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Question 2

A common type of software in today’s age is mobile banking like depositing a check using your smart phone by signing and taking pictures of the check with your bank app. The users’ motivation to use this kind of software would be not being able to go to their specific bank branch in person to deposit the check., another motivation to use this kind of interface would be to educate the users. In a case where an end user wants to prepare themselves for a situation where they must use this interface they will have to download the app on their cellular device to make such transaction. For this type of software, the guidelines that must be followed are making the actions simple and short for it to be easily retained if done weekly, bi-weekly, or monthly (depending when users get paid). Next, a two-step verification method should be implemented so that users verify the amount they are depositing. Then, some form of information letting users know when their funds will be available. This is to give users sense of security, control, and education. From personal experience of using the Chase Mobile app and comparing its interface to Bank of America’s mobile app, I can conclude that both interfaces follow these guidelines. First users input the actual value of their check, then they take pictures of both sides, and finally, after reviewing the information they submitted they can choose to deposit the check.

Another common kind of software is a car or any kind of automobile, the motivation behind users using vehicles and their software is because it is a mode of transportation that is essential to some users’ everyday lives. Another motivation is if a user buys a new car they would have to learn how to handle it effectively. One guideline an interactive developer may use to help develop good interactive solutions is keeping button icons the same in different cars made. This will reduce errors and give enough time to learn and increase retention over several period of time, as well as speed and performance. With this guideline in place users can hop into most cars and be able to drive it with very little to no errors at all, as errors behind the wheel could put people’s lives in danger.