Assignment 1

- Pick an interaction you find annoying.
- Document the steps.
- Describe the annoyance and how it can be fixed.

Interaction

- Specific system
  - Hardware
  - Software (full stack)
- Specific task
  - What is trying to be accomplished
  - Not how it is accomplished
- Specific method
  - Steps used to (attempt to) perform the task
Task

A task is:
- What the user is trying to accomplish
- The objective of the interaction from the user's perspective

A task is not:
- The actions taken by the user
- The behavior of the computer

Task Questions

Questions to determine if it is a task description
- Is the description about the user’s objective(s)?
  - Is the user the subject of the sentence?
  - Is the verb some form of wanting?
- Does the description contain terms about the interface or internals of the application?
  - Terms from the user's mental model of the task
  - Buttons, sliders, and other widgets are not part of the task.
  - Databases, engines, and IO devices are not part of the interface.
  - If the task domain is a computerized system, these rules do not work.
Documenting the Steps

- What atomic actions does the user perform?
  - Includes what the user is trying to do by the action
- What responses does the system make?

Atomic Actions

- Physical
  - Mouse click
  - Mouse movement
  - Key stroke
- Cognitive (Mental)
  - What the user (not the designer/programmer) considers a single action
    - Enter a text string into a field
    - Press a button
Example Assignment 1
Hardware and Software

Hardware and OS
- Hardware: HP TC1100
- Software: Outlook Express 6, Version 6.00.2900.2180 (xpsp_sp2_rtm.040803-2158)

Example Assignment 1
Task
I want to make a permanent copy of the image (of a goose) currently displayed.
1. I decided to save the image.

2. I right clicked on the image.
3. I clicked on the “save” button.

4. I clicked on the “no” button in warning window.
5. I moved mouse to the “file name” field.

6. I changed the file name.
7. I clicked on the “save” button.

8. I receive feedback that the task is complete.
Example Assignment 1
Annoyance Description

I was annoyed in step 4 that I was allowed to try to save the image with a file name that already exists.
I was annoyed in step 6 that I had to guess a file name that had not already been used.

Example Assignment 1
Why I was annoyed

- I was annoyed by step 4 because the system set me up to fail. The system could have determined that the file name was already used and given me different options that one that would fail.
- I was annoyed by step 6 because I was not provided enough information to choose a file name that was not already used.
How to fix the annoyance

Instead of presenting a simple save dialog in step 3, the system could present a dialog with the following choices:

- Overwrite file with name
  “goose_resized_2001_1024”
- Save with new name, suggested name
  “goose_resized_2001_1024_1”
- Change directory
- Cancel