

Discussion 7 UI-UX Interface

Discussion Topic:

Think about the worst interface that you have ever worked with. Describe it briefly, and then critique it based on the design concepts introduced in this module.

Then, think about the best interface that you have ever worked with. Describe it briefly, and then critique it based on these same concepts.

My Post:

Hello class,

My job often requires me to assist customers, via a phone call, who are experiencing printing issues on Windows platforms. Back in the day, I had an extremely difficult time navigating these issues using Windows 8 Metro OS. The OS, which was released in 2012, had the worst interface I have ever interacted with.

The Windows 8 Metro OS release was an attempt to unify tablets (mobile devices) and desktops, but in my opinion, it completely ignored how people actually used PCs at the time, with Windows 7. It completely ignored the Golden Rules of putting the user in control. For example, in Windows 8, the Start Menu, a 17-year-old feature at the time (implemented in 1995), was removed, forcing users in booting to a tile-based UI “Metro” (Windows Store apps) screen feature that no one asked for, and on top of it, this feature was not easily excitable, confusing, and frustrating even more, already irritated users.

Additionally, the OS interface used the hot corners feature, 6x6 pixel areas at the edges/corners of the screen, which triggered an action (e.g., display a menu) when a mouse cursor hovered over them. This impacted the user’s memory load because there were few visual cues to help recognize what the hot corner actions were. The OS interface had other issues, too many to list here. Anyhow, in 2023, Microsoft released Windows 8.1, which restored the Start button (linking the Start Screen) and allowed users to boot directly into the desktop instead of the Start screen on login.

Although I can argue that the Mac OS interfaces are the best interfaces that I have ever used, in the context of my job, the best interface that you have ever worked with is the Windows 11 OS interface. Windows 11 is a significant improvement over Windows 8. Microsoft definitely used an interface design evaluation cycle to develop it, and it shows. In my opinion, the interface melded with the average Windows platform's users' mental model as it provides a more centered, clean, and modern workspace that prioritizes Windows users' (e.g., office employees and gamers) wants and needs.

The OS interface provides flexible interaction by allowing users to easily toggle between different desktop views and Snap Layouts. This places the user in control. The interface also utilizes defaults and a layout that focuses on the users, not the functionality that an app or a service provides. For example, the centered Taskbar and Start menu focused on providing visual cues, allowing a user to recognize past use actions, apps, or services rather than having to recall them from memory. The interface also provided many other improvements from the previous version (Windows 8). In the

context of my job, these are the two examples that are useful to me, and examples of how to properly implement the golden rules to improve positively user experience

-Alex