# UX non-functional requirements checklist

## Learnability

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| **Requirement** | **Criteria** | **Y/N** |
| Is the user interface designed so that a new user can learn and perform basic tasks within 30 minutes of exploration? | Conduct user testing to ensure new users can navigate and complete tasks quickly |  |
| Is clear and obvious navigation provided? | Use prominent menus and buttons for easy navigation |  |
| Are calls to action clear and simple? | Action oriented text e.g. submit, next etc correct colour contrast Strong hover and focus style Consistently labelled |  |
| Are common User Interface (UI) conventions used? | Icons and layout that users are accustomed to |  |
| Are visual clues provided? | Are important sections prominent in placement, size and visibility? |  |

## Consistency

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| **Requirement** | **Criteria** | **Y/N** |
| Is error handling clear and consistent? | Error messages are prominently displayed next to the error and are written in non-technical language  Messages to provide guidance on how to resolve the issue  The feedback should be immediately after the error occurs  Colour can be used to reinforce the messaging but not be the only indicator |  |
| Is there consistency in the use of navigation, colour, vocabulary and layout | Elements should be maintained throughout the interface |  |
| Is the User Interface (UI) layout organised and cohesive? | It should adhere to a consistent grid system with aligning elements |  |
| Are interaction patterns consistent and intuitive? | Swipe gestures and button behaviours should be recognisable and behave the same as on familiar products |  |

## Feedback

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| **Requirement** | **Criteria** | **Y/N** |
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| Is clear and immediate feedback provided for user actions? | Confirm actions like saving or uploading with a message |  |
| Are users informed when the system is processing an action? | Use of loading indicators/e.g. the 3 dots on messenger |  |
| Is assistive technology able to keep users informed of dynamic content changes? | Use Aria live regions for dynamic content updates |  |

## Vocabulary and cultural considerations

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| **Requirement** | **Criteria** | **Y/N** |
| Does the language conform to pre-existing vocabulary related to tasks? | terms familiar to the target audience should be used |  |
| Is the active voice used? | "The user updated the software" instead of "The software was updated by the user." |  |
| Are pronouns used appropriately? | Use "you" for the user and "we" for the organisation |  |
| Are acronyms and jargon avoided? | Use simple, non-idiomatic language |  |

## Help

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| **Requirement** | **Criteria** | **Y/N** |
| Is comprehensive online help provided? | Tooltips, help videos, user guides, wizards |  |
| Are examples used to explain processes? | Practical examples used to minimise abstraction and reduce cognitive load |  |