a meaningful way?"
- "Are virtual elements accurately placed on the real environment?"



User Interaction

- "Does the device/app include multiple forms of interaction so users can choose based on ability, preference, & skill?"
- "Does object manipulation work well in all instances?"



Comfort

- "Are physical interactions safe and comfortable?"
- "Does the device easily adjust for a diverse set of users?"
- "Does the device's accessories and cords avoid hindering work?"



Feedback to the User

- "Does the device/app provide feedback for user input?"
- "Does the device/app provide feedback on its status? E.g., loading screen, scanning environment, etc."



Intuitiveness of Virtual Elements

- "Are virtual elements and icons self-explanatory?"
- "Are virtual elements and controls placed near objects they reference?"



Collaboration

- "Is it easy to share virtual content to other users?"
- "Are avatars representative of a diverse population?"
- "Is it clear what another user is referencing using non-verbal cues?"



Privacy

- "Is it clear how user data is collected, stored, used, and protected?"
- "Does the app allow users to preserve virtual elements from other users' changes?"



Device Maintainability

- "Are device parts fixable and replaceable as needed?"
- "Is it easy to clean the lenses, cameras, and other components on the device?"