

Questions?

- Project #3
 - implementation
- HW#5 in!
- HW#6 is out.
- Note about Midterm/Exam requirement

Clearly marked exits

- Users don't like to be trapped!



- Strategies
 - Cancel button (or Esc key) for dialog
 - *Make the cancel button responsive!*
 - Universal undo

Shortcuts (I)

- Expert users should be able to perform operations rapidly
 - Try to limit the training necessary to access advanced features
- Strategies
 - Keyboard and mouse accelerators
 - *menu shortcuts and function keys*
 - *command completion, command abbreviations and type-ahead*
 - Toolbars and tool palettes
 - *Trade screen real estate for rapid access*
 - Navigation jumps
 - *History systems*
 - 60% pages are revisits

Shortcuts (II)

The screenshot shows a Microsoft PowerPoint window titled "Microsoft PowerPoint - [DesignHeuristics.ppt]". The main slide is titled "Shortcuts (I)" and contains the following content:

- Expert users should be able to perform operations rapidly
 - Try to limit the training necessary to access advanced features
- Strategies
 - Keyboard and mouse accelerators
 - *menu shortcuts and function keys*
 - *command completion, command abbreviations and type-ahead*
 - Navigation jumps
 - *History systems*
 - 60% pages are revisits

The left-hand pane shows the slide outline, with slide 14 selected and its content visible:

- 13 Clearly marked exits
 - Users don't like to be trapped!
- 14 Shortcuts (I)
 - Expert users should be able to perform operations rapidly
 - Try to limit the training necessary to access advanced features
 - Strategies
 - Keyboard and mouse accelerators
 - *menu shortcuts and function keys*
 - *command completion, command abbreviations and type-ahead*
 - Navigation jumps
 - *History systems*
 - 50% pages are revisits
- 15 Shortcuts (II)
- 16

The bottom of the window shows the Windows taskbar with the Start button, several application icons, and the system tray displaying the time as 11:37 AM.

Shortcuts: Keyboard accelerators, toolbars, page size scrolling, launch bar...

Preventing errors

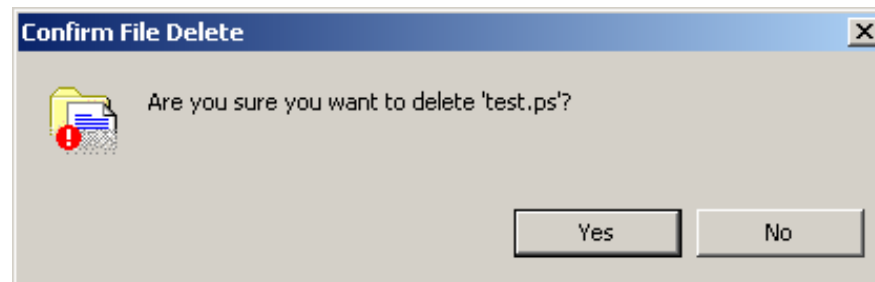
- Error types
 - Mistakes
 - *Conscious decision with unforeseen consequences*
 - Slips
 - *Automatic behaviors kicking in*
 - Drive to the store, end-up in the office
 - Press enter one time too many...
 - *Mode errors*
 - Forget the mode the application is in
 - *Loss of activation*
 - Forget what your goals were

Designing for slips

One ounce of prevention is worth more than a pound of cure!

- Examples

- Design modeless interfaces
- Instead of confirmations provide undo mechanisms



- Check for reasonable input
 - *Be prepared to handle several formats*
 - *Make entering a incorrect format impossible*
- Make the current goal clear
 - *Prevent lost of activations*

Forcing functions

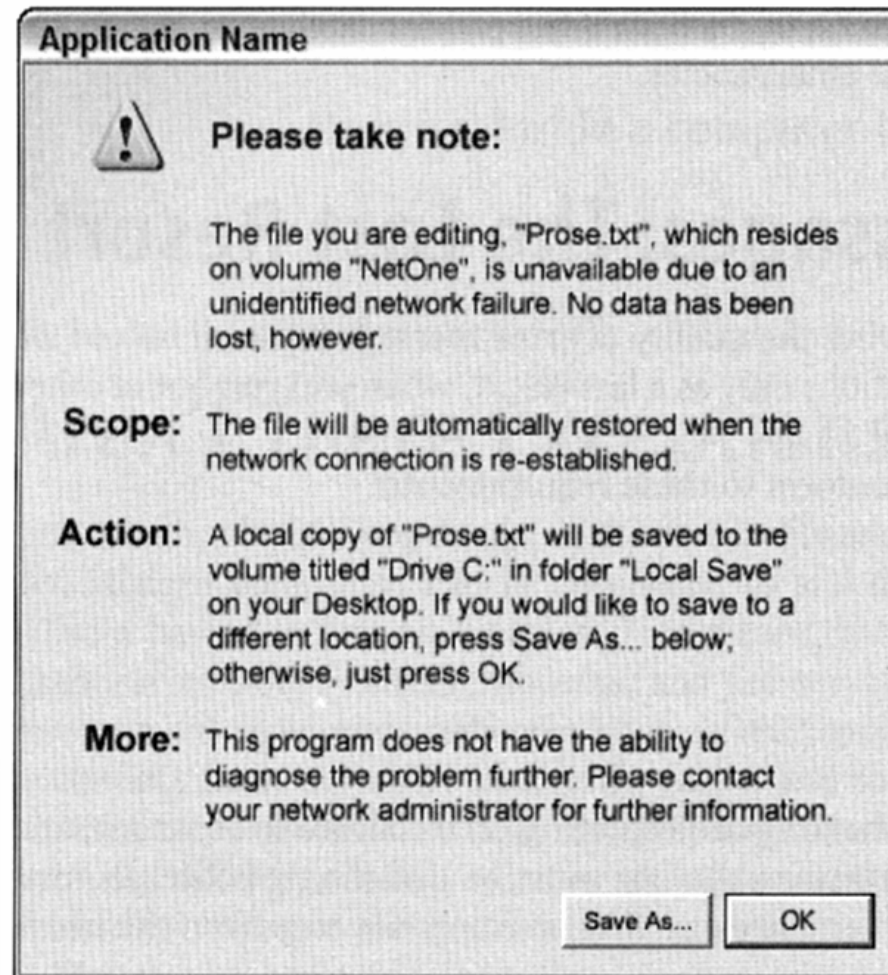
- Interlock mechanisms
 - Switching from P to D in a car
- Lockin mechanisms
 - No eject button for floppy disk on Mac
- Lockout mechanisms
 - Exit stairways



Dealing with errors

- People will make errors!
 - You can ignore them
 - *Generally very confusing*
 - You can correct them automatically
 - *Spelling corrector*
 - *But will I trust the system to be right 100%*
 - You can discuss about it
 - *But novice/expert tradeoff*
 - You can try to teach the user what to do
 - *Office assistant*
- Respect users feelings!

Good error messages



From Cooper's "About Face 2.0"

Good error messages

- Provide meaningful error messages
 - Explain the problem in term or user conceptual model
 - Don't make the user feel stupid
 - Offer a way to correct the problem

 - Compare
 - *Error 25: access denied*
 - *Cannot open "chapter 5" because "Microsoft Word" is not installed. Do you want to use Notepad instead?*

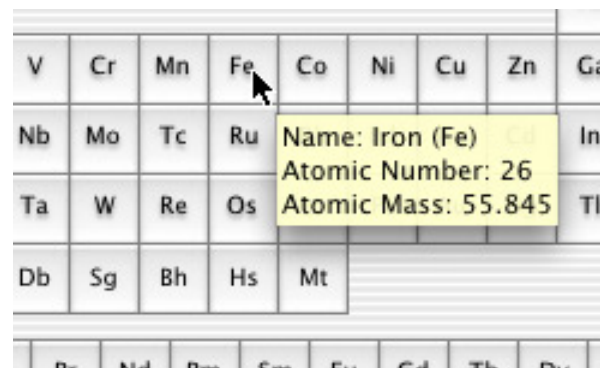
Provide help and documentation

- Providing help is not an excuse for poor design!
 - Saving a couple of line of code or writing several pages of documentation?
 - Users don't like to read manuals
 - *They prefer to learn while making progress toward their goals*
- Most users will stay at the intermediate level
 - Need reminders and a clear learning path
 - Need a quick way to access critical information
 - *Online documentation and good search tool*

Types of help

Types of help (I)

- Tutorial and/or getting started manuals
 - Presents the system conceptual model
 - *Basis for successful explorations*
 - Provides on-line tours and demos
 - *Demonstrates basic features*
- Reference manuals
 - Designed with experts in mind
- Reminders
 - Short reference cards, keyboard templates, tooltips...



A screenshot of a periodic table with a tooltip for the element Iron (Fe). The tooltip is yellow and contains the following information: Name: Iron (Fe), Atomic Number: 26, and Atomic Mass: 55.845. The tooltip is positioned over the Iron (Fe) cell in the periodic table.

V	Cr	Mn	Fe	Co	Ni	Cu	Zn	Ga
Nb	Mo	Tc	Ru	Name: Iron (Fe) Atomic Number: 26 Atomic Mass: 55.845			In	
Ta	W	Re	Os					Tl
Db	Sg	Bh	Hs	Mt				

Types of help (II)

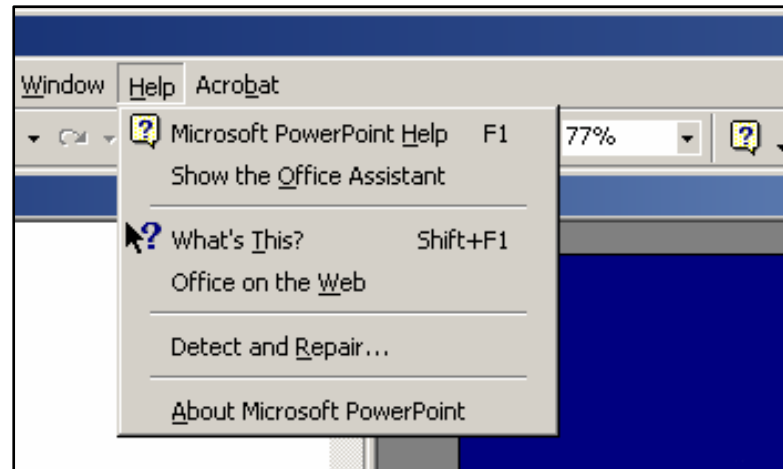
- Wizards
 - Walks user through typical tasks
 - *Users feel they are losing control*
 - *What if I do not have the information requested?*



- Tips
 - Migration path to learning new features
 - Can become boring and tedious

Types of help (II)

- Context sensitive help



Help manual

- Write a manual for **one** of the following:
 - ATM, MP3 player, car, cell phone
- You should assume:
 - Target population have never seen a similar device before;
 - They have used the previous generation technology before;
- What to do:
 - 5min brainstorming to establish the manual design;
 - 10min to build the manual;
 - Present to the class