HCI Assignment Final – 01

1. **It has been suggested in this chapter that consistency could be considered a major category of interactive principles, on the same level as learnability, ﬂexibility, and robustness. If this was the case, which principles discussed in this chapter would appear in support of consistency?**

* consistency is designed based on principles which we matter. principles like reliability and fraternity, etc.

1. **Find as much information as you can on ISO standards that relate to usability. (Hint: Many standards are discussed in terms of ergonomics.) How many different standards and draft standards can you find?**

* In the dusty institutions where usability standards gather to party with each other, ISO 9241 is a bit of a celebrity. It is widely cited by people who would be hard pushed to name any other standard, and parts of it are virtually enshrined in law in some European countries (such as the UK). But as is the fate of many celebrities, all most usability professionals know about the standard is its name: “Ergonomic requirements for office work with visual display terminals (VDTs)”. Ah, VDTs: as evocative of the eighties as yuppies and punk rock music. This makes the standard seem out of date, but don’t be fooled. ISO have renamed it: as the parts are re-issued, they will adopt the much sexier title, “Ergonomics of Human System Interaction”.

1. **Distinguish between principles, guidelines, and standards, using examples of each to illustrate. Why is context important in selecting and applying guidelines and principles for interface design? Illustrate your answer with examples.**

* **The difference between these is that standards are high in authority and limited in application, whereas design guidelines are low in authority and are more general in application. The best user interface guidelines are high level and contain widely applicable design principles.**

Standards

Increasing authority

Guidelines

Increasing generality