CSCU9N5 - Multimedia and HCI
Tutorial 1: UX Design in Practice
Week of 17th September and 24th September 2018

Aim: *To consider general practical design issues and usability*
Relevant reading material: *Don Norman's book "The Design of Everyday Things"*

Preparation: Choose a product with interesting design features and prepare around **8 minutes** of discussion of good and bad aspects of the product design. Consider how the designer has helped the user to have a good experience. Your discussion should illustrate at least two of Shneiderman's golden rules of good design:

- Strive for consistency
- Enable frequent users to use shortcuts
- Offer informative feedback
- Design dialogues to yield closure
- Error prevention/handling
- Permit easy reversal of actions
- Support internal locus of control
- Reduce short-term memory load

You might also consider the goals, operators, methods and selection approach to considering the design of your item, and the principle of "know thy user".

What sort of product?
Ideally it will be a small physical item (so you can bring it to class). Bring something that has some design features you can talk about both positively *and* negatively. Phones, tablets and computers, and general software are forbidden, but you are allowed to talk about a specialist piece of software. Be creative! Kitchen gadgets, household items, things with buttons and levers are all good. It can be a large item you can describe (such as a vending machine on campus, or your washing machine) (don't actually bring large items!)

To help you get started here are some questions you might try asking yourself about your chosen product:

- If it has controls (e.g. buttons or levers), is it obvious which buttons do what?
- What shape/size are the buttons? Is there any reasoning behind their shape/size?
- Where are the controls positioned? Is that important?
- Is there any feature of the product that particularly irritates you as a user?
- Is there any feature of the product that repeatedly leads you to making mistakes with it?
- Is there any feature of the product that you find particularly helpful? Unhelpful?
- Can you see any design feature of the product that compares favourably with other products that perform similar tasks?
- Are there any design improvements you would personally prefer for the product?
- Who is your product designed for? Are there aspects of the design that suit a particular user group?

Remember to tie all of this to the Shneiderman principles.

In the tutorial: listen actively to the other presentations and be prepared to ask questions.