

Questions?

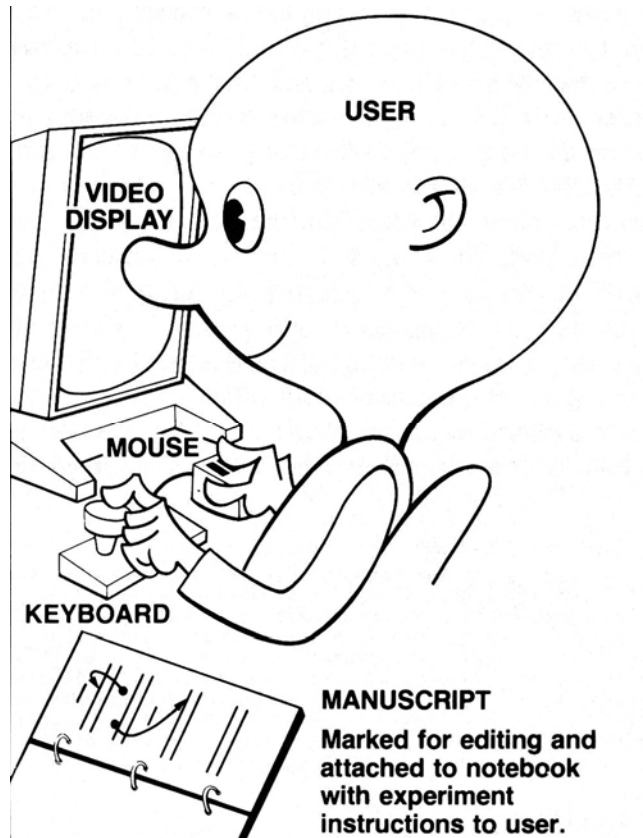
- Project #2
- HW #4

GOMS (Card et al.)

- Family of methods
 - KLM, CMN-GOMS, NGOMSL, CPM-GOMS
- Describe the user behavior in term of
 - Goals
 - *Edit manuscript, locate line*
 - Operators
 - *Elementary perceptual, motor or cognitive acts*
 - Methods
 - *Procedure for accomplishing goals*
 - Selection rules
 - *Used if several methods are available for a given goal*

GOMS example I

- Setting



- Analysis

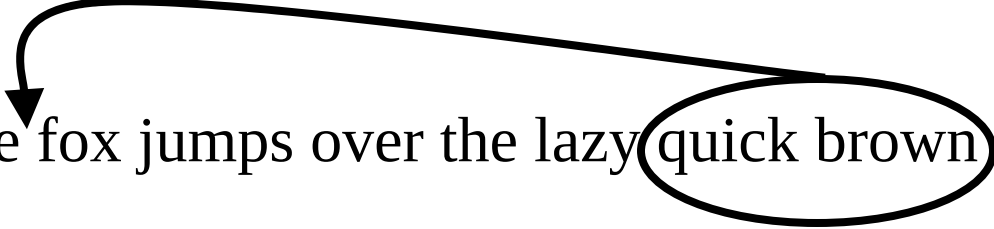
GOAL: EDIT-MANUSCRIPT

- . GOAL: EDIT-UNIT-TASK *repeat until no more unit tasks*
- . . GOAL: ACQUIRE-UNIT-TASK
- . . . GET-NEXT-PAGE *if at end of manuscript page*
- . . . GET-NEXT-TASK
- . . GOAL: EXECUTE-UNIT-TASK
- . . . GOAL: LOCATE-LINE
- [select: USE-QS-METHOD
USE-LF-METHOD]
- . . . GOAL: MODIFY-TEXT
- [select: USE-S-COMMAND
USE-M-COMMAND]
- VERIFY-EDIT .

GOMS example II

(From HCI Models, Theories and Frameworks, J. Carroll)

- Using a text editor edit the following text as shown



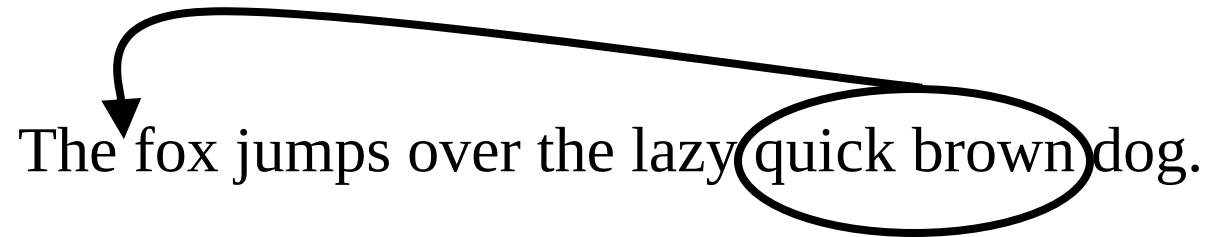
The fox jumps over the lazy quick brown dog.

- Goals and sub-goals?
- Operators?
- Methods?
- Selection rules?

GOMS example II

(From HCI Models, Theories and Frameworks, J. Carroll)

- Using a text editor edit the following text as shown



The fox jumps over the lazy quick brown dog.

- Analysis?

* Expansion of MOVE-TEXT goal

GOAL: MOVE-TEXT

•	GOAL: CUT-TEXT	
•	• GOAL: HIGHLIGHT-TEXT	
•	• [select**: GOAL: HIGHLIGHT-PHRASE-COMPOSED-OF-WORDS	
•	• MOVE-CURSOR-TO-FIRST-WORD	1.10
•	• DOUBLE-CLICK-MOUSE-BUTTON	0.40
•	• MOVE-CURSOR-TO-LAST-WORD	1.10
•	• SHIFT-CLICK-MOUSE-BUTTON	0.40
•	• VERIFY-HIGHLIGHT	1.35
•	GOAL: HIGHLIGHT-ARBITRARY-TEXT	
•	• MOVE-CURSOR-TO-BEGINNING-OF-TEXT	
•	• PRESS-MOUSE-BUTTON	
•	• MOVE-CURSOR-TO-END-OF-TEXT	
•	• RELEASE-CLICK-MOUSE-BUTTON	
•	• VERIFY-HIGHLIGHT]	
•	GOAL: ISSUE-CUT-COMMAND	
•	• MOVE-CURSOR-TO-EDIT-MENU	1.10
•	• CLICK-MOUSE-BUTTON	0.20
•	• MOVE-CURSOR-TO-CUT-ITEM	1.10
•	• VERIFY-HIGHLIGHT	1.35
•	• CLICK-MOUSE-BUTTON	0.20
•	GOAL: PASTE-TEXT	
•	GOAL: POSITION-CURSOR-AT-INSERTION-POINT	
•	• MOVE-CURSOR-TO-INSERTION-POINT	1.10
•	• CLICK-MOUSE-BUTTON	0.20
•	• VERIFY-POSITION	1.35
•	GOAL: ISSUE-PASTE-COMMAND	
•	• MOVE-CURSOR-TO-EDIT-MENU	1.10
•	• CLICK-MOUSE-BUTTON	0.20
•	• MOVE-CURSOR-TO-PASTE-ITEM	1.10
•	• VERIFY-HIGHLIGHT	1.35
•	• CLICK-MOUSE-BUTTON	0.20

TOTAL TIME PREDICTED (SEC)

16.25

*Is all this
feedback in
order?*

*Issuing commands
will be used a lot!
can we shorten this
procedure? Consider
keyboard shortcuts.*

Keystroke Level Model (KLM)

- Describe the task using the following operators:

- K: pressing a key or a pressing (or releasing) a button

$$t_K = 0.08 - 1.2s$$

- P: pointing

$$t_P = 1.1s \text{ (without button press)}$$

- H: Homing (switching device)

$$t_H = 0.4s$$

- D(n, l): Drawing segmented lines

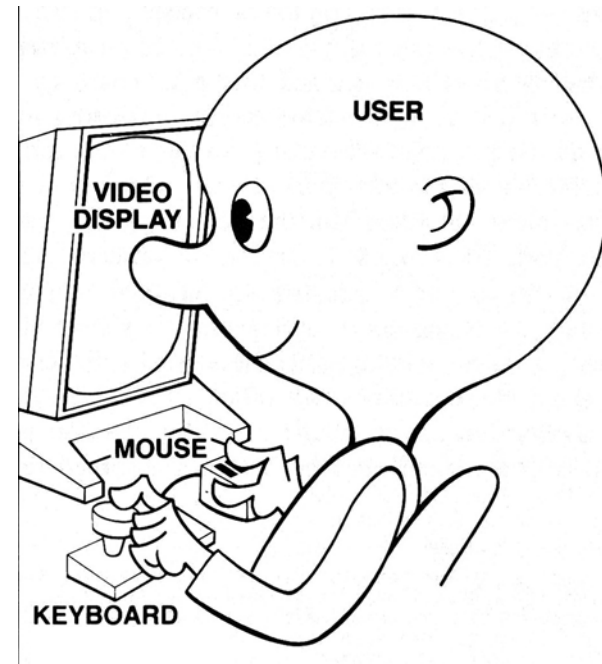
$$t_D = 0.9 * n + .16 * l \text{ s}$$

- M: Mentally prepare

$$t_M = 1.35s$$

- R(t): system response time

$$t_R = t$$



How to use KML

- Encode using all physical operator (K, P, H, D(n,l), R(t))
- Apply KML rules [0-4]
- Transform R followed by an M
 - If $t \leq t_M$: $R(t) \rightarrow R(0)$
 - If $t_M < t$: $R(t) \rightarrow R(t - t_M)$
- Compute the total time by simply adding all times
 - Will describe expert user behavior

KLM heuristic rules (Raskin's)

0: Insert M

- *In front of all K*
- *In front of all P's selecting a command*

1: Remove M between *fully anticipated* operators

- $PMK \rightarrow PK$

2: if a string of MKs belong to *cognitive unit* delete all M but first

- 4564.23: $MKMKMKMKMKMKMK \rightarrow MKKKKKKK$

3: if K is a *redundant terminator* then delete M in front of it

- $\swarrow\swarrow: MKMK \rightarrow MKK$

4a: if K terminate a constant string (command name) delete the M in front of it

- $cd\swarrow: MKKMK \rightarrow MKKK$

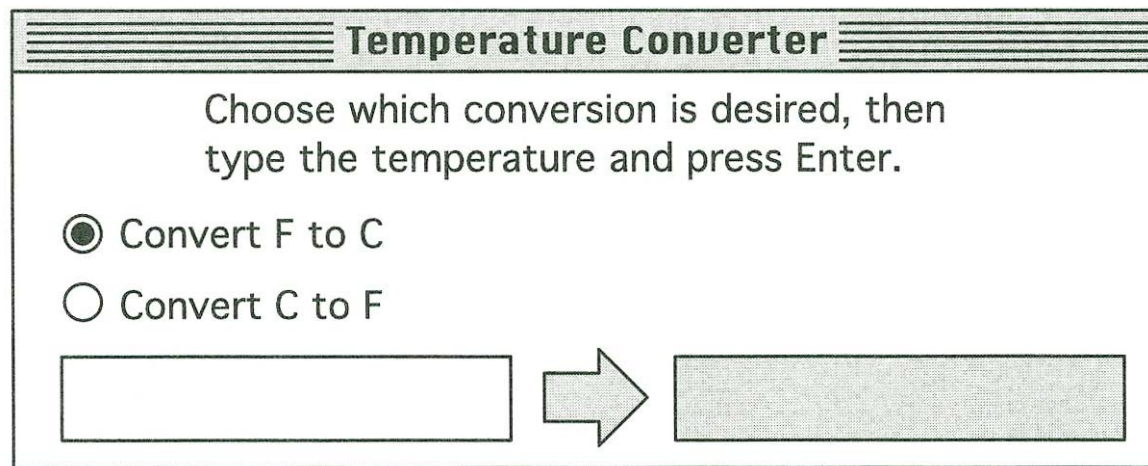
4b: if K terminate a variable string (parameter) keep the M in front of it

- $cd\ class\swarrow: MKKKMKKKKKMK \rightarrow MKKKMKKKKKMK$

Converting temperature: design 1

(“Humane Interface”, Raskin)

- Convert 92.5F to Celsius



Temperature Converter

Choose which conversion is desired, then
type the temperature and press Enter.

☒ Convert F to C
☐ Convert C to F

→

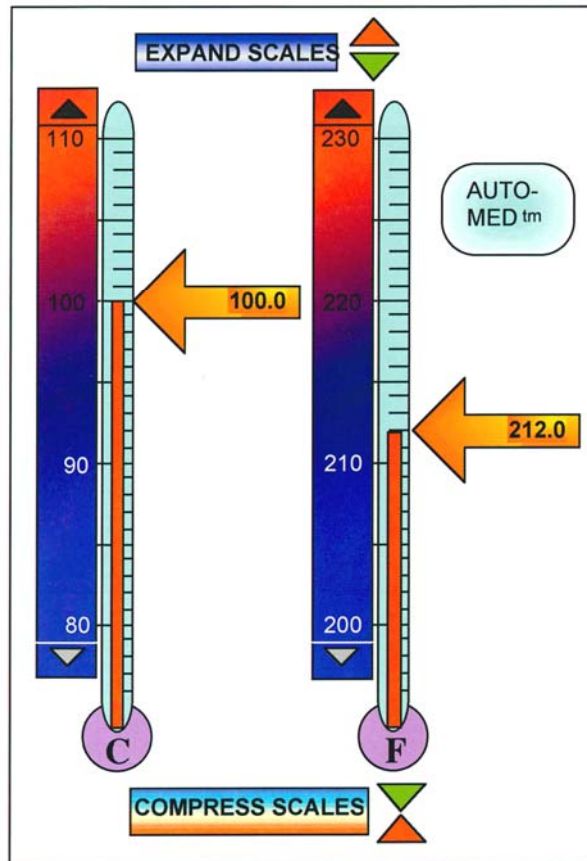
MKKKKMK (3.7s)

HMPKHMKKKKMK (7.15s)

Average: 5.4s

Converting temperature: design 2

(“Humane Interface”, Raskin)



HMPKPK (4.35s)

Average: 13.1s

HMPKSKMPKSKMPKSKMPKPK (21.9s)

Converting temperature: design 3

(“Humane Interface”, Raskin)

- Simple text interface with the following prompt:

“To convert temperatures, type the numeric temperature, followed by C if it is in degrees Celsius or F if it is in degrees Fahrenheit. The converted temperature will be displayed”

MKKKKMK (3.7s)

Average: 3.7s

Converting temperature: design 4

(“Humane Interface”, Raskin)

Temperature Converter

Type in the temperature to be converted. The converted temperature will appear on the right as you type.

C

F

MK KKK (2.15s)

Average: 2.15s

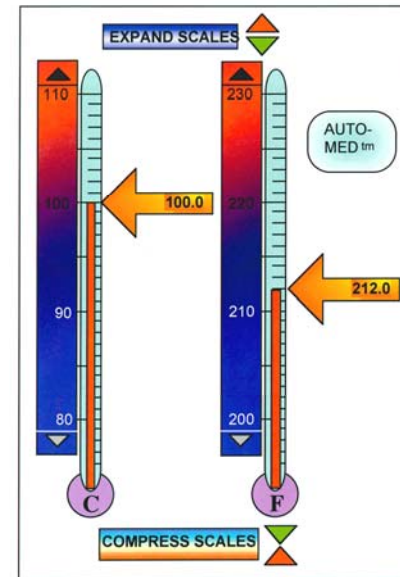
Pros and Cons

Temperature Converter

Choose which conversion is desired, then type the temperature and press Enter.

☒ Convert F to C
☐ Convert C to F

→



“To convert temperatures, type the numeric temperature, followed by C if it is in degrees Celsius or F if it is in degrees Fahrenheit. The converted temperature will be displayed”

Temperature Converter

Type in the temperature to be converted. The converted temperature will appear on the right as you type.

→ C
 → F

GOMS: Application and limitations

- Applications
 - Telephone operator (CPM-GOMS)
 - CAD system (NGOMSL)
 - Text editing with the mouse (KLM)
- Limitations
 - Skilled users
 - Do not deal with error
 - Do not deal with skill acquisition
 - Do not deal with high level issues
 - *Functionality*
 - *Workload*
 - *Fatigue*