SDM COLLEGE OF ENGINEERING AND TECHNOLOGY

Dhavalagiri,Dharwad-580002, Karnataka State, India.

Email: cse.sdmcet@gmail.com

DEPARTMENT OF COMPUTER SCIENCE AND

ENGINEERING

A Report

On

Minor work Task-2

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By

Mr. Sumpreetsing S Rajaput   USN : 2SD22CS112

Contents

Problem Statement : Study the concept of "USABILITY".Prepare a report on USABILITY of atleast TWO UIs of major software product you have seen.

INTRODUCTION :

Usability refers to the ease with which users can interact with a product, system, or service. It encompasses various aspects that contribute to a user's experience, including learnability, efficiency, memorability, error frequency and severity, and user satisfaction. Effective usability is crucial for ensuring that products meet user needs and provide a positive experience.

KEY USABILITY PRINCIPLES :

- ➢ **Learnability:** The product should be easy for new users to learn and understand. Intuitive design helps reduce the learning curve.
- ➢ **Efficiency:** Once users have learned the design, they should be able to perform tasks quickly and with minimal effort.
- ➢ **Memorability:** Users should be able to return to the product after a period of not using it and easily regain their proficiency.
- ➢ **Error Management:** The product should minimize user errors, provide clear error messages, and offer easy recovery options.
- ➢ **Satisfaction:** Users should have a positive experience with the product, feeling that it meets their needs and expectations.

USABILITY ANALYSIS OF TWO MAJOR SOFTWARE PRODUCTS:

1. Google Chrome

Overview :

Google Chrome is a widely used web browser known for its speed, simplicity, and robust performance. It serves millions of users worldwide across various platforms, including Windows, macOS, Linux, Android, and iOS.

Key Usability Features :

1. **Learnability**

- **Intuitive Interface:** Chrome offers a clean and minimalistic design with straightforward navigation. New users can easily understand how to open tabs, bookmark pages, and access settings without extensive guidance.

- **Onboarding Tutorials:** For first-time users, Chrome provides helpful prompts and tooltips that guide them through essential features, enhancing the initial learning experience.

2. **Efficiency**

- **Fast Performance:** Known for its quick page loading times and efficient resource management, Chrome allows users to browse the web seamlessly.

- **Extensions and Shortcuts:** A vast library of extensions enables users to customize their browsing experience, while keyboard shortcuts streamline common tasks, boosting productivity.

3. **Memorability**

- **Consistent Design Across Devices:** Chrome maintains a uniform interface across different platforms, making it easy for users to switch devices without relearning the layout or functionality.

- **Sync Feature:** Users can synchronize bookmarks, history, and settings across multiple devices, ensuring a consistent and memorable user experience.

4. Error Management

- **Clear Error Messages:** When issues arise, such as failed page loads or connectivity problems, Chrome provides clear and actionable error messages.
- **Recovery Options:** Features like session restore help users recover their previous browsing sessions after unexpected shutdowns or crashes.

5. Satisfaction

- **User-Friendly Experience:** The combination of speed, simplicity, and customization options leads to high user satisfaction.
- **Regular Updates:** Frequent updates ensure that Chrome remains secure, feature-rich, and aligned with user needs, contributing to sustained user trust and approval.

2. Adobe Photoshop

Overview :

Adobe Photoshop is a leading graphic design and photo editing software used by professionals and enthusiasts alike. It offers a comprehensive set of tools for image manipulation, graphic design, and digital art creation.

Key Usability Features:

1. **Learnability**

- **Extensive Tutorials and Documentation**: Adobe provides a wealth of tutorials, guides, and community forums to help new users learn Photoshop's complex features.
- **Customizable Workspace**: Users can customize their workspace to focus on the tools they use most, reducing the initial overwhelm and facilitating easier learning.

2. **Efficiency**

- **Advanced Tools and Shortcuts**: Photoshop offers a wide array of powerful tools and keyboard shortcuts that enable experienced users to perform complex tasks quickly and efficiently.
- **Automation Features**: Features like actions and scripts allow users to automate repetitive tasks, enhancing productivity.

3. **Memorability**

- **Consistent Interface**: The user interface remains consistent across different versions, helping users retain their knowledge and skills over time.

- **Modular Tool Panels**: Tools are organized into panels that can be customized and rearranged, aiding users in remembering where specific tools are located based on their personalized layout.

4. Error Management

- **Non-Destructive Editing**: Features like layers and adjustment layers allow users to make changes without permanently altering the original image, making it easy to undo mistakes.
- **History Panel**: The history panel lets users step back through previous actions, providing a safety net for error correction.

5. Satisfaction

- **High Customizability and Flexibility**: Photoshop's extensive feature set meets the diverse needs of professionals, leading to high satisfaction among its user base.
- **Community and Support**: A large community of users and ample support resources contribute to a positive user experience, although the software's complexity can be daunting for beginners.

CONCLUSION :

Usability is a critical aspect of any software product, ensuring that users can effectively and efficiently achieve their goals with minimal frustration. By focusing on key features like learnability, efficiency, memorability, error management, and user satisfaction, products become more intuitive and user-friendly.