CIS 443/543
User Observation Study

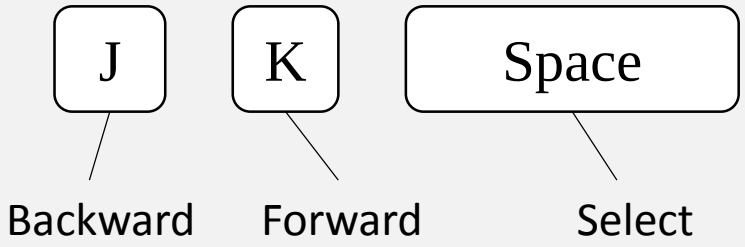
Cole Vikupitz

Summary

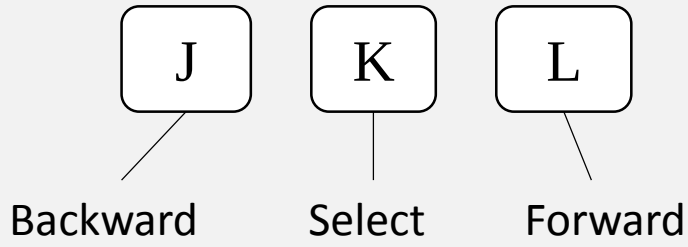
Main Idea: *Systems with a high SR compatibility are desirable. Higher SR compatibility leads to better productivity and user satisfaction.*

In this observation study, I observed which of the two key mappings have a higher stimulus-response compatibility. *The first won, both in user performance and preference.*

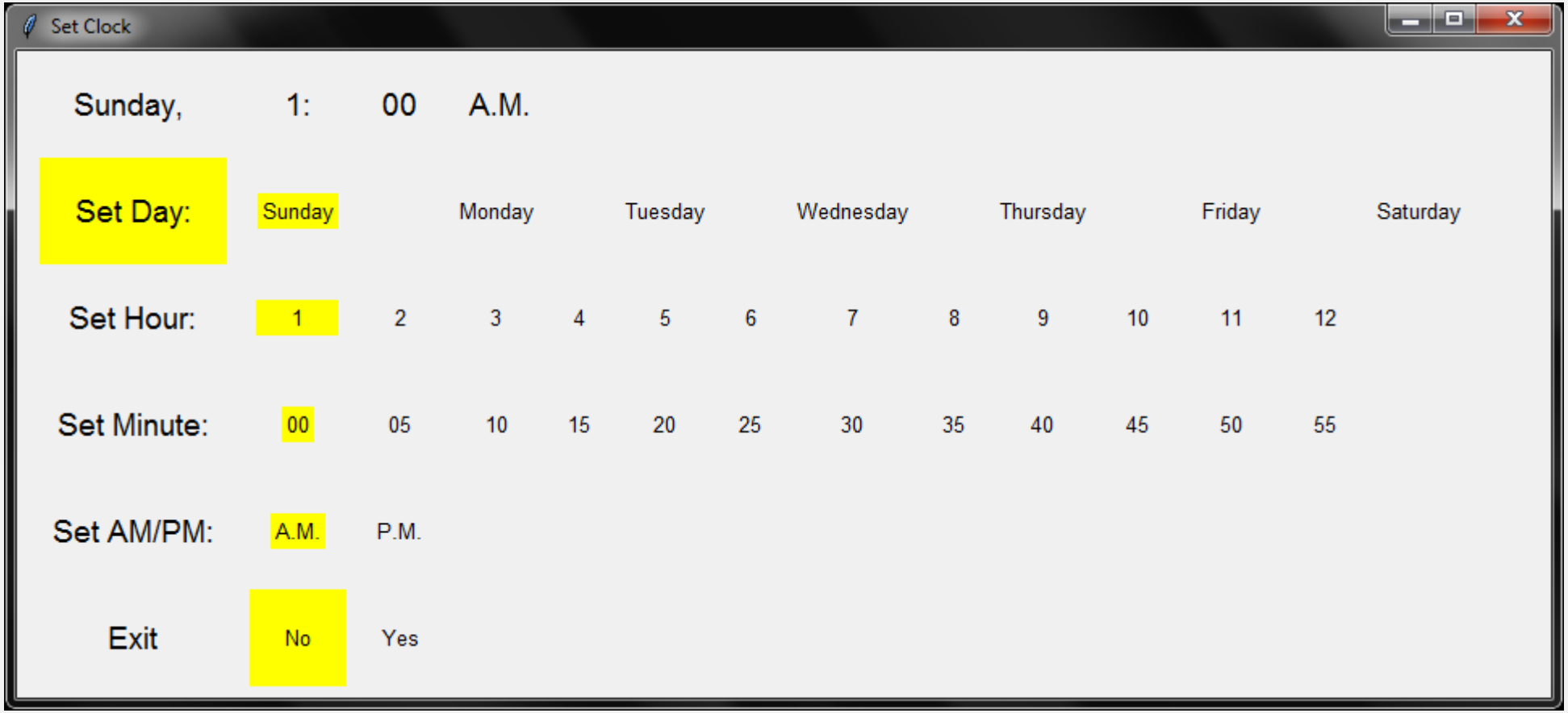
Mapping 1



Mapping 2



System Used



Two systems used with different key mappings:

System 1: J (Backward), K (Forward), Space (Select)

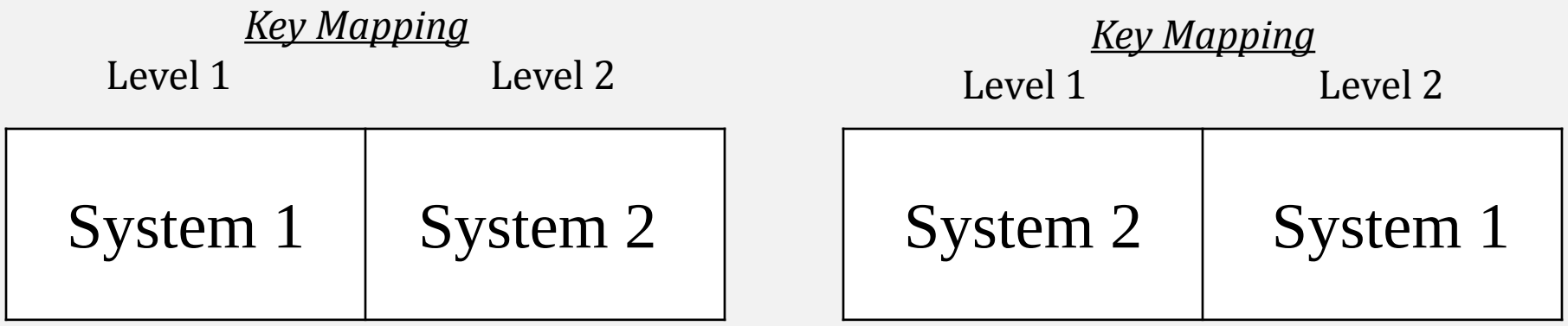
System 2: J (Backward), K (Select), L (Forward)

Experimental Design

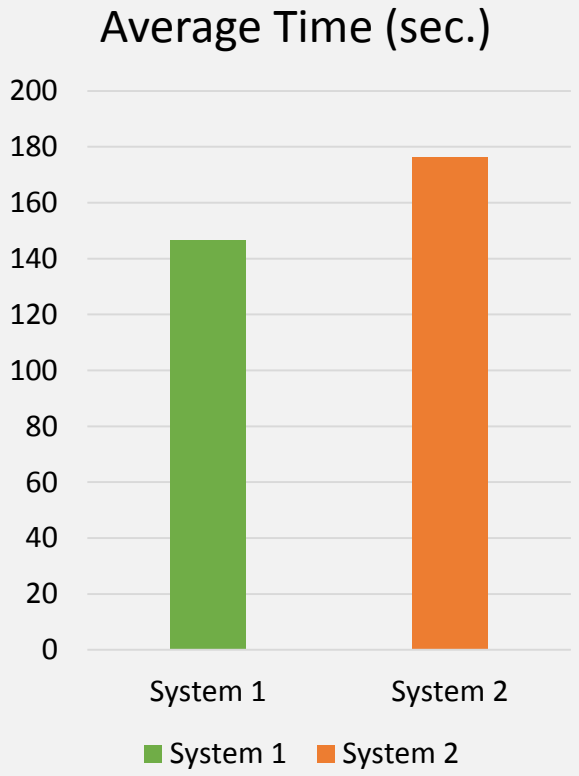
Used a within-subjects design.

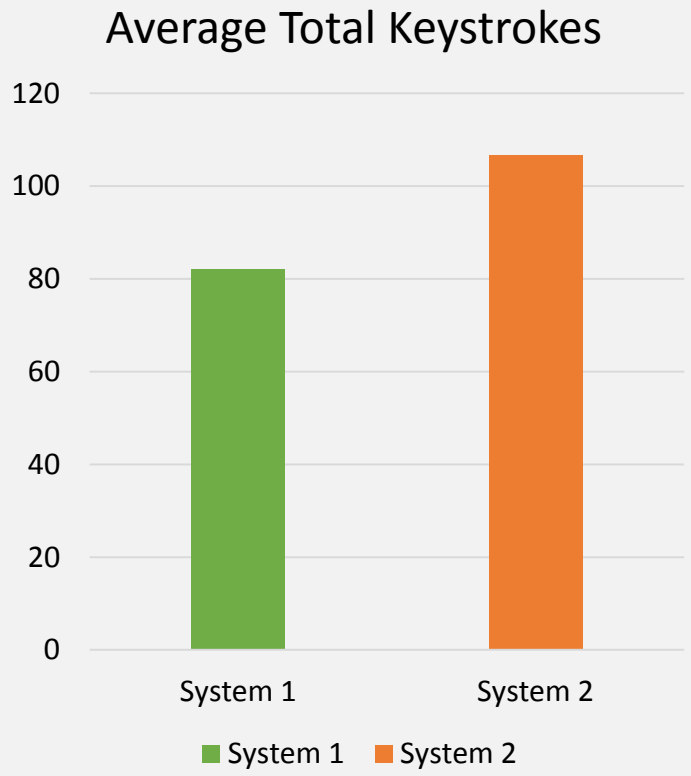
Order of the systems exposed to each user alternated.

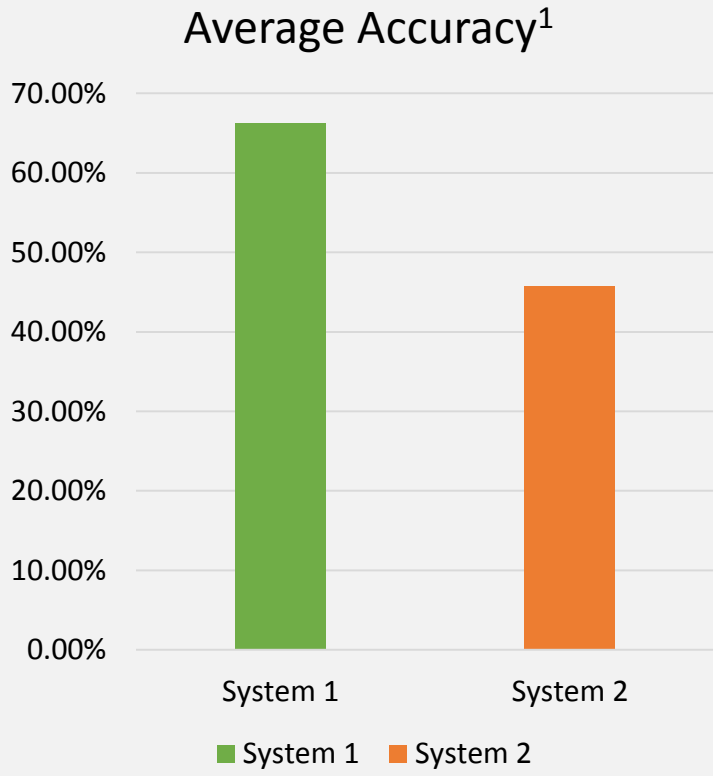
Key mapping is the only independent variable being tested.



Results







System 1: J (Backward), K (Forward), Space (Select)
System 2: J (Backward), K (Select), L (Forward)

[1] Calculated by dividing the minimum keystrokes required to complete the trial by user's total keystrokes.

Conclusion

In general, users do not like learning interfaces.

Keep the learning curve as small as possible. Your customers/users will appreciate it.

Higher SR Compatibility = Less Learning = Satisfied Users

One design that’s sensible for some users may not be to others.

End of Slide Show