#1: Visibility of system status

- **The system should always keep users informed about what is going on, through appropriate feedback within a reasonable time.**
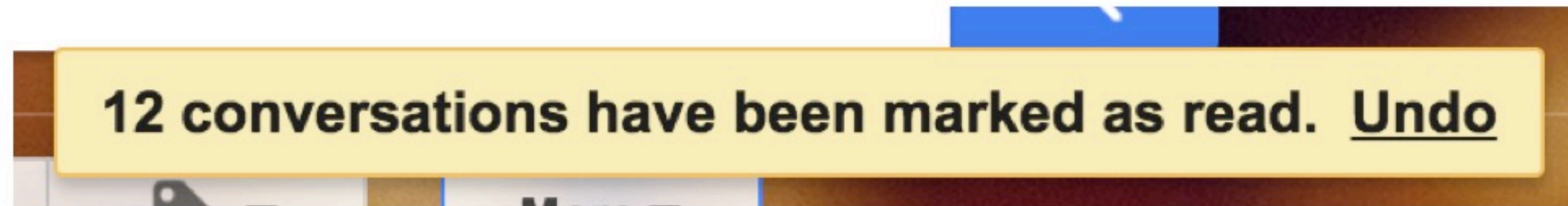
#1: Visibility of system status

- **Why?**

- **Knowing what actions are available bridges the Gulf of Execution**

- **Knowing how the system responded bridges the Gulf of Evaluation**

- **Echoes Norman's principles of Feedback and Constraints**

#1: Visibility of system status

- **Feedback**

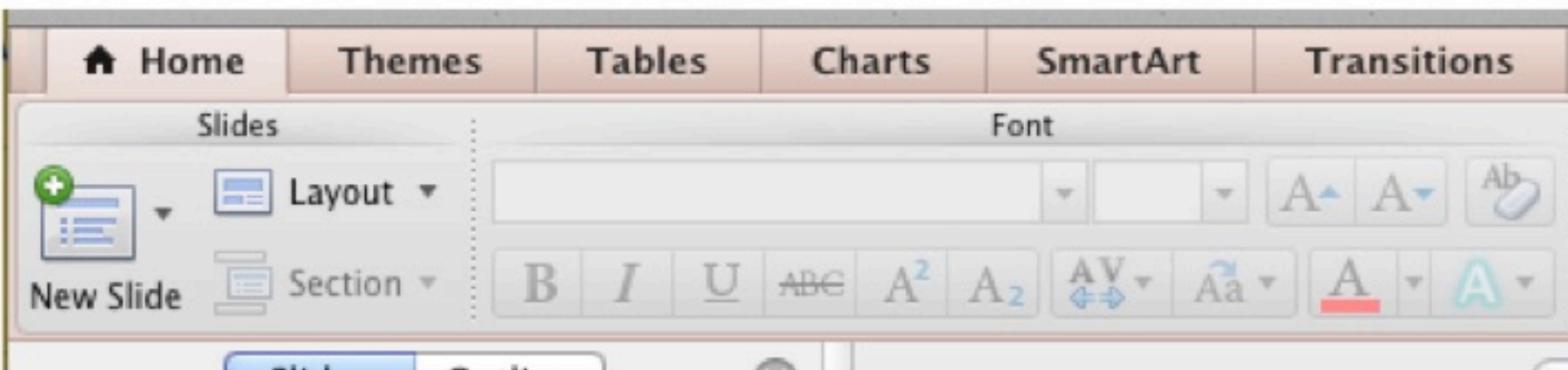# #1: Visibility of system status

- **Feedback**

#1: Visibility of system status
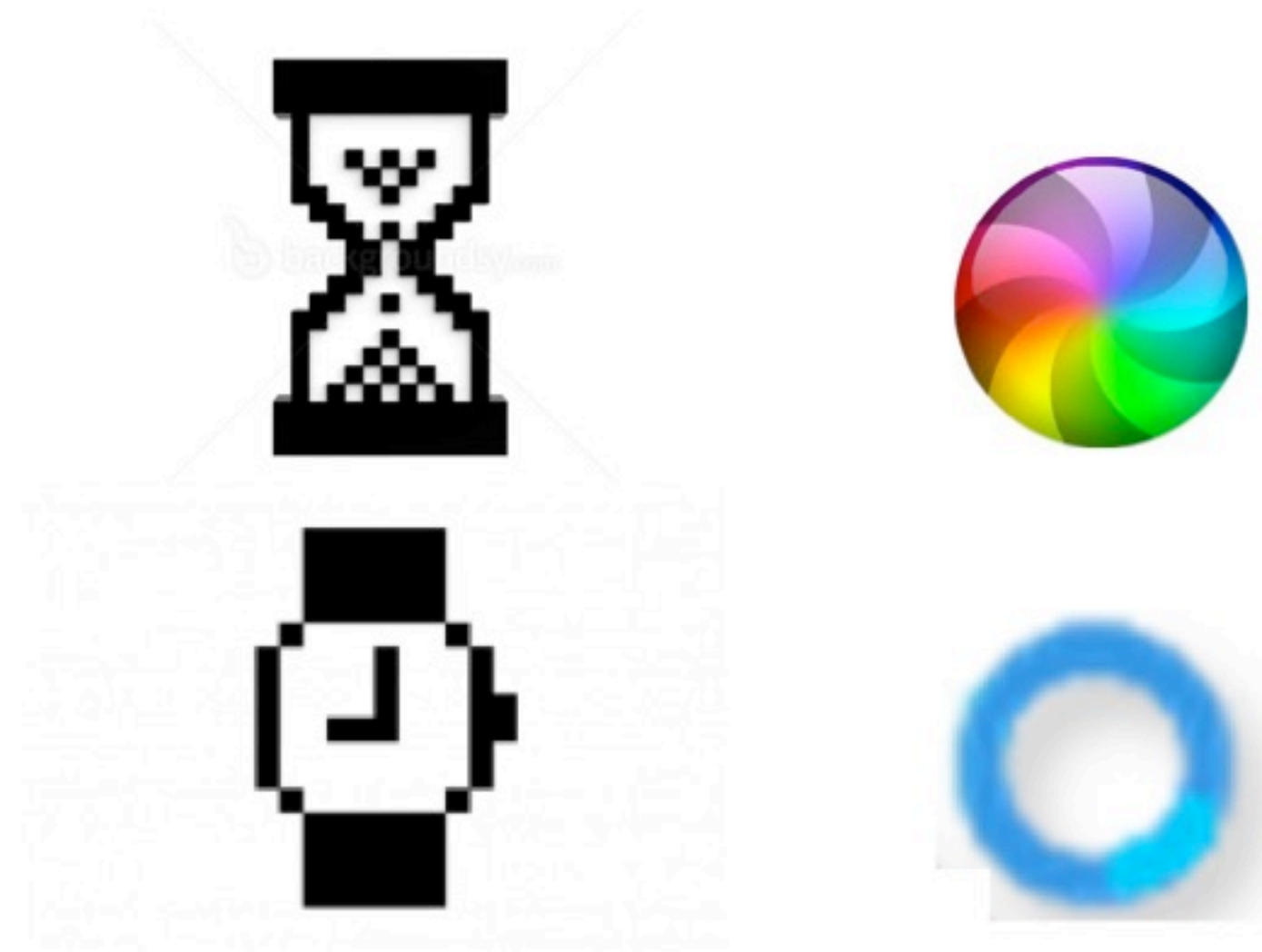
- **Available actions**

When text is selected

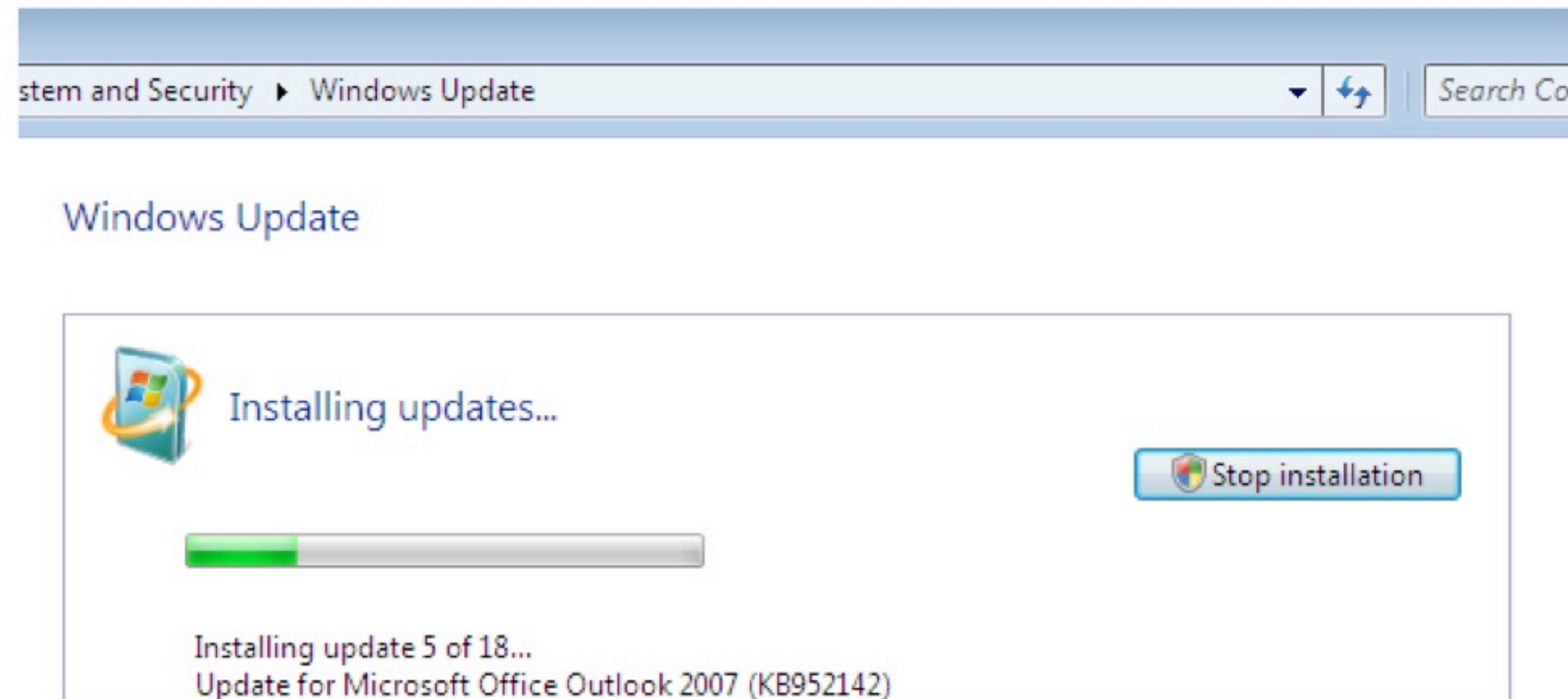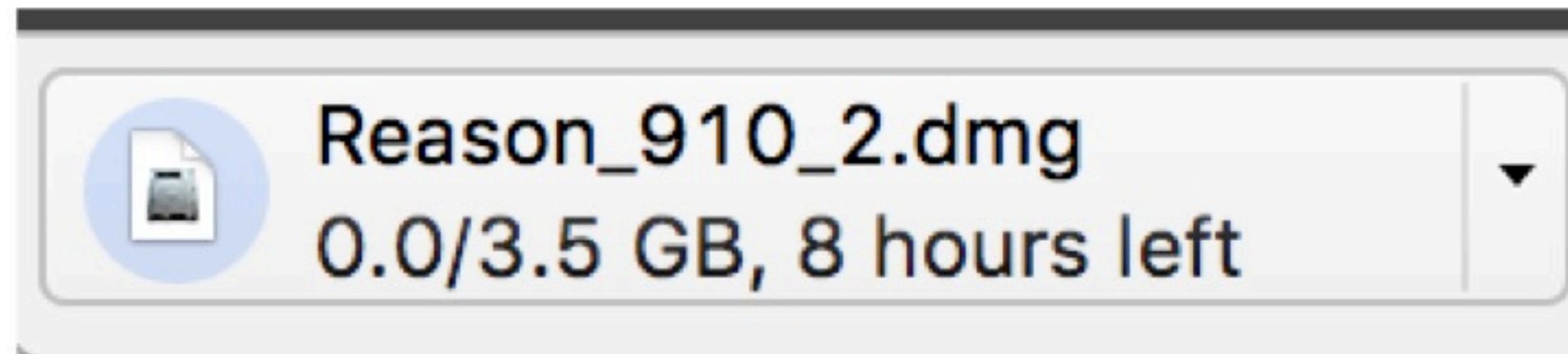*When no text is selected (controls disabled)*

#1: Visibility of system status

- **General availability**
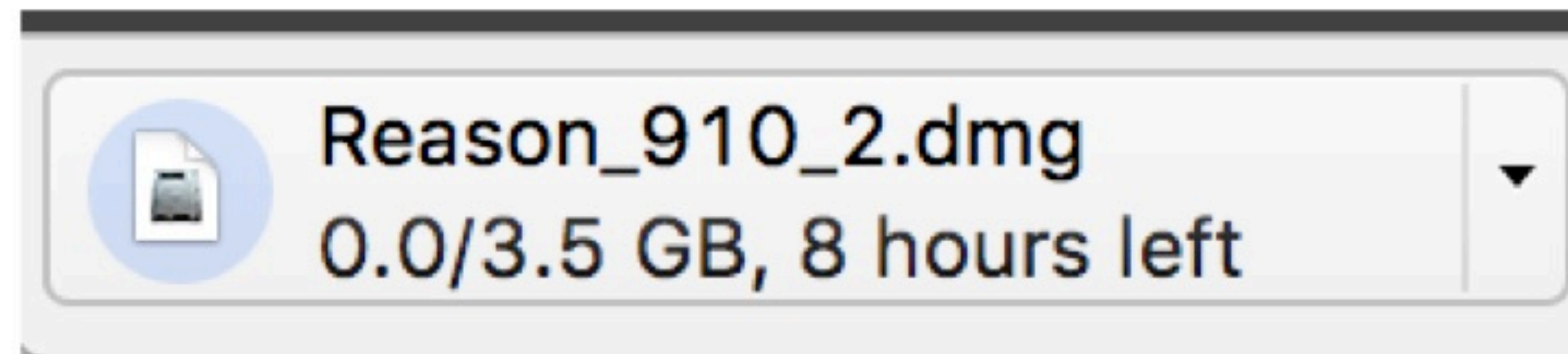
#1: Visibility of system status

- **General availability**

#1: Visibility of system status

- **General availability**

#1: Visibility of system status

- **General availability**

Reason_910_2.dmg
0.0/3.5 GB, 8 hours left

- *How users react to delay*
  - Less than 100 milliseconds: "instantaneous"
  - Up to 1.0 second: tolerable, but delay noticeable
  - Up to 10 seconds: annoying, but willing to wait
  - More than 10 seconds: focus lost, on to something else

#1: Visibility of system status

- **General availability**

Reason_910_2.dmg
0.0/3.5 GB, 8 hours left
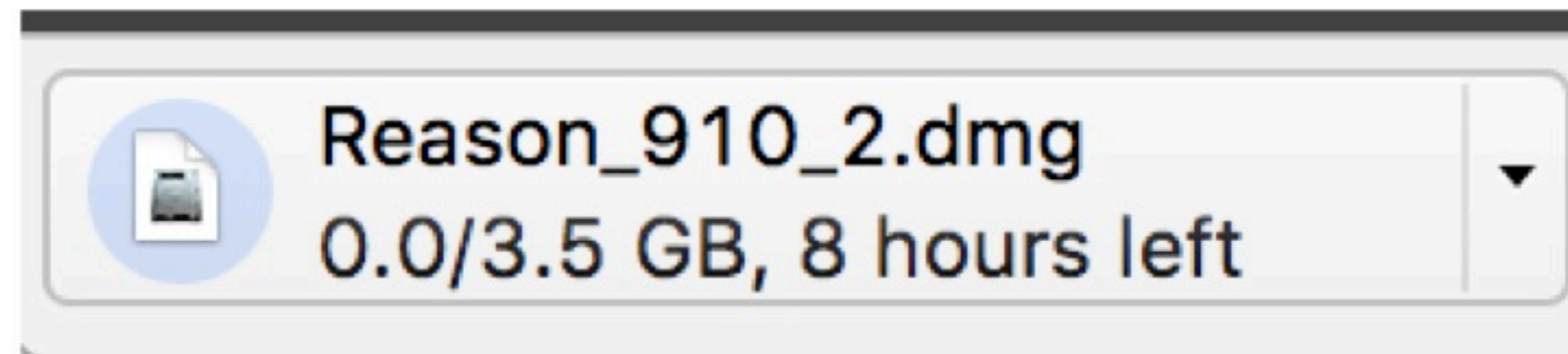
- *Design guidelines*
  - Strive for <100 msec response time
  - Up to 1 second, no indicator needed
  - From 1 to 10 seconds, use wait cursor
  - Over 10 seconds, complete in background, use progress indicators and estimates