

USABILITY II SUMMARY

In this block, we learnt of the different dimensions of Usability, which would be: Learnability, Efficiency, Safety and some minor ones like Ergonomics and Aesthetics.

Aside from that, we learnt of the reasons because of which it's hard to design usable UIs. First, we have too much knowledge of our application and general computer science to fit ourselves in the user's place. That's why we tend to blame the user when he can't go through seemingly simple problems, when our job is to avoid them. That being said, the user isn't always right either. Some studies certify the user doesn't know what he really wants, one of them conducted by google.

Finally, we were told to avoid the false dichotomy between expert and novice users, because no user is uniformly novice or expert. Even experts on their field may be inexperienced in the use of certain features of your app.