INFO3315 mini assignment 2

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Question 1 conceptual model

1. A) Conceptual model is a highly simplified model of how things functions.

benefit 1: Provides a general description on how a system functions and operates.

Benefit 2: Helps designers to plan their product before actually getting into production process

B) 1. Designer’s model: how the system should work( from designer perspective)

2. system image: How the system is presented to the user (e.g. presented by interface, manual, etc )

3. user’s model: The user‘s understanding of how the system works( from user’s perspective) .

1. A) Amazon.com uses the metaphor of an electronics shop. The item categories are like shopping shelves, while products are distinguished by their type and placed in rows, just like in real shop.

B) 1. The search bar

Because real shop doesn’t provide search function, the search bar can make the interface more efficient for its users in e-shop, thus improving the usability.

2. the localization option

Not many real shops have multi-language support for its customer. An additional element of localization option can drastically increase the user experience of foreign users, thus improving the usability.

Question 2 interaction types

1. Conversing: the payment system should be easy to use since people pay money in their car and some people may have disabilities(users may be physically restrained to use the system). Conversing interface is comfortable to use and therefore meets the requirement .
2. Exploring: for a navigation system, the interface must be as immersive as possible, and exploring suits. The exploring interface allow user to explore the foreign town forehand just like what they do in real life, therefore is a good choice.
3. Manipulating: for presenting pictures, the most needed feature is immediate feedback(what see is what you get). For this reason, manipulating interface fits the requirement the best, and it’s extremely easy to use since users can use it just like in working with real objects.
4. Responding: for a racing game, users must be given their current car’s situation first( speed, traffic, etc), then react to it by input operation. Therefore, a responding interface can present user most information before they make up their mind for a solution to win the game, in different contextual racing situations.

Question 3 analyse interfaces

Affordances: The card insertion socket.

for the card-insertion socket, given the device is an ATM, the shape of socket gives a clear suggestion that it’s used to insert the card to the user, without need of further instructions, therefore easing the learning process.

Visibility: the operation number pad.

On the operation pad, every button is clearly visible to the user, while each of them serves a function. Therefore, nearly all normal operations can be completed by operating with visible interface elements, except malfunctioning( like card get stuck).

Feedback: the screen.

The screen is a GUI that can both present information and provide operation to the user. Every user operation on the screen or on the pad can be clearly reflected on the screen as a visual feedback, like number inputted and instructions.

Mapping: the buttons on side of the screen

The buttons on side of the screen are spatially analogized, each button is aligned to control a specific position of the screen, with visible lines linking the button to the screen part it controls. This helps the user to easily learn about how to use these buttons to interact with the device.

Constraints: The card insertion socket.

The shape of socket is not only a suggestion to user, but also a physical constraint. The shape ensures that only the card will fit in it, therefore preventing user inserting unwanted objects into it mistakenly and damaging the machine.

Consistency: the number pad.

The number pad provides both internal and external consistency for the interface. That makes user easy to learn on first try and remembering how to use the interface for future usage. On internal one, the operation for withdrawing money is same every time( use the numpad to enter the password), while on external one, almost every ATM machine uses same operation to withdraw money.