

cheatsheet for heuristic evaluation of usability / 6170, software studio

criteria	physical	linguistic	conceptual
learnability can users learn quickly and easily?	fitt's law how quick to point?	speak user's language not developer's language	clarity of purpose is it clear what concept is for?
efficiency can experts work fast and efficiently?	perceptual fusion respect human perception of time	consistency are names, icons etc consistent?	genericity of concepts is concept defined as generically as poss?
error tolerance are user errors mitigated?	gestalt principles convey structure o visual layout	recognition vs. recall reduce recall burden on user	redundant concepts avoid concepts with same purpose
pleasantness is the app pleasant to use?	mapping layout interface to match function	information scent provide hints for navigation	overloaded concepts avoid concepts with multiple purposes
safety is it safe?	situational context provide features appropriate to context		familiarity of concepts use familiar concepts when possible
security are privacy and integrity ensured?	accelerators allow quick access to common features		integrity of concepts maintain concept specs in composition
accessibility usable by everyone?			