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Exercise 5 Part 2

One of our designs biggest flaws is many menu options to get to the user's goal. This is a problem for efficiency of use and user control / freedom. Basically, when the user first opens the app they will have to provide information about themselves (name, email, job position, etc). Then, they will have to go through multiple menus asking what type of email they would like to compose (ex: writing to a prospective employer, sending a mass email to your workers, a student writing to a professor, etc). This would most likely start with general questions then get more specific such as, 1. Are you a.... Student, professor, employer, 2. Are you writing to Another student, a job offer, a professor; and so on. This may be aggravating to users after the first time through. This problem is pretty severe and we may be able to solve it by having users search for the type of email they desire instead of going through menus to find it.

Another design flaw we have is with matching between system and real world. Our program realistically will be difficult to work with all age groups and types of people. Older people have different speaking / writing standards than younger people these days. The application should be understandable among all users. This isn't that serious of a problem because it won't prevent anyone from using our application, just may make it more complicated for older users (as a lot of new applications are). This may be solvable by having two different interfaces or language used depending on an age the user supplies or changing the settings.

A third design flaw is error prevention. Since most of the time, users will be entering their own information, either into an email template or text boxes, there is room for user error that will be difficult to detect. Of course, we can spell and grammar check but if a user is emailing a professor and misspells their name, there isn't a way we can really check for that for them. There are a few examples of entries like this that similar to any spellcheck or document cannot be fixed without the user realizing the error such as names, email addresses being correct, or personal information. This is a somewhat serious issue as we wouldn't want users to blame our application or claim it doesn't work when an error was actually their error not ours. A potential solution could be giving a big emphasis on having the user reread their document themselves, double checking email addresses and any personal information / names they may have entered.