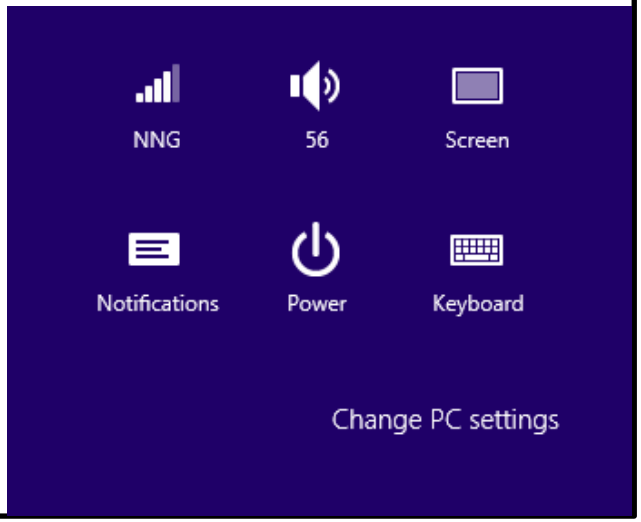
Our Famous Punching Bag – Usability Issues

- **Flat Style Reduces Discoverability**

Where can you click? Everything looks flat, and in fact "Change PC settings" looks more like the label for the icon group than a clickable command.

- **Low Information Density**
- Amount of Info projected on a window is drastically reduced.
- **Overly Live Tiles Backfire**

✓ Misuse for all apps results in apps being not recognised!



MORE ON USABILITY

Some of the key factors affecting Usability are

- Format of Input
- Feedback
- Visibility
- Affordance – added by Donal Norman/
- **Affordance** of an object **--**sort of operations/manipulations that can be done on or to it.
- Examples such as A door affords opening
- **Visibility** – mapping between control and its effect. Eg. Cars have good designed controls – steering wheel has only one functionality – **good feedback – easy to understand**
- **Really bad ones follow…….**

MORE ON USABILITY

- Mobile Phones and VCR's score poor on visibility front
- There is little visual mapping between control and user goals
- Also controls have multiple functions…
- Who can miss out the **Set Top Box Remotes!!**
- **Elders have simply lost the charm of watching TV**…
- And to make things worse…..multiple designs with functionalities being supported not in a consistent manner**…**
- One more interesting case – How many of us read the **product manuals** given with products such as phones, washing machines, etc.
- Golden Theory in Design –**Blame the Design, Not the User**

- **It is the Duty of Machines and Those Who Design them to Understand People –Don Norman**
- **Bad UX and UI Makes Users Blame Themselves**
- User hate uncertainty, and do anything to escape it, as quickly as possible— even if it means lying to themselves.
- Design isn't about pushing pixels. It's about advocacy.
- it's not about the user understanding technology, but about the technology (and those who create it) understanding them
- **Design is a CONFIDENCE GAME**
- Plenty of Success and Failure Stories! – what better example than Google Search Engine for Usability . Many who visit sites via google even when they know the exact url! That sums up Google's Popularity and Usability

Disciplines Contributing to HCI

- Computer Science – technology, software design, UIMS,etc.
- Cognitive Psychology – information processing capabilities, limitations, etc.
- Social Psychology – Social + Organizational structure
- Ergonomic and Human Factors – Hardware Design, Display Readability, etc.
- Linguistics – Natural Language Processing
- Artificial Intelligence – intelligent Software
- Engineering & Design – Graphic Design, etc.
- ……

Some of the Issues / Factors in HCI