

Intro To Human-Computer Interaction

#4: Consistency and Standards

- People spend more time using *other products* than *your* product
- Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.
- Your "clever" solution can cause confusion

I'm Looking at YOU, Microsoft

Undo Typing ⌘ Z

Redo Typing ⌘ Y

Cut ⌘ X

Copy ⌘ C

Paste ⌘ V

Paste Special... ^ ⌘ V

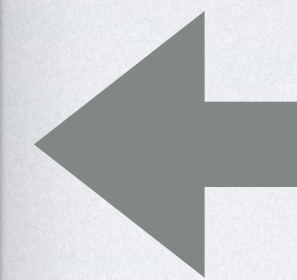
Paste and Match Formatting ⇧ ⌘ V

Clear >

Select All ⌘ A

Find >

Links...

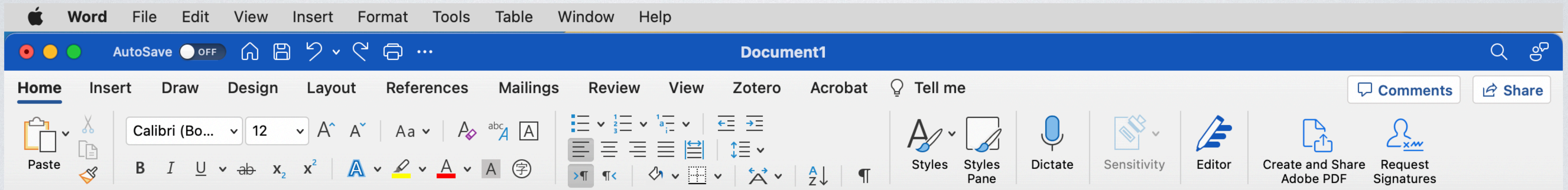


Mac standard for Redo is ⌘⇧Z

I'm STILL Looking at You, Microsoft

- ^A should move cursor to beginning of line (broken in Microsoft apps)
- Likewise ^E (end of line)

Not Just Shortcuts



- Two (!??) menu bars, THREE different sections of buttons

Error Prevention

- Good error messages are important, but the best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions, or check for them and present users with a confirmation option before they commit to the action.

Southwest

- Can't set return date before departure date

Return date

January 2023

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February 2023

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

We are currently accepting air reservations through August 14, 2023.
On February 9, 2023 we will open our schedule for sale through October 4, 2023.
This date is subject to change! Please check back frequently.

Clockify Desktop

Time entry details

Start:

End:

Total:

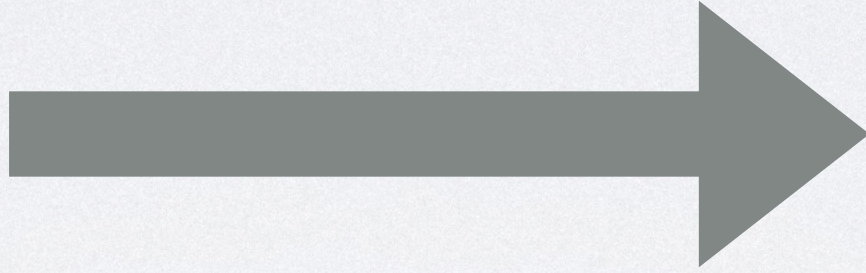
What have you worked on?

[Create new project](#)

Billable

Tags [Create new tag](#)

[Cancel](#) [Save](#)



Change start time: "2:00"

Time entry details

Start:

End:

Total:

What have you worked on?

[Create new project](#)

Billable

Tags [Create new tag](#)

[Cancel](#) [Save](#)

#6: Recognition Rather Than Recall

- Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed.

Command Line vs. GUI

- Command line requires you to remember command names
- GUI gives you lists of possible commands in menus

Capitals

- What's the capital of Portugal?
- Is Lisbon the capital of Portugal?

Excel Name Manager

- Can't see the list of named ranges in the formula editor or in the table
- Instead, use the "Name Manager": a modal dialog box!
- Close the box. What were the names, again?

The screenshot shows the Microsoft Excel interface with the 'Name Manager' dialog box open. The dialog box has a title bar 'Name Manager' and a 'Filter' dropdown menu. Below the title bar are three buttons: 'New...', 'Edit...', and 'Delete'. The main area of the dialog box contains a table with the following data:

Name	Value	Refers To	Scope	Comment
interest_rate	7%	=Sheet1!\$A\$1	Workbook	

Below the table, there is a 'Refers to:' section with a text box containing '=Sheet1!\$A\$1' and a 'Close' button at the bottom right.

#7: Flexibility and Efficiency of Use

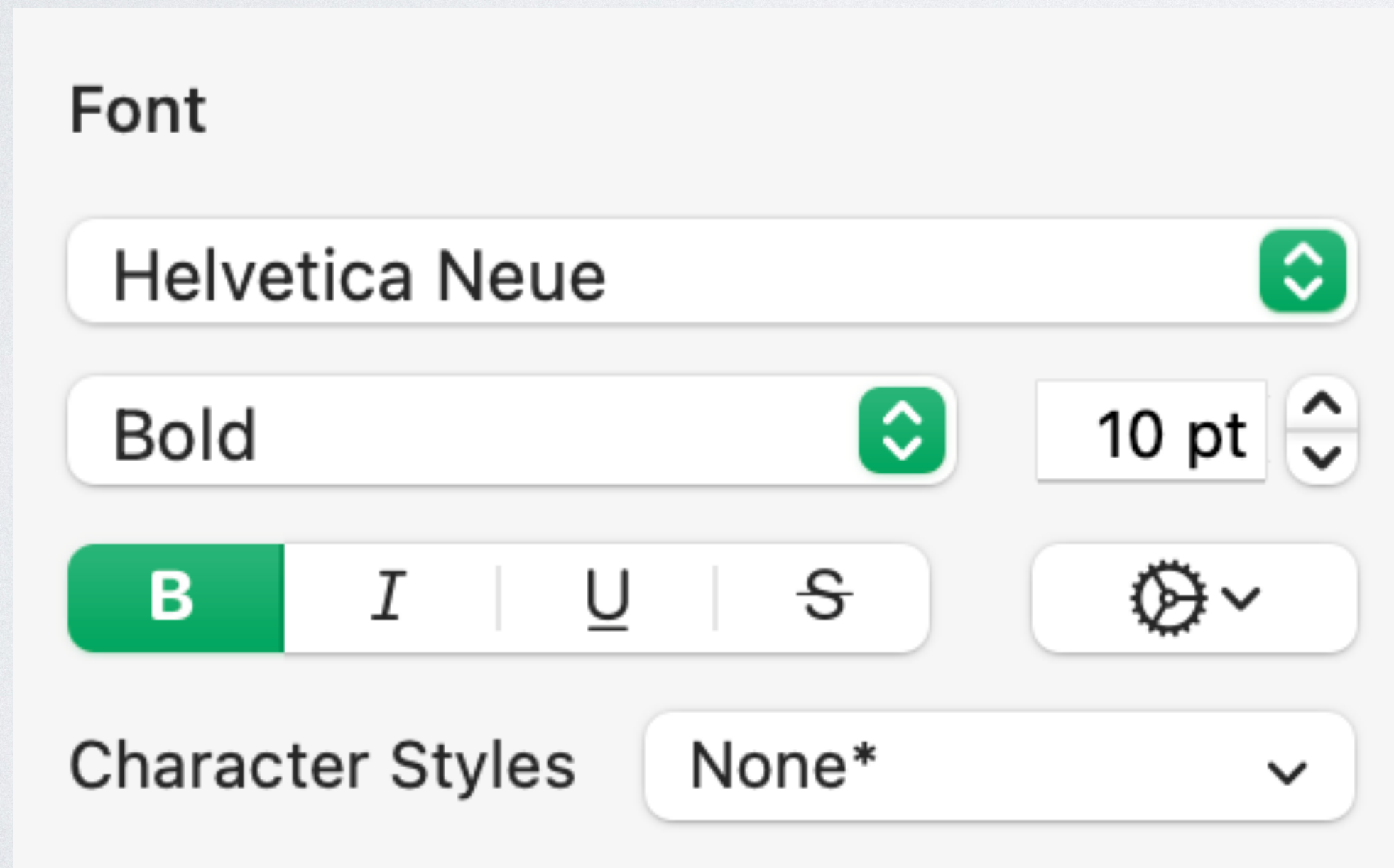
- "Shortcuts — hidden from novice users — may speed up the interaction for the expert user so that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions."
- Novices and experts have different needs
 - Novices need *discoverability*
 - Experts need *efficiency*

Sending Lots of Similar Emails

- Retype?
- Copy/paste, modify?
- Standardize, use CC/BCC?
- Mail merge
- Fancy CRM tool

Multiple Methods for One Task

- **To make text bold:**



- ⌘B



Is More Better?

- Perl motto: "There's more than one way to do it."
- Using a language feature forces maintainers of the code to understand that feature
- But no one cares whether you clicked or used ⌘B to make text bold

#8: Aesthetic and Minimalist Design

- "Interfaces should not contain information that is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility."



Google

Google Search

I'm Feeling Lucky

 Carbon neutral since 2007

Display a menu

[Advertising](#)

[Business](#)

[How Search works](#)

[Privacy](#)

[Terms](#)

[Settings](#)



Southwest learns the cost of canceling 16,700 flights

Southwest Airlines reported a loss for the fourth quarter, as the company took an \$800 million pretax hit to earnings due to the airline's holiday travel meltdown.

CEO Bob Jordan issues statement »

Trending Now

- 1. Tyre Nichols
- 2. Patrick Mahomes Injury
- 3. Donald Trump
- 4. Alex Murdaugh Trial
- 5. Russia-Ukraine War
- 6. Paul Pelosi
- 7. Madison Brooks
- 8. Poker Face
- 9. Stéphane Rolland
- 10. Sean Payton



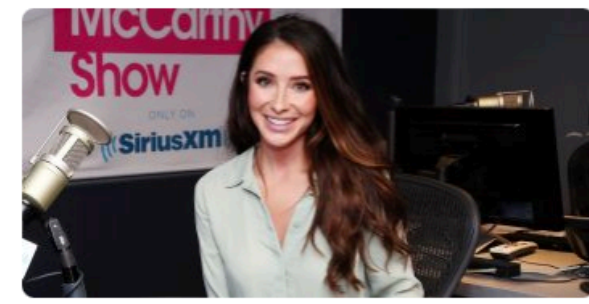
Why did San Diego waves suddenly turn bright pink?



'Cheers' favorite makes rare TV appearance in series



Store chain bars employees with 'missing, broken' teeth

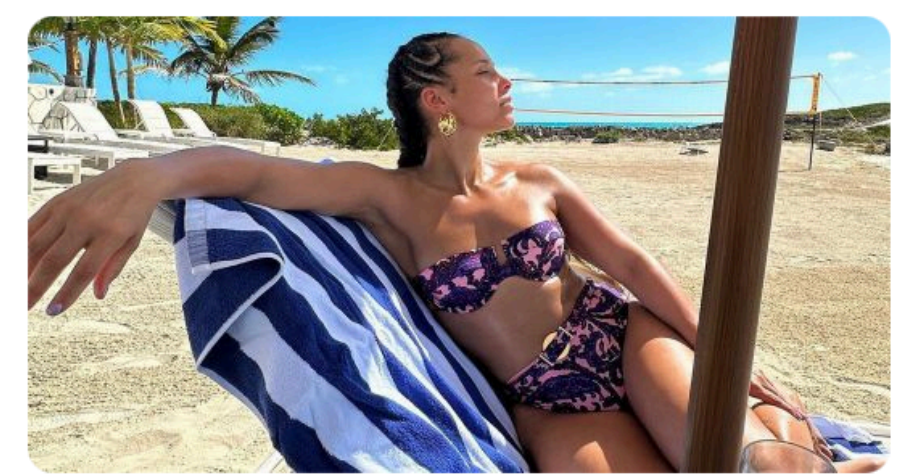


Bristol Palin has 9th surgery after breast reduction



Former NFL linebacker Jessie Lemonier dies at 25

Stories for you



Alicia Keys Rocks a Purple Bikini While on Tropical Birthday Getaway: 'Aquarius Energy'

The Grammy winner soaked up the sun in style for her 42nd birthday

Average Retirement Savings By Age: Are You Normal?

The shocking amount some people have saved, and why speaking with a financial advisor could help increase your returns and alleviate stress.



4 Signs Of Dying Liver (Write These Down)

Ad Liver Renew

Weather

San Diego

Today	Fri	Sat	Sun
68° 41°	68° 44°	60° 50°	55° 46°

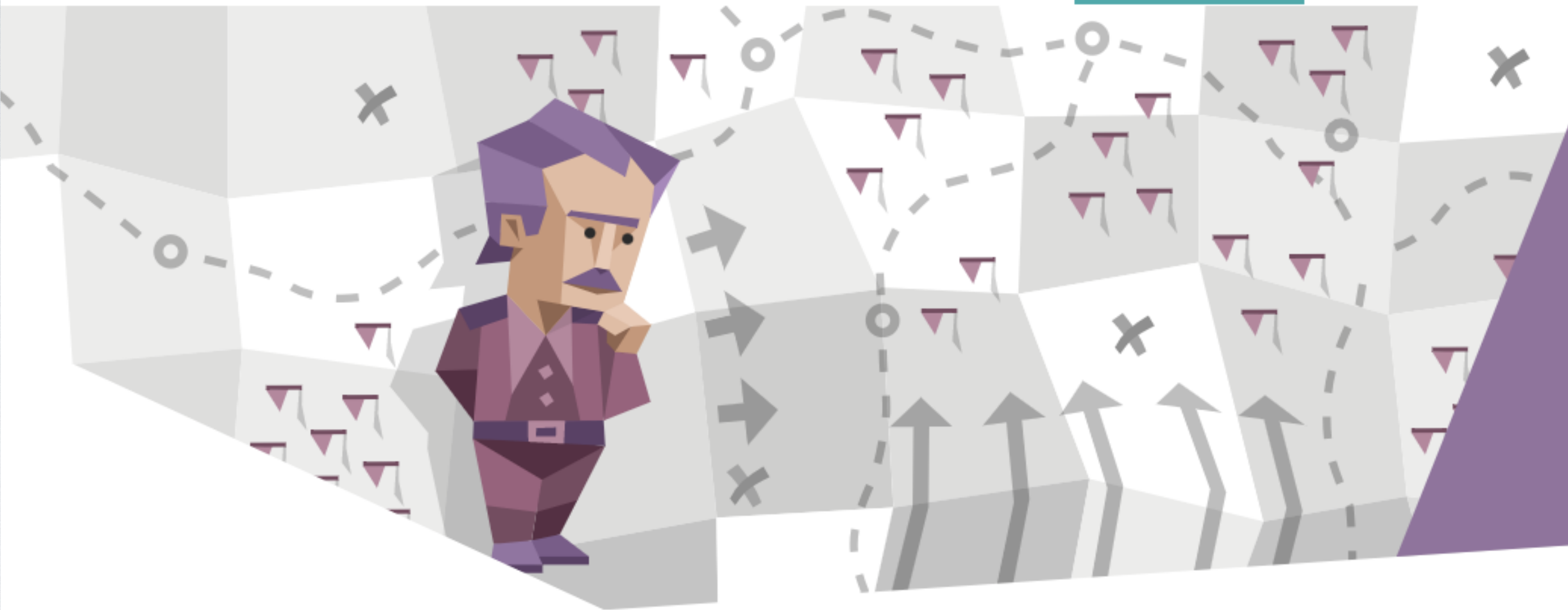
See More » AccuWeather

Scoreboard

Trending

Yesterday Today Tomorrow

St. Francis (NY) 22 Half



Architect

Personality

INTJ-A / INTJ-T

(WHAT'S THE DIFFERENCE?)

Explore This Type

[Introduction](#)[Strengths & Weaknesses](#)[Romantic Relationships](#)[Friendships](#)[Parenthood](#)[Career Paths](#)[Workplace Habits](#)

Introduction

WHO IS AN ARCHITECT (INTJ)?

An **Architect (INTJ)** is a person with the [Introverted](#), [Intuitive](#), [Thinking](#), and [Judging](#) personality traits. These thoughtful tacticians love perfecting the details of life, applying creativity and rationality to everything they do. Their inner world is often a private, complex one.

"Thought constitutes the greatness of man. Man is a reed, the feeblest thing in nature, but he is a thinking reed"

New Here?

[Take the Test](#)

Already have your results? [Log in.](#)

#9: Help Users Recognize, Diagnose, and Recover From Errors

- Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.



Sorry, a system error occurred.

error type 41

To temporarily turn off extensions, restart and hold down the shift key.

Restart

WRONG

WAY

We have a little problem.



Your Premium payment failed. Please make sure we've got your details right.



DESIGNER'S PLAYLIST

▶ SHUFFLE PLAY

Hei Bae

⬇ Kharfi • Hei Bae



Orbit

⬇ SÿDE • Orbit



I'm Just A Skipping Stone

⬇ Claire Guerreso • I'm Just A Skipping Stone



Beat the Sunrise - Gianni Kosta Remix

⬇ Michael Mizko Wong • SNBRN • Beat The Su...



How Hard I Try - Gianni Kosta Remix

⬇ filous • How Hard I Try (Remixes)



Dream - Gianni Kosta Remix

⬇ Autograf • Dream (Remixes)



Hey Hey - Gianni Kosta Remix

⬆ Welcome to Paradise (Gianni Kosta Remix) [feat...]
CS



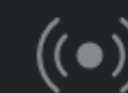
Home



Browse



Search



Radio



Your Library

Woopsie Daisy!

Looks like something went completely wrong! but don't worry

It can happen to the best of us, and it just happened to you

[Go To Homepage](#)

- Cutesy language is annoying
- Not clear what's wrong or how to fix it
- You probably just lost what you typed (sorry, not sorry)

10: Help and Documentation

- It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.
- Enable search in documentation
- Present documentation in context

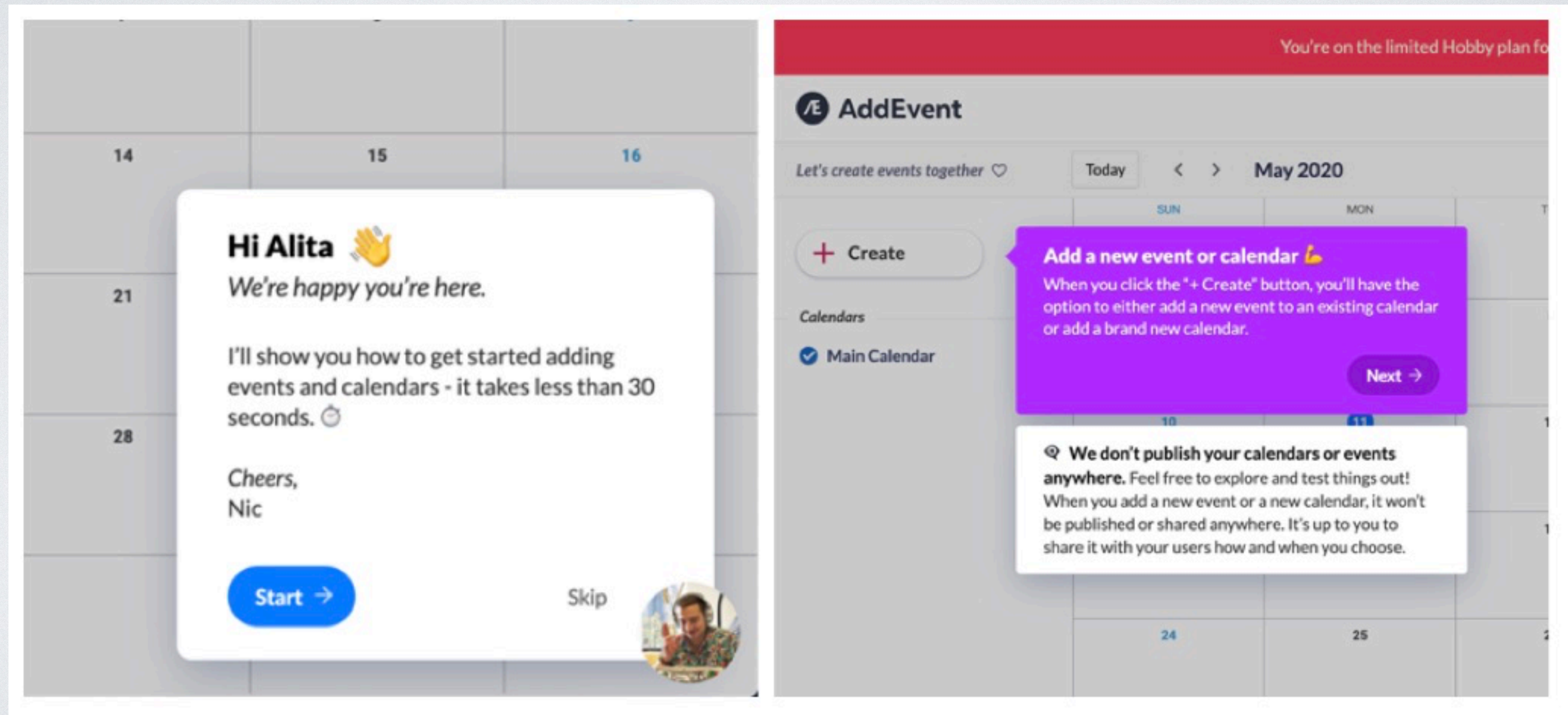
Proactive vs Reactive Help

- Proactive: help before people get stuck (e.g., tutorials)
 - Push: not relevant to user's goals
 - Pull: Just in time
- Reactive: answer questions, troubleshoot problems

Push Revelations

The screenshot displays the O'Reilly website interface. On the left is a dark navigation sidebar with the O'REILLY logo at the top. The sidebar contains the following menu items: Home, Featured (with a dropdown arrow), Explore (with a dropdown arrow), Attend (with a dropdown arrow), Newsletters, Settings, Support, and Sign Out. At the top right of the main content area is a search bar with the placeholder text "Find a Solution...". Below the search bar, a banner for an event titled "Oct 16—Spotlight on Cloud: DevSecOps Lessons Lea" is visible. A white push notification overlay is positioned in the center, featuring a close button (X) in the top right corner. The notification text reads: "Get there from anywhere", "Access live online training courses, expert playlists, and more right here —from any page. Check out our new topics, conferences and newsletter pages too.", and "Step 2 of 2". A red "Close" button is located at the bottom right of the notification. The background of the notification and the underlying website content shows a colorful, abstract pattern of overlapping squares.

Pull Revelations



Activity

- In small groups, do a heuristic evaluation of an app of your choice.
- Try to find problems that you think might present significant usability challenges to users.

Nielsen's Heuristics

- Visibility of system status
- Match between system and the real world
- User control and freedom
- Consistency and standards
- Error prevention
- Recognition rather than recall
- Flexibility and efficiency of use
- Aesthetic and minimalist design
- Help users recognize, diagnose, and recover from errors
- Help and documentation