

## **Design Principles And Usability Heuristics**

**You can avoid common design pitfalls by following these rules-of-thumb for design**

**You can inspect an interface for usability problems by applying these same principles**

James Tam

## **Design Principles And Usability Heuristics**

**Heuristics are broad “rules of thumb” that describe features of “usable” systems:**

- 1) Heuristics can be used as a design guide before the system is built.
- 2) Heuristics can be used as an evaluation mechanism after the system has been completed. The same principles can be used to “evaluate” a system for usability problems

**Becoming quite popular:**

1. User involvement is not required.
2. Can be applied without a great deal of prior training or time (another example of discount usability) yet it catches many design flaws.

James Tam

## Design Principles And Usability Heuristics (Advantages)

- A few general guidelines can correct for the majority of usability problems
- Easily remembered, easily applied with modest effort
- A cheap and fast way to inspect a system
- It can be conducted by people who are not usability experts

James Tam

## Design Principles And Usability Heuristics (Weaknesses)

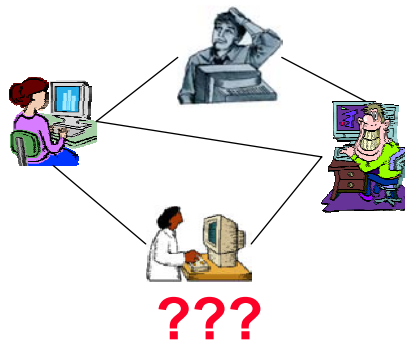
### Principles are more or less at the motherhood level

- Can't be treated as a simple checklist
- Subtleties involved in their use
- A very broad approach that may not cover specific situations
  - Example:

Heuristics for a  
single user



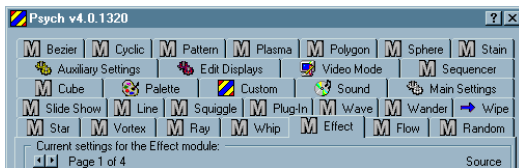
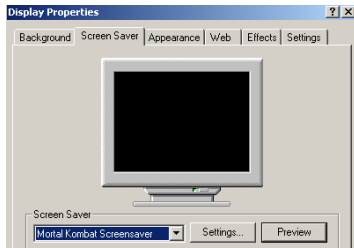
Heuristics for many  
collaborating users



James Tam

# 1. Simple And Natural Dialogue

Avoid making the interaction unnecessarily complex



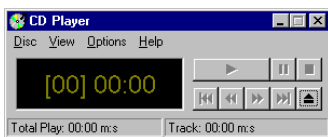
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# 1. Simple And Natural Dialogue

Match the user's conceptual model

Match the users' task in as natural a way as possible

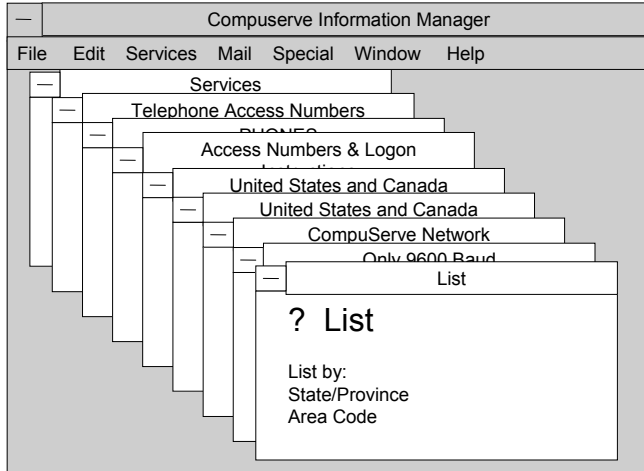
- Minimize mapping between interface and task semantics



James Tam

# 1. Simple And Natural Dialogue

## Menu or window? Which window?



James Tam

# 1. Simple And Natural Dialogue

## Present exactly the information the user needs when it is needed

- Less is more
  - Less to learn, to get wrong, to distract...
- Remove or hide irrelevant or rarely needed information
  - Competes with important information on screen
- Information should appear in natural order
  - Order of accessing the information matches the user's expectations
  - Related information is graphically clustered
- Minimize or mitigate modes
- Use windows frugally
  - Don't make navigation and window management excessively complex

James Tam

Dr. Drugs Pharmacy Master

## Davison, Thomas

**First Name:** Thomas      **Alberta Health Care #:** 45688-3357  
**Last Name:** Davison      **Doctor:** Jane Yang  
**Address:** 4 BRADEN CRS NW      **Insurer:** FARMERS INSURANCE AGE  
**City:** Prudhoe      **Policy #:** 4215487-56  
**Province:** Alberta      **Notes:**  
**Postal Code:** F4T6H8  
**Phone Number:** 403 282-9759

### Prescriptions

Alprazolam	Jan	Feb									
Citalopram		Feb									
Ranitidine			Mar	Apr	May						
Folic Acid					Jun						
Levothyroxine						Jul					
Celecoxib								Aug			
Omeprazole									Oct	Nov	

1999 < Year > 2001 | Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

**Good: Info in the same place**

By previous 481 students Brant LeClerc, Lloyd Yoon, Amy Yang James Tam

Dr. Drugs Pharmacy Master

**First Name:**       **Alberta Health Care #:**   
**Last Name:**       **Doctor:**   
**Address:**       **Insurer:**   
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**Phone Number:**

### Prescriptions

Alprazolam	Jan	Feb									
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Folic Acid					Jun						
Levothyroxine						Jul					
Celecoxib								Aug			
Omeprazole									Oct	Nov	

1999 < Year > 2001 | Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

**Good: Info in the same place**  
**Bad: Special edit mode**

By previous 481 students Brant LeClerc, Lloyd Yoon, Amy Yang (with permission) James Tam

Dr. Drugs Pharmacy Master

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**Province:** Alberta      **Notes:**  
**Postal Code:** F4T6H8  
**Phone Number:** 403 282-9759

### Prescriptions

Drug Name   
 Manufacturer       Doctor   
 Quantity       Units   
 Price/Unit       Refill Quantity

**Good: Stable parts of the window**  
**Bad: Prescriptions separate from graphics**

By previous 481 students Brant LeClerc, Lloyd Yoon, Amy Yang (with permission) James Tam

Dr. Drugs Pharmacy Master

**Davison, Thomas** Add Undo

**First Name:** Thomas  
**Last Name:** Davison  
**Address:** 4 BRADEN CRS NW  
**City:** Prudhoe  
**Province:** Alberta  
**Postal Code:** F4T6H8  
**Phone Number:** 403 282-9759

**Health Care #:** 45688-3357  
**Doctor:** Jane Yang  
**Insurer:** FARMERS INSURANCE AGE  
**Policy #:** 4215487-56  
**Notes:**

**Prescriptions** New Prescription

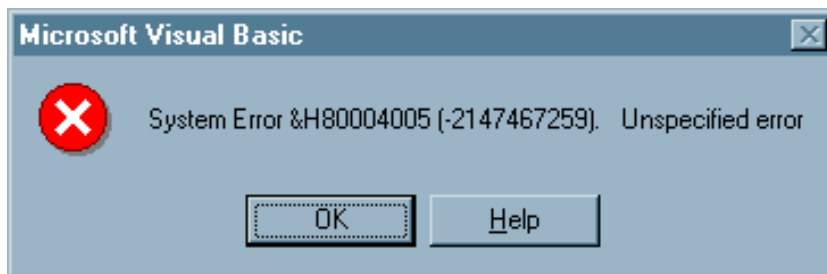
Alprazolam  
 Citalopram  
 Ranitidine  
 Folic Acid  
 Levohydroxine  
 Celecoxib  
 Omeprazole

1999 <Year> 2001 | Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

collapsed onto one screen (needs formatting)  
 Double click to edit (mode buttons gone)  
 Click to get info

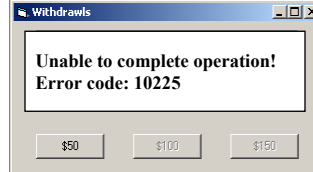
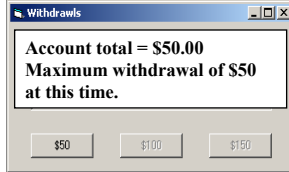
By previous 481 students Brant LeClerc, Lloyd Yoon, Amy Yang (with permission) James Tam

## 2. Speak The User's Language



## 2. Speak The User's Language

### Terminology based on users' language for task



### Use meaningful mnemonics, icons, and abbreviations

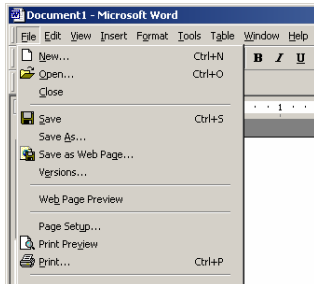
- eg File / Save
  - Ctrl + S (abbreviation)
  - Alt FS (mnemonic for menu action)
  - Open folder (tooltip icon)



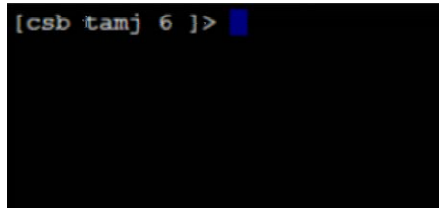
James Tam

## 3. Minimize The User's Memory Load

- Describe required the input format, use examples, provide default inputs
- Promote recognition over recall



✓ Recognition



✗ Recall

James Tam

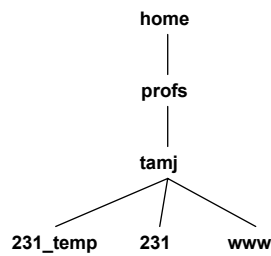


### 3. Minimize The User's Memory Load

Small number of rules applied universally

File
11110000
01010101

Remove  
what?



James Tam

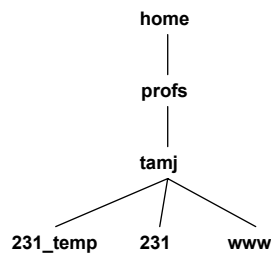
### 3. Minimize The User's Memory Load

Small number of rules applied universally

File
11110000
01010101

Remove  
what?

rm file name



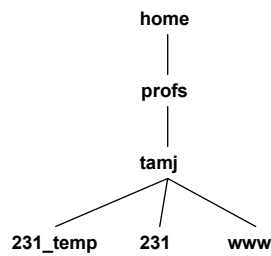
James Tam

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Small number of rules applied universally

File
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01010101

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what?



James Tam

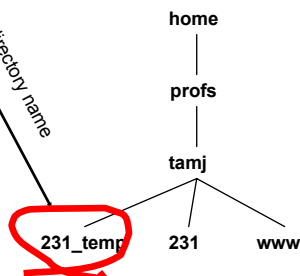
### 3. Minimize The User's Memory Load

Small number of rules applied universally

File
11110000
01010101

Remove  
what?

*mail directory name*



James Tam

## 4. Be Consistent

### Consistency of effects

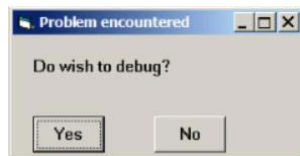
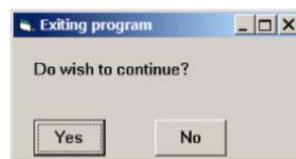
- Same words, commands, actions will always have the same effect in equivalent situations
- Makes the system more predictable
- Reduces memory load

James Tam

## 4. Be Consistent

### Consistency of language and graphics

- Same information/controls in same location on all screens / dialog boxes forms follow boiler plate.
- Same visual appearance across the system (e.g. widgets).



James Tam

## 4. Be Consistent

These are labels with a raised appearance.

Is it any surprise that people try and click on them?

Subscriber

Name:  Tech. Re

Account #:  Status:

Contact

Telephone:  E-Mail:

Address:  St

Save Cancel

James Tam

## 4. Be Consistent

Peachpit Press - Features: Tips on Designing Web Pages - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.peachpit.com/features/hndmonth/webpages.html>

Home | Features  
Articles | Book Excerpts | Tips | Author Interview | Readers Write

Peachpit Press

About  
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Books  
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Connect  
Order  
Find  
Read articles, interviews, excerpts, tips, and more!

### Tips on Designing Web Pages

by Robin Williams

Excerpted from **Adobe's The Non-Designer's Guerrilla Marketing CD**

Two of the most important factors in good web design are repetition (consistency) and clarity. A visitor should never have to figure out how to use your navigation system, where they are in the site, or whether they are still in your web site or have tumbled somewhere

**Non-Designer's Month**

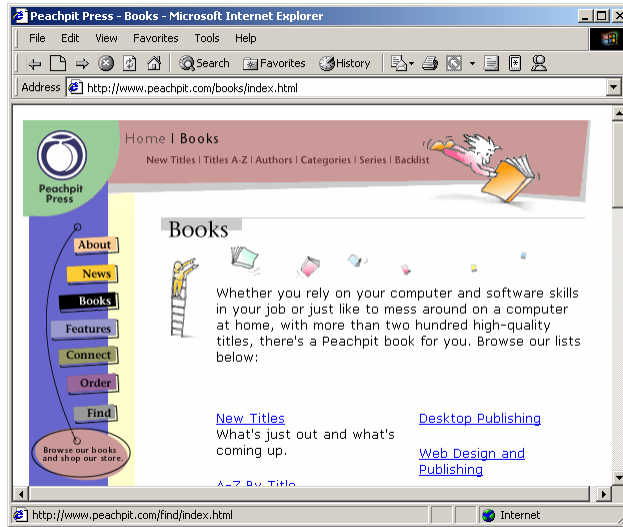
Related Links  
[Bad/Good Design](#)  
[Checklists from The Non-Designer's Web Book](#)  
[Design Principles from](#)

<http://www.peachpit.com/features/excerpt/index.html>

Internet

James Tam

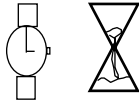
## 4. Be Consistent



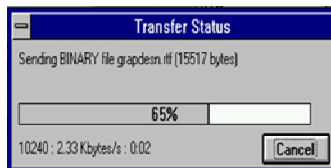
James Tam

## 5. Provide Feedback

What is the program doing?



Cursor



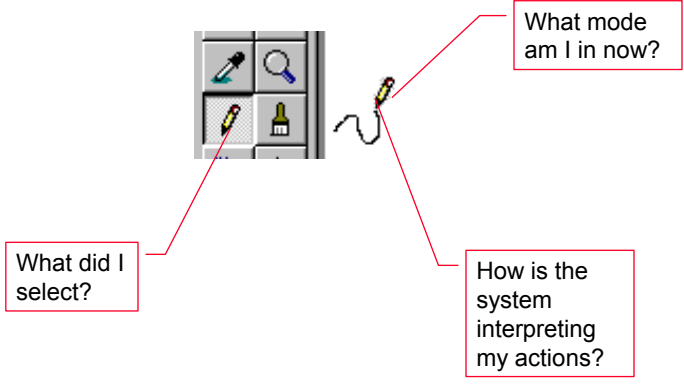
Progress bar



Random graphic

James Tam

# 5. Provide Feedback

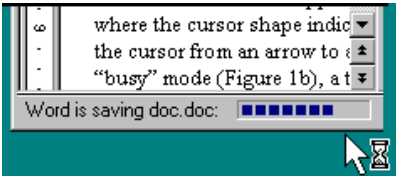


# 5. Provide feedback

Should be as specific as possible, based on user's input

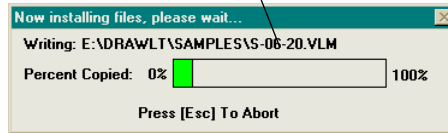


Best within the context of the action



## 5. Provide feedback

Multiple files being copied,  
but feedback is file by file.



## 5. Provide feedback

### Feedback response time

- How users perceive delays

Delay	Effect
$0 \leq \text{delay} \leq 0.1$ seconds	Delay not noticed (system appears to operate instantaneously).
$0.1 < \text{delay} \leq 1$ second	Delay noticed but train of thought remains uninterrupted.
$1 < \text{delay} \leq 10$ seconds	Train of thought interrupted but person can still remain focused on the system. (Cursor)
Delay $> 10$ seconds	Person wants to do something else while waiting for the system. (Progress bar)

## 6. Provide Clearly Marked Exits

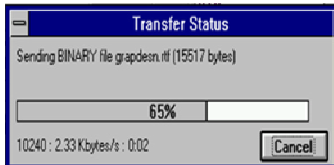


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## 6. Provide Clearly Marked Exits

**This doesn't just mean providing an exit from the program but the ability to 'exit' (take back) the current action.**

- Universal Undo/Redo
  - e.g., <Ctrl>-<Z> and <Ctrl> <Y>
- Progress indicator & Interrupt
- Length operations



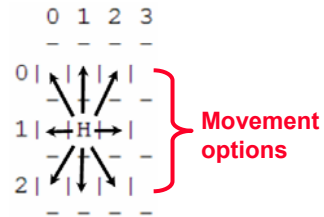
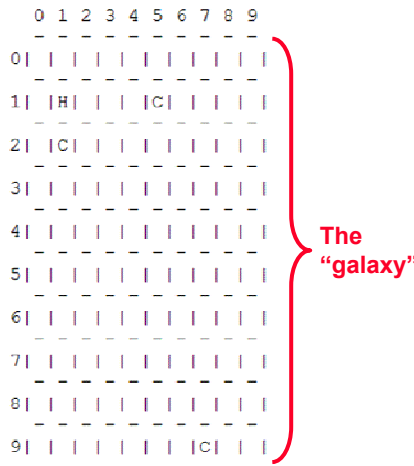
James Tam



## 6. Provide Clearly Marked Exits

This can apply even with systems that are written for 'experts'

- Example: A text-based space simulation game



James Tam

## 6. Provide Clearly Marked Exits

```
do
{
    insideGalaxy = isEmpty = withinRange = true;
    System.out.print("Enter the destination row (0 - 9): ");
    row = Console.in.readInt();
    System.out.print("Enter the destination column(0 - 9): ");
    column = Console.in.readInt();
    if ((row < 0) || (row > (Galaxy.SIZE-1)) || (column < 0) || (column > (Galaxy.SIZE-1)))
    {
        insideGalaxy = false;
        System.out.println("You cannot move outside the galaxy");
    }
    while ((insideGalaxy == false) || (isEmpty == false) || (withinRange == false));
}
```

Loop  
while  
input is  
invalid

James Tam

## 6. Provide Clearly Marked Exits

```
do
{
    insideGalaxy = isEmpty = withinRange = true;
    System.out.print("Enter the destination row (0 - 9, -1 to pass): ");
    row = Console.in.readInt();

    if (row == -1)
    {
        System.out.println("You have chosen not to move your ship.");
        break;
    }

    System.out.print("Enter the destination column(0 - 9, -1 to pass): ");
    column = Console.in.readInt();
    :
    :
} while ((insideGalaxy == false) || (isEmpty == false) || (withinRange == false));
```

Allow the user an option to quit

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## 6. Provide Clearly Marked Exits

### Restoring defaults

- Getting back original settings



## 7. Provide Shortcuts

### Experienced (power) users should be able to perform frequently used operations quickly

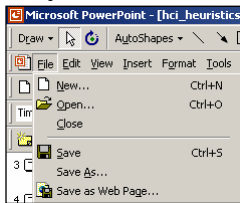
- Type-ahead (entering input before the system is ready for it)
- Navigation jumps
  - e.g., going to window/location directly, and avoiding intermediate nodes
- History systems
  - WWW: ~60% of pages are revisits
  - General: shortcuts for frequently used actions, shortcuts for the user's most recently used functions.



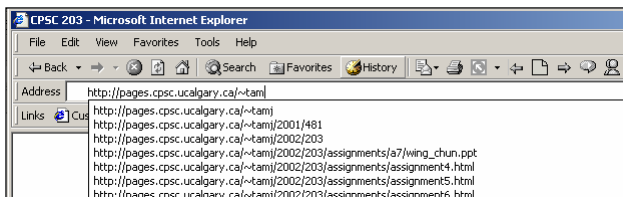
James Tam

## 7. Provide Shortcuts

### Keyboard accelerators



### Name completion



James Tam

Keyboard accelerators for menus

Customizable toolbars and palettes for frequent actions

Split menu, with recently used fonts on top

Double-click raises toolbar dialog box

Double-click raises object-specific menu

Scrolling controls for page-sized increments

PowerPoint © Microsoft

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## 8. Deal With Errors In A Helpful And Positive Manner

People will make errors!

Errors we make

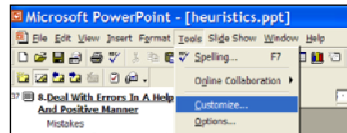
- Mistakes
- Slips



## 8. Deal With Errors In A Helpful And Positive Manner

### Mistakes

- Arise from *conscious deliberations* that lead to an error instead of the correct solution



### Slips

- *Unconscious behavior* that gets misdirected en route to satisfying goal
- Shows up frequently in skilled behavior
  - Usually due to inattention
- Often arises from similarities of actions

```
[csb 481 16 ]> rm *  
rm: remove file1 (yes/no)? y  
rm: remove file2 (yes/no)? y  
rm: remove file3 (yes/no)? y  
rm: remove file4 (yes/no)? y  
rm: remove file5 (yes/no)?
```

James Tam

## Types Of Slips

- 1) Capture error
- 2) Description error
- 3) Loss of activation
- 4) Mode error

James Tam

## Types Of Slips: Capture Error

**The frequently done activity “captures” the intended activity**

- Occurs when common and rarer actions have same initial sequence
- “Force of habit results in the slip”



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## Types Of Slips: Description Error

**Intended action has much in common with others that are possible**

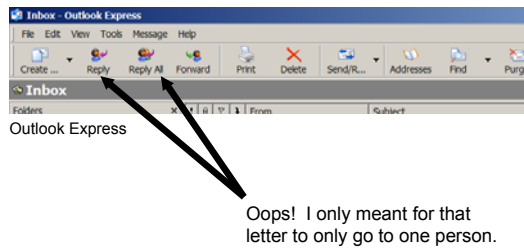
- Usually occurs when right and wrong objects physically near each other
- “Perform the right action but on the wrong object”
  - e.g., Pour juice into coffee cup instead of glass



www.baddesigns.com

James Tam

## Types Of Slips: Description Error (2)



James Tam

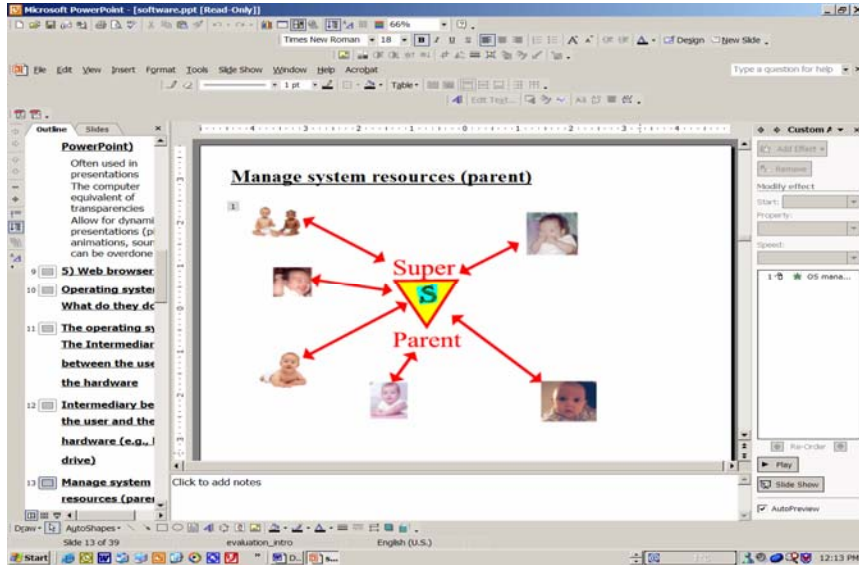
## Types Of Slips: Loss Of Activation

### **Loss of activation**

- Forgetting what the goal is while undergoing the sequence of actions
  - e.g., Start going to room and forget why you are going there
- “What the heck was I doing again?”
- Misordering a sequence

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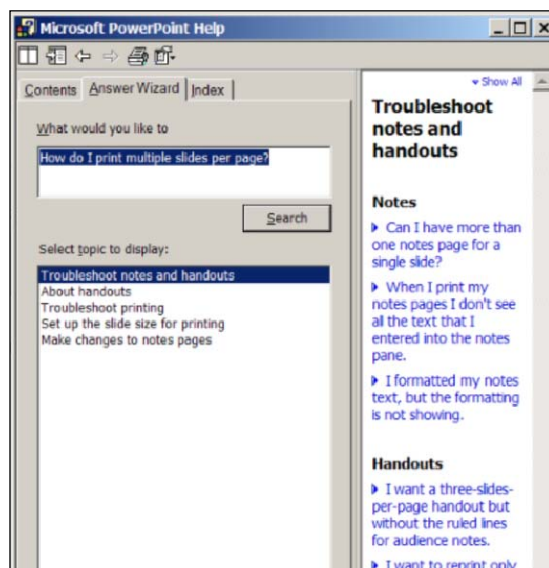
## Loss Of Activation



PowerPoint © Microsoft

James Tam

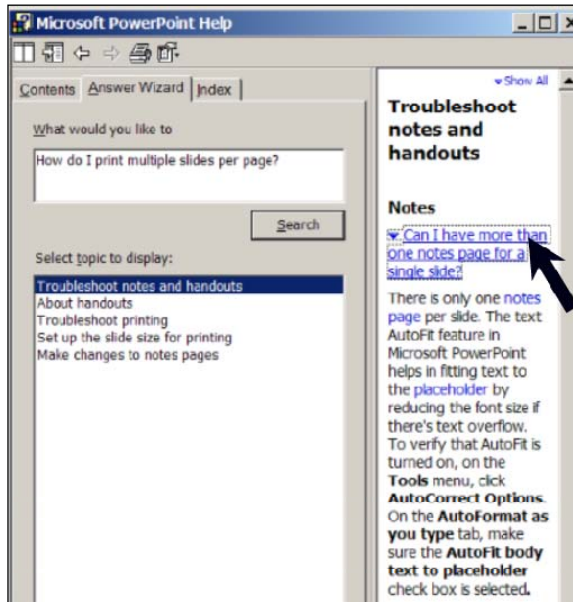
## Loss Of Activation (2)



James Tam

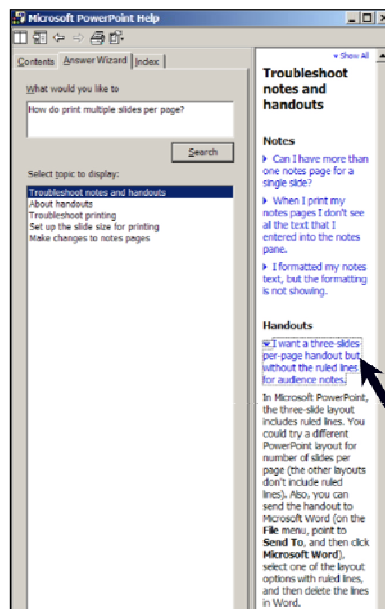


## Loss Of Activation (3)



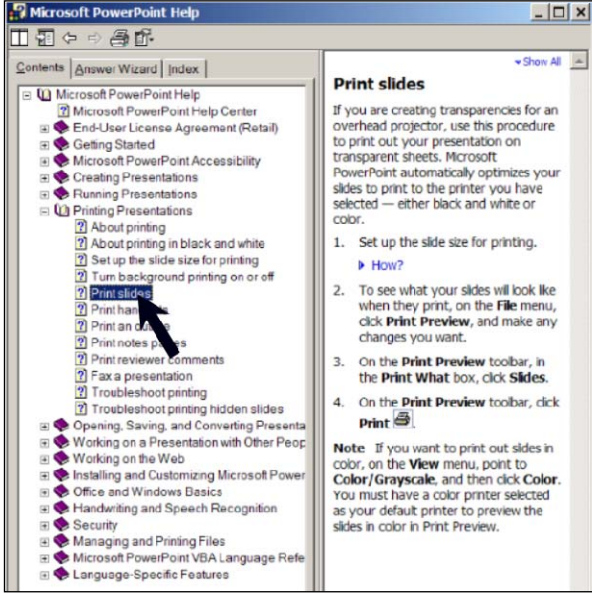
James Tam

## Loss Of Activation (4)



James Tam


## ...Loss Of Activation (???)



The screenshot shows the Microsoft PowerPoint Help window. The left pane displays a tree view of help topics, with 'Print slides' selected and highlighted. A black arrow points to this item. The right pane shows the 'Print slides' article, which includes a list of steps for printing slides and a note about color printing. The window title is 'Microsoft PowerPoint Help' and it has tabs for 'Contents', 'Answer Wizard', and 'Index'.

**Print slides**

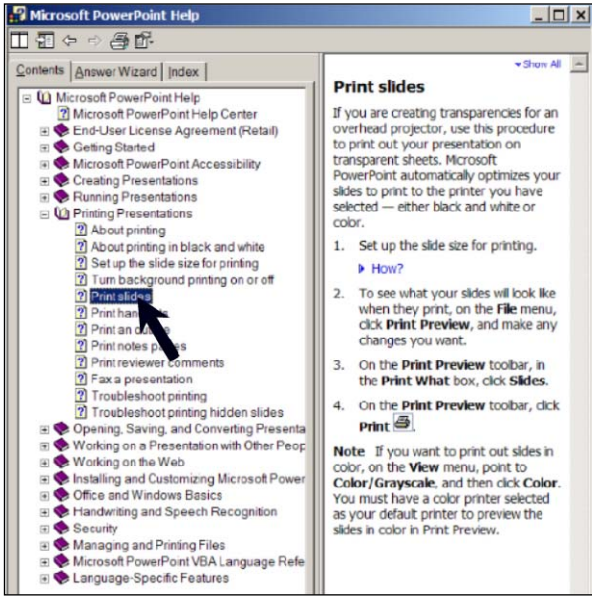
If you are creating transparencies for an overhead projector, use this procedure to print out your presentation on transparent sheets. Microsoft PowerPoint automatically optimizes your slides to print to the printer you have selected — either black and white or color.

1. Set up the slide size for printing.  
▶ [How?](#)
2. To see what your slides will look like when they print, on the **File** menu, click **Print Preview**, and make any changes you want.
3. On the **Print Preview** toolbar, in the **Print What** box, click **Slides**.
4. On the **Print Preview** toolbar, click **Print** .

**Note** If you want to print out slides in color, on the **View** menu, point to **Color/Grayscale**, and then click **Color**. You must have a color printer selected as your default printer to preview the slides in color in Print Preview.

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## ...Loss Of Activation (???)



This screenshot is identical to the one above, showing the 'Print slides' article in the Microsoft PowerPoint Help window. However, it includes a cartoon illustration of a man sitting at a desk with a computer, looking thoughtful with a question mark above his head. Below the illustration, the text reads: 'What was I trying to do again???'.

**Print slides**

If you are creating transparencies for an overhead projector, use this procedure to print out your presentation on transparent sheets. Microsoft PowerPoint automatically optimizes your slides to print to the printer you have selected — either black and white or color.

1. Set up the slide size for printing.  
▶ [How?](#)
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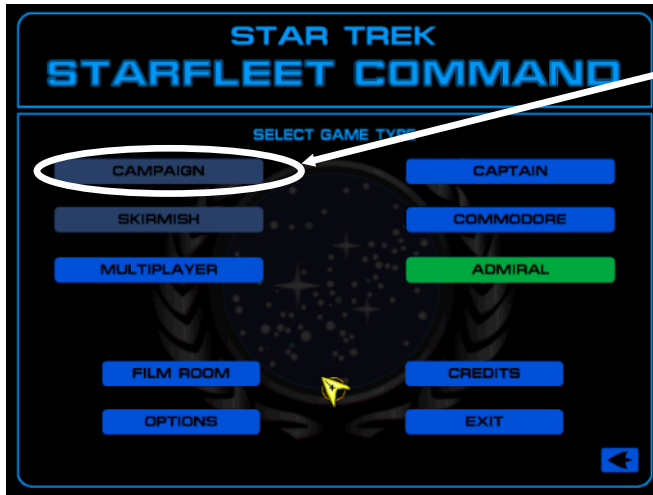
What was I trying to do again???

James Tam

## Types Of Slips: Mode Error

### Mode errors

- People do actions in one mode thinking they are in another mode



Game is in multiplayer mode only (cannot load saved games)

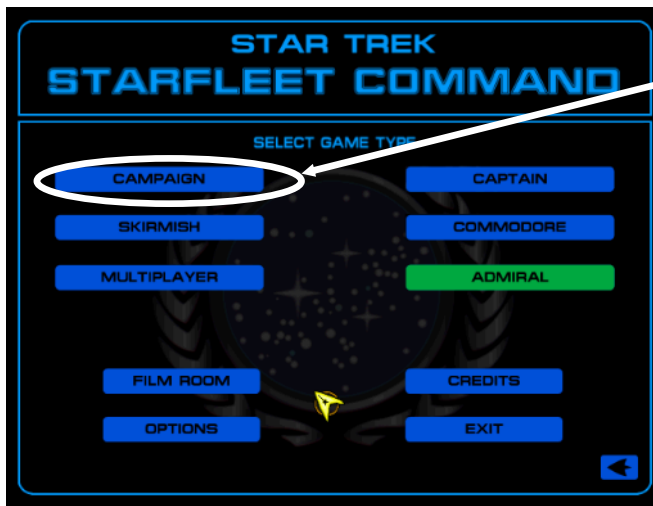
Star Fleet Command  
© Interplay  
Productions

James Tam

## Types Of Slips: Mode Error (2)

### Mode errors

- People do actions in one mode thinking they are in another mode



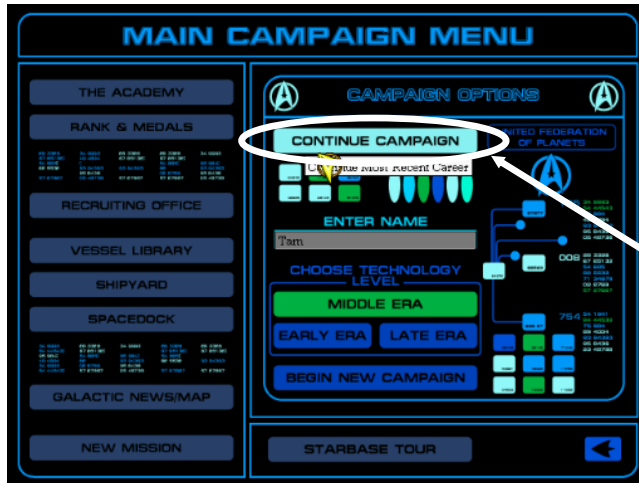
Game is in single and multiplayer mode (can start new campaigns or load existing games)

James Tam

## Types Of Slips: Mode Error (3)

### Mode errors

- People do actions in one mode thinking they are in another mode



In this mode it is possible to load a game

James Tam

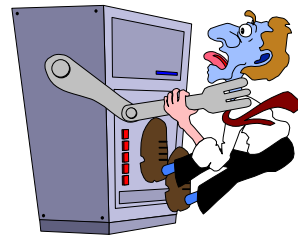
## Designing For Slips

### General rules

- Prevent slips before they occur
- Detect and correct slips when they do occur
- User correction through feedback and undo

### Examples

- Capture errors
  - One action captures another
  - Allow actions to be undone rather than asking for confirmations
- Description errors
  - Correct action on the wrong object
  - Make objects look physically distinctive and/or far apart
- Loss of activation
  - Forgot goal
  - If system knows goal, make it explicit
  - If not, allow person to see path taken or shorten steps
- Mode errors
  - Mistake modes
  - Have as few modes as possible (possibly none)
  - Make modes highly visible



James Tam

## Generic System Responses For Errors

### General idea: Forcing functions

- Prevent / mitigate continuation of wrongful action
  - e.g., range selection for dynamic queries

### Gag

- Deals with errors by preventing the user from continuing
  - e.g., cannot get past login screen until correct password entered

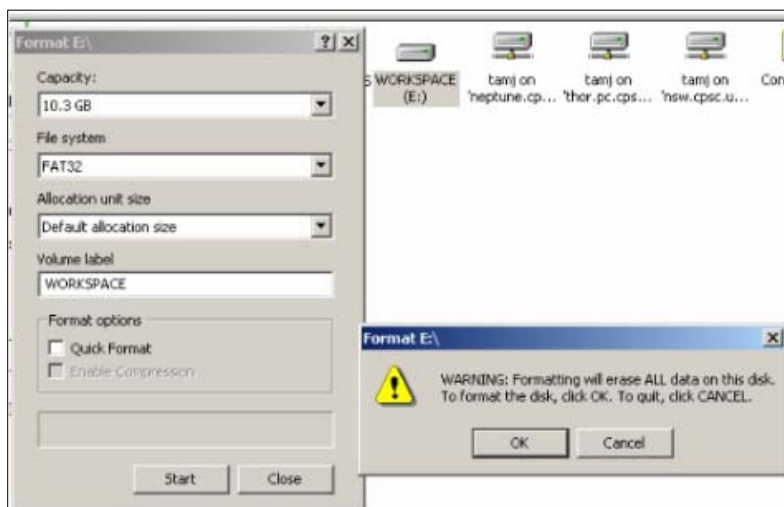
### Warn

- Warn people that an unusual situation is occurring
- Better than nothing but when overused, becomes an irritant
  - e.g., audible bell, alert box

James Tam

## Generic System Responses For Errors (2)

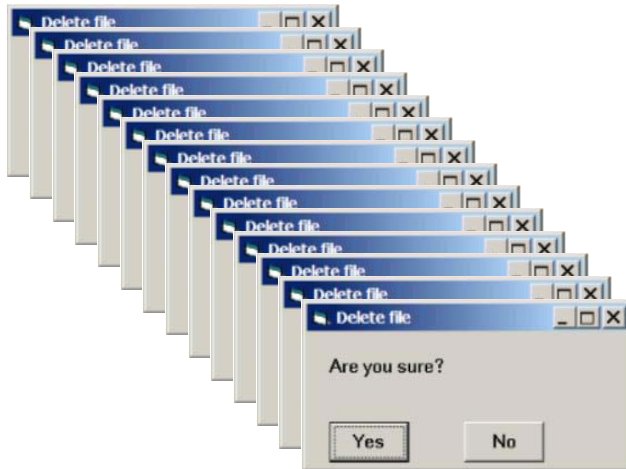
### Warning (probably needed)



James Tam

## Generic System Responses For Errors (3)

**Warning (can get annoying, eventually the warning is ignored)**



James Tam

## Generic System Responses For Errors (4)

### **Do nothing**

- Illegal action just doesn't do anything
- User must infer what happened
  - e.g., enter letter into a numeric-only field (non-numeric key pressed are ignored)
  - e.g., put a file icon on top of another file icon (returns it to original position)

### **Self-correct**

- System guesses legal action and does it instead - but leads to a problem of trust
  - e.g., spelling checkers

### **Lets talk about it**

- System initiates dialog with user with solution to the problem
  - e.g., compile error brings up offending line in source code

James Tam

## Generic System Responses For Errors (5)

### **Teach me**

- System asks user what the action was supposed to have meant
- Action then becomes a legal one

James Tam

## Error Handling In “The Good Ole Days”



*What is “error 15762”?*

James Tam

## Examples Of Error Handling From The “The Good Ole Days”

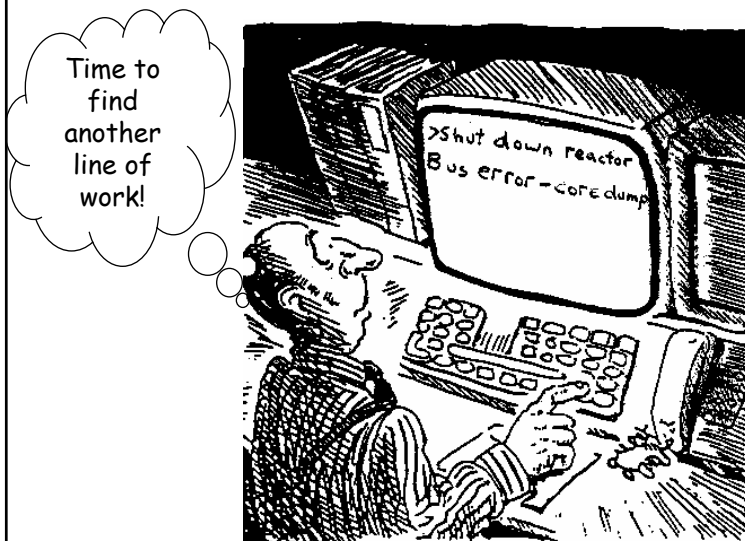
**Below is the full list of error codes with[out] a suitable explanation to their meaning.**

- 103: Insufficient Free store
- 105: Task Table Full
- 120: Argument line invalid or to long
- 121: File is not an object module
- 122: Invalid resident library during load
- 202: Object in use
- 203: Object already exists
- 204: Directory not found

List of error codes from the AmigaDos OS

James Tam

## Errors: Don't Make Things Seem Worse Than They Really Are



James Tam



## Rules Of Thumb For Error Messages

### 1. Polite and non-intimidating

- Don't make people feel stupid
  - Try again, bonehead!

### 2. Understandable

- Error 25

### 3. Specific

- Cannot open this document
- Cannot open “chapter 5” because the application “Microsoft Word” is not on your system

### 4. Helpful

- Cannot open “chapter 5” because the application “Microsoft Word” is not on your system. Open it with “WordPad” instead?

James Tam

## Examples Of Dealing With Errors In A Positive And Helpful Manner

### Prevent errors

- Try to make errors impossible
- Modern widgets: only “legal commands” selected, or “legal data” entered

The screenshot shows a dialog box titled 'Form1'. It has a 'Date:' label followed by a text input field. Below this, there are three small input fields for 'Month', 'Day', and 'Year'. The 'Month' field is set to 'May', 'Day' to '22', and 'Year' to '1997'. Below these are three dropdown menus for 'Month', 'Day', and 'Year', with 'May', '22', and '1997' selected respectively.

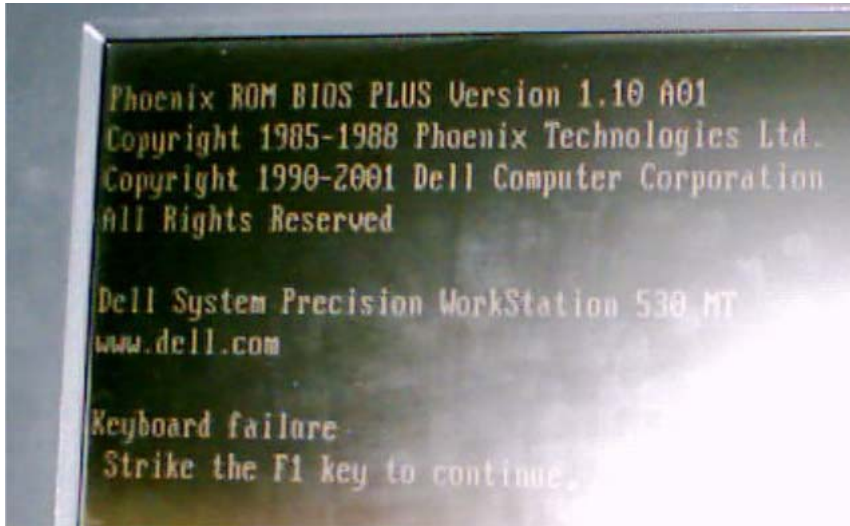
The screenshot shows an 'Appointment' dialog box with tabs for 'General', 'Attendees', 'Notes', and 'Planner'. The 'General' tab is active. It shows 'Start: 8:30AM' and 'End: 4:30PM' on 'Wed 5 /14 /97'. There is an 'All day' checkbox. Below this is a calendar for 'May 1997' with a grid of days. The 14th is highlighted. The description field contains 'Smart Technology Sen'. At the bottom, there is a 'Where:' field with a home icon.

### Provide reasonableness checks on input data

- On entering order for office supplies
  - 5000 pencils is an unusually large order. Do you really want to order that many?

James Tam

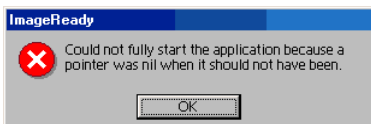
## I'd Rather Deal With The Any Key Instead!



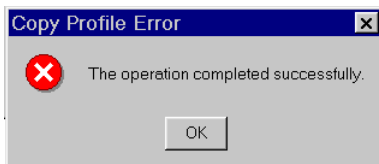
Picture courtesy of James Tam: An error message from a Dell desktop computer

James Tam

## Examples Of Bad Error Messages (2)



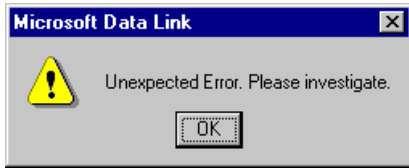
Adobe's ImageReady



Microsoft's NT Operating System

James Tam

## Examples Of Bad Error Messages (3)



James Tam

## Examples Of Bad Error Messages (4)

A screenshot of a Microsoft Support Services web page. The page has a blue header with the Microsoft logo and navigation links. The main content area displays an error message: "Error Message: Your Password Must Be at Least 18770 Characters and Cannot Repeat Any of Your Previous 30689 Passwords (Q276304)". Below the message, there is a section titled "SYMPTOMS" with a paragraph of text and a list of bullet points. The page also includes a "Microsoft help page?" link at the bottom left and a "James Tam" signature at the bottom right.

Microsoft Product Support Services Canada

All Products | Support | Search | microsoft.com/Guido

Home Search FAQs Downloads Newsgroups Contact Us Français

Send Print Help

**Error Message: Your Password Must Be at Least 18770 Characters and Cannot Repeat Any of Your Previous 30689 Passwords (Q276304)**

The information in this article applies to:

- Microsoft Windows versions 2000, 2000 SP1, Professional
- Microsoft Windows versions 2000, 2000 SP1, Server
- Microsoft Windows versions 2000, 2000 SP1, Advanced Server

**SYMPTOMS**

If you log on to an MIT realm, press CTRL+ALT+DELETE, click **Change Password**, type your existing MIT password, and then type a new, simple password that does not pass the dictionary check in Kadmin, you may receive the following error message:

**Your password must be at least 18770 characters and cannot repeat any of your previous 30689 passwords. Please type a different password. Type a password that meets these requirements in both text boxes.**

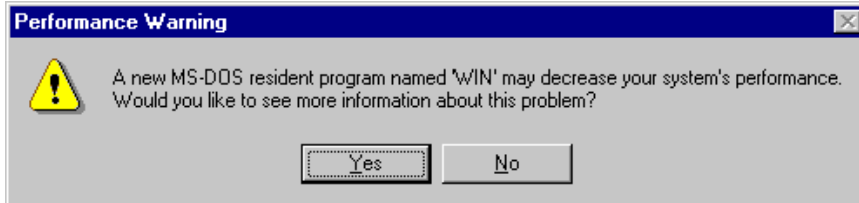
Note that the number of required characters changes from 17,145 to 18,770 with the installation of SP1.

**NOTE:** This is not a common case; it occurs only when you configure Windows 2000 to authenticate against an MIT Kerberos domain.

Microsoft help page?

James Tam

## Errors: Giving Away Too Much Information?



Windows 95 dialog box

James Tam

## 9. Provide Help

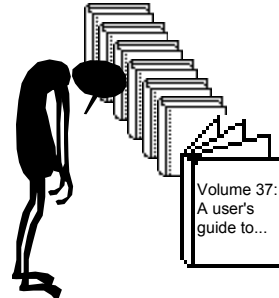
**Help is not a replacement for bad design!**

### **Simple systems:**

- Walk up and use; minimal instructions

### **Most other systems:**

- Feature rich
- Some users will want to become “experts” rather than “casual” users
- Intermediate users need reminding, plus a learning path (novice to advanced)



James Tam

## Documentation And How It's Used

### **Many users do not read manuals**

- Prefer to spend their time pursuing their task
- Paper manuals unavailable in many businesses!
  - e.g. single copy locked away in system administrator's office

### **Typical usage scenarios:**

- Usually used when users are in some kind of panic, need immediate help
  - Indicates need for online documentation, good search/lookup tools
  - Online help can be specific to current context
- Sometimes used for quick reference
  - Syntax of actions, possibilities...
  - List of shortcuts ...

James Tam

## Types Of Help

### **Reference Manuals**

#### **Reminders**

- Reference cards
- Keyboard templates

#### **Context-sensitive help**

- Tool tips
- What's this (Balloon help)

#### **Wizards**

#### **Tips**

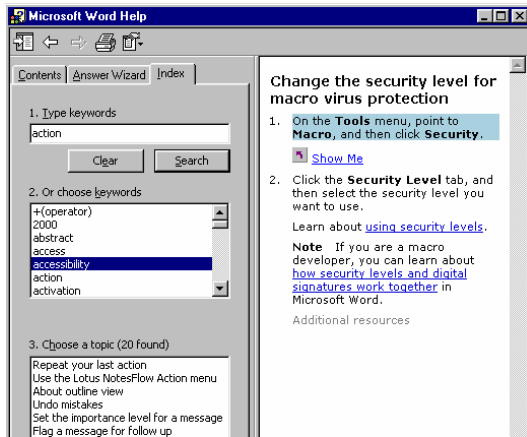
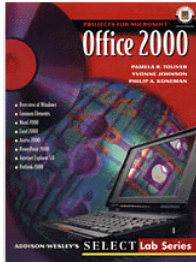
James Tam

## Reference Manuals

Traditional form of help

Detailed

Paper or online



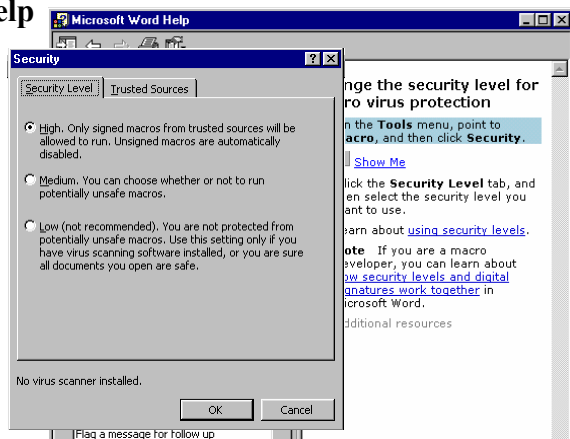
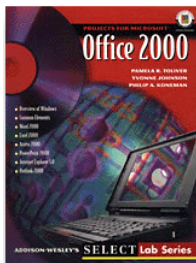
James Tam

## Reference Manuals

Traditional form of help

Detailed

Paper or online



James Tam

## Reminders

### Short reference cards

- Expert user who just wants to check facts
- Novice who wants to get overview of system's capabilities

WEAPONS	
Fire	Spacebar
Select Weapon/Group	Enter
Chain-Fire/Group-Fire Toggle	\
Alpha Strike	P
Add Weapon to Group 1-5	Shift+1-5
Fire Group 1, 2, 3	Num Lock, /, * (Keypad)
Fire Current Group	:
Jettison Ammunition	K

TARGETING	
Cycle Through All Targets	T
Previous Target	R
Target Nearest Enemy	E
Target Friendly (Lancemate)	F
Target Object Underneath Reticle	Q
Inspect Targeted Object	I
Targeting OFF	Ctrl+T

HUD SYSTEMS	
Cycle through Multi-Function Display	F1

DISPLAYS	
Radar Display (Normal/Full Screen/OFF)	F2
Damage Display	F5
HTAL (Head/Torso/Arms/Legs)	
Armor Damage Report	F6
Enable/Disable/Save/HUD	F11
Remove Cockpit	U
Objectives/Briefing Summary	F12

CAMERAS	
Target View	F4
Rear View	F7
Down View	F8
Weapon View	F9
Weapon View (Full Screen, After Launch)	F10

From "Mechwarrior 2: Mercenaries" © Microprose

James Tam

## Reminders (2)

### Keyboard templates

- Shortcuts/syntactic meanings of keys: recognition vs. recall.

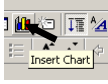


From "Gunship" © Microprose

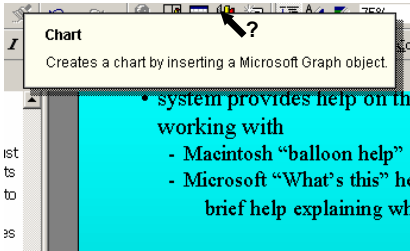
James Tam

# Context-Sensitive Help

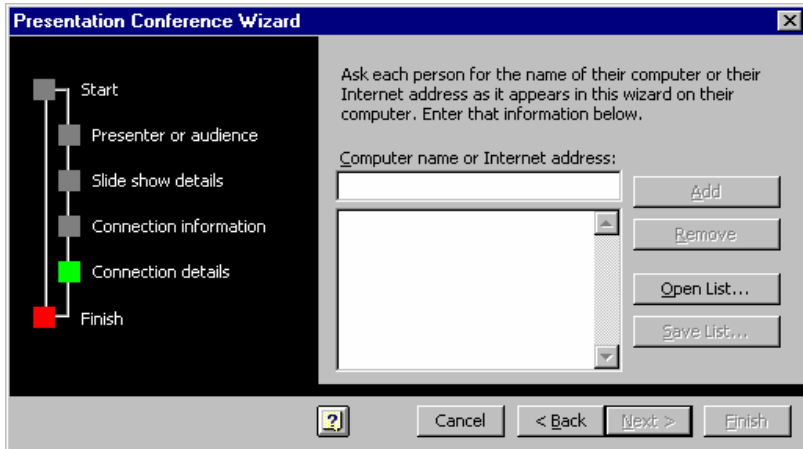
## Tool tips



## What's this (Windows) or Balloon help (Mac)




# Wizards






## Tips

- **Introduce advanced features**
- **Point out incorrect use**



Change Awareness

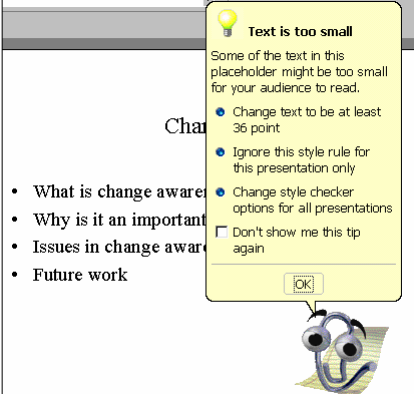
- What is change awareness
- Why is it an important area of study
- Issues in change awareness
- Future work



James Tam

## Tips

- **Advanced features**
- **Point out incorrect use**




**Text is too small**

Some of the text in this placeholder might be too small for your audience to read.

- Change text to be at least 36 point
- Ignore this style rule for this presentation only
- Change style checker options for all presentations

Don't show me this tip again

OK



James Tam

## Conducting A Heuristic Evaluation

It's a compromise between extensive style guides and intuition-based inspections



Style guides



Heuristic evaluation

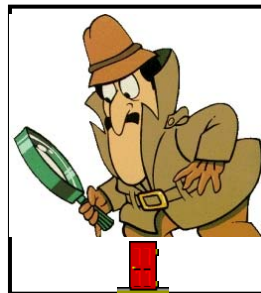
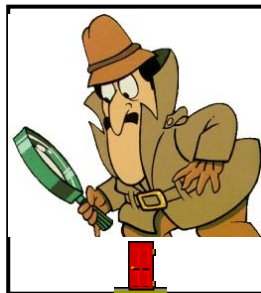
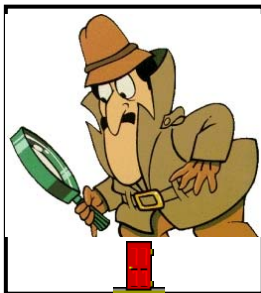


Inspections

James Tam

## Conducting A Heuristic Evaluation (2)

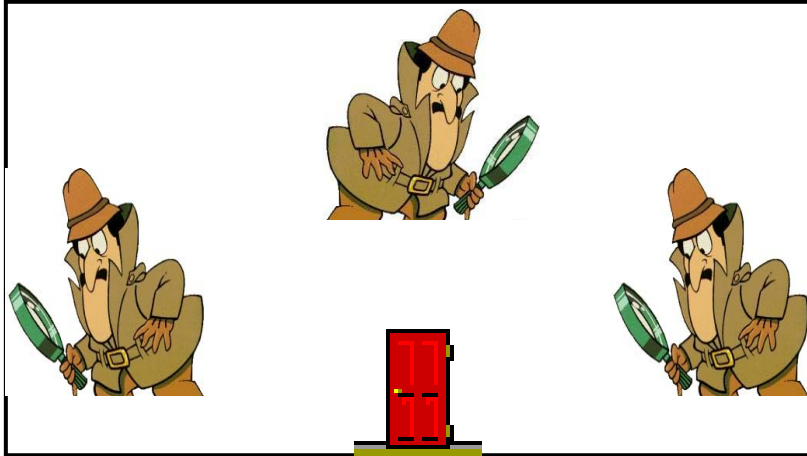
- Employ a small set of evaluators (3–5) examine interface using heuristics as a structure
- Each person evaluates the system according to the heuristics individually (~1 – 2 hours)



James Tam

## Conducting A Heuristic Evaluation (3)

- After this bring the evaluators together to pool/compare their results

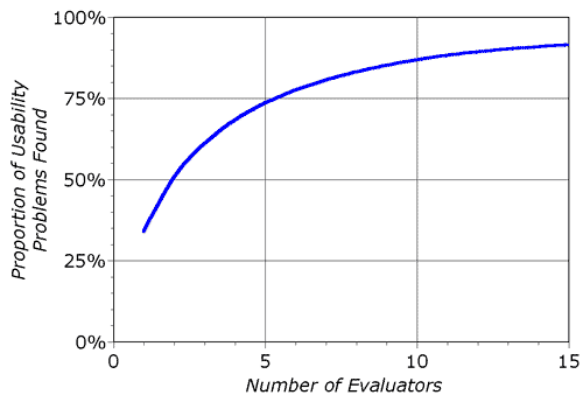


James Tam

## Conducting A Heuristic Evaluation (4)

### Benefits of group evaluations

- Single evaluator only catches ~35% of usability problems
- 5 evaluators catch ~75%



Statistics from "Usability Engineering" by Jakob Nielsen

James Tam

## Heuristic Evaluations: Who Should/Could Conduct Them

Interface experts



End users



Software development team



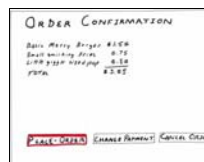
Double experts



James Tam

## Heuristic Evaluations: Types Of Systems To Evaluate

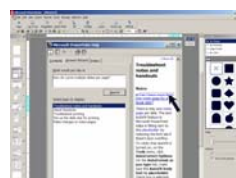
Low fidelity paper prototypes



Medium fidelity prototypes



Completed systems



James Tam

## You Now Know

### **Nine principles of design**

- Simple and natural dialog
- Speak the user's language
- Minimize user's memory load
- Be consistent
- Provide feedback
- Provide clearly marked exits
- Provide shortcuts
- Deal with errors in a positive manner
- Provide help

James Tam

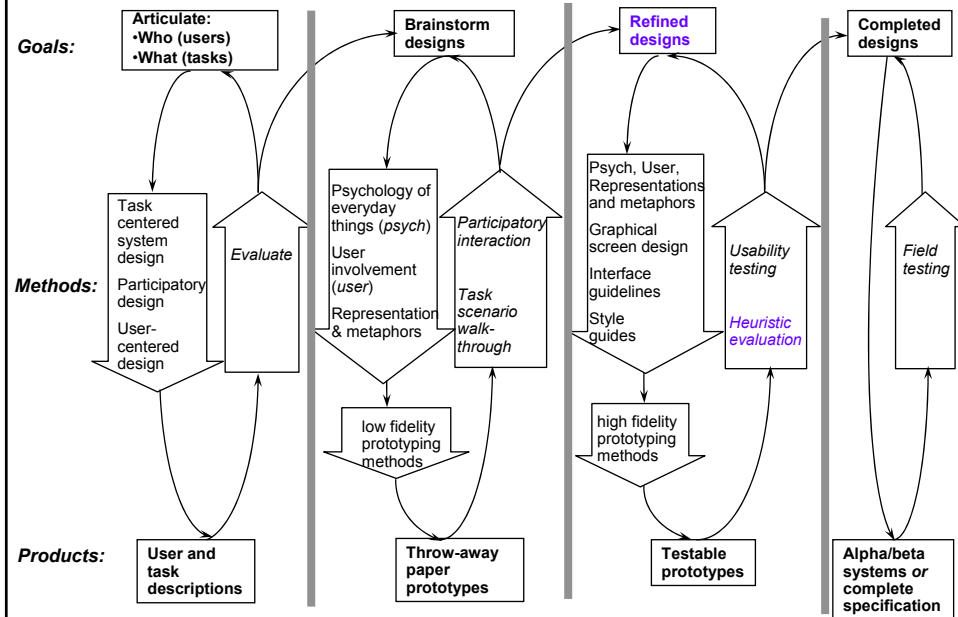
## You Now Know (2)

### **Heuristic evaluation**

- Principles can be used to systematically inspect the interface for usability problems

James Tam

# Interface Design And Usability Engineering



This diagram is a variation of the one presented by Saul Greenberg

James Tam