



# UIL Tool - Usability questions template

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# Icons' and application interfaces usability questions template

In this Annex we suggest a tentative adaptation of the usability heuristics and of the Universal Design principles to the contexts of digital mobility user interfaces. It is a first step into the accessibility analysis of digital mobility systems (DMS) and digital delivery systems (DDS) applications and it can be used during user-testing by professionals, designers and developers to collect initial insights and enhance inclusivity of their products.

## Norman Nielsen's adapted usability heuristics

**Visibility Of Status** - is the application providing you with enough information about where you are in a process, what you are doing and what you can expect as result?

**Match Between App And Real World** - is the application using familiar words, concepts and phrases?

**Consistency And Standards** - are the overall interface and the icons used consistent with others you have used before for your services? Are they consistent enough with the signage in the local area/s and physical environment where customers will most likely use the service?

**Recognition Rather Than Recall** - do icons come with other multiple cues to increase comprehension of their meaning? To what extent is the combination of visual icons, text (and auditory) cues increasing your comprehension about the actions you can perform while using the app? What are the most useful combination of cues in your personal experience?

**Minimalist Design - Aesthetic Avoids Information Overload** - is the app clear enough? do you think its appearance is supporting faster decisions?

**User Control/Freedom/Customisation** - are you allowed to decline or interrupt a procedure without consequences? Are you allowed to go some steps back in a process without losing the data already provided?

**Recognize, Diagnose And Recover From Errors** - is the app providing you with information about ongoing issues or problems?

**Error Prevention** - is the application preventing format or user input errors? can you easily change/modify/review your input without losing the work?

**Flexibility (for beginners) and Efficiency (for experienced users)** - is the application providing tips and guided step-by-step procedures at its first use? As an experienced user, are you able to skip or shortcut directly to the intended content/function?

**Help And Documentation** - is the application providing appropriate help or support documentation? Is this documentation easy to find and to read?



## Adapted Universal Design Principles

**Equitable Use** - are privacy, security and safety measures available to you? Can you easily find, read and navigate such contents?

**Flexibility In Use** - are different methods/modes of use available? Can you use different input devices to use available functions? Is the application providing you enough time to make savvy choices? is it adaptable to your pace?

**Simple And Intuitive Use** - is the complexity of the application appropriate for you? is it intuitive and consistent with your expectations? What is the least intuitive step or action you can perform?

**Perceptible Information** - how do you identify essential information? can you tell how they are differentiated from others?

**Tolerance For Errors** - are warnings of errors and hazards provided? are there fails-safe features?

**Low Physical Effort**- can you use the application with an acceptable cognitive and/or physical effort? what is the least sustainable effort for you while using this application? How do you feel when you have successfully completed a full procedure (e.g. order, payment)?

**Size And Space For Approach And Use** - are the different processes/functions comfortable to you? How do you feel while you navigate the app contents?

