The Voice Loop system served to facilitate efficient communication, cooperation and synchronization of information between mission control practitioners at NASA.

The separation of loops based on the detail level of the information would’ve facilitated learning of events, as the big picture of the situation can be obtained before doing further investigation. The separation based on the type of information led to a separation of concerns which improved ease of navigating the system and made it apparent which loops need to be checked, thus, decreasing confusion and in turn the probability of situational impairments occurring**.**

The ability to listen into loops reduced untimely interruptions, which according to a study, “increase more time to complete in cognitive tasks and produce more errors in skill tasks” [1]. Also, the individuals delivering the messages did not have to keep in mind who needs to be informed, thus, reduced relying on memory, in turn making the system more robust.

Comprehending the information on several loops running simultaneously was effective due to our selective hearing**,** meaning we only focus on hearing what’s important. Also, being able to pick loops, served to help with this, by reducing noise.

Flexibility into the system was introduced by allowing users to choose loops to listen to and adjust the volumes of the loops, both mainly served to segregate loops, but as well, adjustable volume could have improved accessibility for some individuals with hearing impairments.

After studying voice loops, I found that they were more effective than they first seemed. There was nothing complex about these loops themselves, but their effectiveness came from the way they were structured and used, specifically the way we process and learn information was considered to increase the functionality of this system, whilst maintaining simplicity.

# References

Cheol Lee, B. and G. Duffy, V. (n.d.). *The Effects of Task Interruption on Human Performance: A Study of the Systematic Classification of Human Behavior and Interruption Frequency*. [online] p.137. Available at: https://interruptions.net/literature/Lee-HumFactorsErgonManufServIndust15.pdf [Accessed 2 Dec. 2018].