Ali Mirabzadeh

CS 188

Assignment 1

b)

1. Sony Vio Due 13 Lap-top: This is a multifunctional laptop, tablet and laptop, where the screen would come on the keyboard so that the user can use it as a tablet. It has a touch screen feature. I had this laptop for almost 5 years, and, over the time, I faced so many struggles due to its design. The laptop has a very small keypad where it makes it very difficult to use, so I had to use the touch screen feature for the most part. I was not able to adjust the screen. When from the tablet mode, you would go to the laptop mode, you can’t adjust the screen; it always stays at a fixed angle. Due to its weight, it was hard to use it as a tablet. Also, it has a pen to write notes; however, it is useless for the most part as if you try to write something and if your hand touches the screen while writing with the pen, the page would scroll, or you’d encounter some unexpected results. I think the issues with this laptop I mentioned would fall into Flexibility and efficiency of use category. As the aforementioned issues restrict flexibility and efficiency of use for the users. However, such a design is aesthetic and has a minimalistic design. Since this is a hardware design, we can’t really talk about other *Usability Heuristics for User Interface Design.* I think it is hard to avoid such issues as if the designers had made the keypad bigger then the laptop would have become larger/heavier; hence, its tablet functionality would have become completely useless. I think in hardware design the designers have to sacrifice a feature or two to implement another feature. Such sacrifice would result in what I experienced, an unjoyful user experience.

As you can see, the keypad is so small, and the screen is not adjustable.

An open computer sitting on a table

Description automatically generatedA computer

Description automatically generated

1. Microsoft Office Word

A lot of people use this software. It is basically a software that the users can write and edit texts. The users vary from students to professionals or anyone who wants to write something. Using this software, I have encountered a bad HCI which Microsoft has a solution for it; however, I think Microsoft’s solution is not straight forward and is not easy for the users to use.

The HCI issue is deleting an unused/blank page. To do so the user needs to go to bottom of the page that wants to delete and hold backspace to delete the desired page. Sometimes this method has not worked for me and I don’t know why.

This flaw in software would fall in *Match between system and the real world, Consistency and standards, and Flexibility and efficiency of use.* My suggestion for this flaw in design is having an icon for deleting page or by right clicking on an unwanted page there should be an option to delete the desired page. Then there should be a pop-up confirmation to ensure that user didn’t click on deleting the page on accident. This solution would be consistent and standard, it is efficient to use, and finally it matches between system and real world.

Below you can see screenshot of a blank page in Microsoft Office Word. When you right click on it as you can see there is no option to delete the blank page

A close up of text on a black background

Description automatically generated