Unit1.1) Lecture: Introduction to HCI

Usability Engineering: Gathering data methodically (quantitatively, empirically)

**Avoid fatal flaws in software: Norman’s 2 gulfs**

Gulf of execution: Go from goal in head to actually doing it.

Gulf of evaluation: Knowing whether or not you have it wrong.

**Goals**: Make people more effective, improve safety and up utility/learnability/memorability/efficiency.

**Process Activities (for user experience) Interactive Design:**

1. Identify requirements of user experience.

2. Develop alternative designs.

3. Build interactive versions of the design

4. Evaluate the design usability

**Design Principles:**

Visibility of User’s Options: answers the question ’what actions can I do now’.

Feedback: Lets you know what action is being performed (EX: sound when picture taken, sound on click)

Constraints: Prevent errors (Menus prevent typing errors because you can only click options)

Internal Consistency: Same ways to do things throughout the software

Affordance: Clarify how user should interact with action. (Text-box known for typing, button = clicking)