

## Deeper 🍅

- What would make contexts, objects and actions seem familiar to users?

*If the contexts contained the same objects as other processes with which they were already familiar.*

*If object representations were reminiscent (in type and appearance) of the domain objects they were already familiar.*

*If the available actions paralleled (in function and name) those with which they were already familiar.*

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## Deeper 🍅

- What would make the objects and associated actions intuitive?

*If the objects were the ones that the users expected to see, and the actions were the ones the users wanted to take.*

- How can we make it clear what actions are available?

*Action bars and menus make it easy to see what operations are available.*

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## Deeper 🍊

- Why should we group related functions?

*Because users will expect related operations (e.g. forwards and backwards) to be near one another.*

*Grouping them will enable the user to do less mental work to understand the displays and options that are being presented.*

- Give a common example of GUI displays that violate this principle?

*Hypertext links in the middle of content.*

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## Deeper 🍊

- Why is it important to place similar elements in similar positions on every screen?

*So the user can get used to this arrangement:*

*be able to understand data and find desired content/controls more easily.*

*spend less time looking for desired information.*

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## Deeper 🍊

- What would be a situation where it would make sense to display additional information in a new window?

*When the information is different from the information currently on the screen (e.g. going from a class roster to the grades for one student).*

- What would be a situation where a new window would be wrong?

*Successive pages in a scrollable list.*

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## Deeper 🍋

- How might expert and novice modes be different?

*Fewer confirmations*

*Less verbose commentary*

*One page forms rather than multi-screen wizard dialogs*

*More information on a single screen*

*Short-cuts, or even command line interfaces*

*What operations you are offered*

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## Deeper

- What is wrong with defining new widgets, or new behavior for old widgets?  
*Unfamiliarity – people will not know how to use them.*  
*Inconsistency – people will have difficulty moving between yours and other applications.*

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## Deeper

- Why would we combine multiple implementation objects into a single user visible object?  
*We might choose segregate data into distinct implementation classes for modularity, code re-use or a variety of issues that have little to do with the user's world view.*  
*A student might reasonably view syllabus, instructor information and grades as all being part of a course.*

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## Deeper

- What do we mean by viewing data in the context of different relationships?  
*A student might want to see their grades with one column per assignment.*  
*An instructor might want to view grades for an assignment, with one column per student.*  
*A student might want to see their scores relative to a per-assignment distribution.*  
*An instructor might want to compare the score distributions for different assignments.*

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## Deeper

- With what should icons, actions, navigation, positions, style and grammar be consistent?  
*They should be absolutely be consistent within a particular application.*  
*Where possible, they should be consistent between all of the applications used by those people.*

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## Deeper

- What does it mean to say “the meaning of presented” information is obvious?  
*It is obvious what the presented displays represent (e.g. these are your grades along with the class high, low and mean).*
- How can we make this obvious?  
*Where there are already traditional formats, use them.*  
*Label each presented block of information.*

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## Deeper

- Why is it recommended to use lots of white space in a display?  
*Packing too much information in too small a place is confusing, and makes it more difficult to find and read the desired information.*  
*White space is a natural visual organizer, creating distinct clusters.*

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## Deeper ☺

- What is the essence of inconvenience?  
*Not giving me what I want.*  
*Making me search to find what I want.*  
*Making me take many steps to get what I want.*
- What is the essence of convenience?  
*Offer me what I want, when I want it.*  
*Asking me the bare minimum number of questions before giving it to me.*  
*Ultimately, it is anticipating the user's needs.*

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## Deeper ☺

- Is there a conflict between convenience and not forcing a user down a path?  
*Often, because one way to optimize convenience is to offer the user a simple path that leads straight to his/hir goal.*
- How can we provide convenience without forcing the user down a path?  
*Offer them a simple path, but also give them the ability to back up or jump out at any time.*

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## Deeper ☺

- What would be an example of a non-meaningful/non-helpful error message?  
*Error - aborting.*
- What makes a message meaningful?  
*Explaining what the underlying problem is.*
- What makes a message helpful?  
*Giving you enough information to enable you to fix the problem.*

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