3. Is the user warned if the action can't be undone?
4. Are there any unexplained delays in the operation of the system?
5. Can the user change system, client, or server defaults?
6. Are any functions allocated to the system which users prefer to perform themselves?
7. Is the user capable of performing the functions that have been allocated to him/her or are they just the functions that can't be automated?

B.12.6 User Performance Checklist

1. Can the user perform frequent operations rapidly?
2. Are shortcuts provided for skilled users?
3. Are defaults used sensibly?
4. Are the shortcuts displayed in an accessible form so the user is supported in becoming skilled in using the parts of the system they are interested in?
5. Is any human operation, expected by the system, difficult or impossible to achieve?

B.12.7 User Interface Assessment Checklist

1. Is the interface efficient?
   a. Can tasks be performed with keyboard strokes?
   b. Does the site relate to how users work?
   c. Are response times fast enough?
   d. Do the windows fit on the screen?
   e. When opening a window does it appear above previously-opened windows?
   f. Do the words fit the window?
   g. Do the window titles match the window's function?
   h. Can the windows be resized?
   i. Do all buttons function as expected?
   j. Is there a screen refresh after a window is minimized or closed?
   k. How much can be entered into a field before it reacts?
   l. Does the screen match the screen shots in the manual?
   m. Does the "X" (close) button in the upper right corner work?
   n. Does the "–" (minimize) button work?
   o. Does the GUI freeze when a window is adjusted?
   p. Do the windows display correctly in either large or small font mode?
   q. Do all menu commands work?
   r. Are all non-functional buttons grayed out?
   s. Do all keyboard shortcuts work?
   t. Are all read-only data fields locked?
   u. Do windows or dialogs completely fit on the screen at low display resolutions?
   v. Does the tab key access the input fields and/or buttons in a logical order?
2. Is it intuitive?
   a. Does it exploit users' mental models?
   b. Does it behave consistently?
   c. Is it visually consistent?
3. Is it supportive?
   a. Does it allow mistakes to be shown and easily undone?
   b. Does it provide advice? tools? reference materials?
4. Is it engaging?
   a. Do users feel in control?
   b. Do users enjoy their experience?