



UI TENETS+TRAPS



TENET	If Tenet satisfied, user:	If Tenet violated, user:	TRAP
⊕ UNDERSTOOD or UNDERSTANDABLE Perceptible Noticeable Comprehensible	knows what to do based on prior learning has the potential to notice what they need to notice notices what they need to notice understands the meaning of what they notice	seeks understanding has nothing to notice doesn't notice what they need to notice notices what they need to, but doesn't understand its meaning	⊖ Unfamiliar Invisible Element ⊖ Effectively Invisible Element ⊖ Distraction ⊖ Bad Icon, Label, or Affordance ⊖ Inviting Dead End ⊖ Unanswerable Question ⊖ Poor Grouping ⊖ Ambiguous Feedback
⊕ PHYSICALLY EFFORTLESS	physically interacts quickly, comfortably, and accurately	fails to physically interact quickly, comfortably, or accurately	⊖ Physical Impediment ⊖ Accidental Activation
⊕ RESPONSIVE	gets a fast response from the system	gets a slow (or no) response from the system	⊖ Slow or Non-Response
⊕ EFFICIENT Reduced Predictive When Certain	is not required to take any unnecessary steps or remember something the system could remember for them saves steps because of good system prediction	is required to take unnecessary steps or remember something the system could remember for them takes additional steps because of poor system prediction	⊖ Unnecessary Work ⊖ Bad Prediction
⊕ FORGIVING	can undo actions	can not undo actions	⊖ Irreversible Action
⊕ DISCREET	does not unexpectedly disturb others around them	unexpectedly disturbs others around them	⊖ Embarrassing Event
⊕ PROTECTIVE	never loses data unintentionally	loses data unintentionally	⊖ Data Loss
⊕ HABITUATING Sense of Home Non-Redundant Consistent w/Expectations	can always get re-oriented to a single familiar place in one step doesn't have to choose from alternate ways to do something gets predictable responses to actions – does not need to attend to the system	can not always get re-oriented to a single familiar place in one step must choose from alternate ways to do something gets unpredictable responses to actions – is required to attend to the system	⊖ Homelessness ⊖ Gratuitous Redundancy ⊖ Variable Outcome ⊖ Wandering Element ⊖ Inconsistent Appearance
⊕ BEAUTIFUL	finds things attractive and "on-brand"	finds things unattractive or "off-brand"	⊖ Unattractive or Off Design Language