# cheatsheet for heuristic evaluation of usability / 6170, software studio

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