

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 *users 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 users 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

OS: Microsoft XP, Tablet PC Edition 2005,
Version 2002, Service Pack 2

Software: Outlook Express 6, Version
6.00.2900.2180 (xpsp_sp2_rtm.040803-
2158)

Example Assignment 1

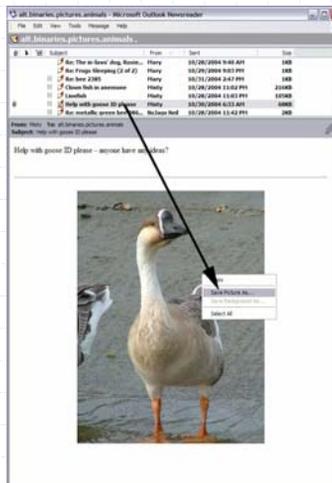
Task

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.



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