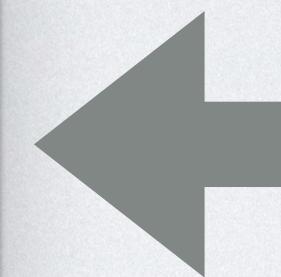
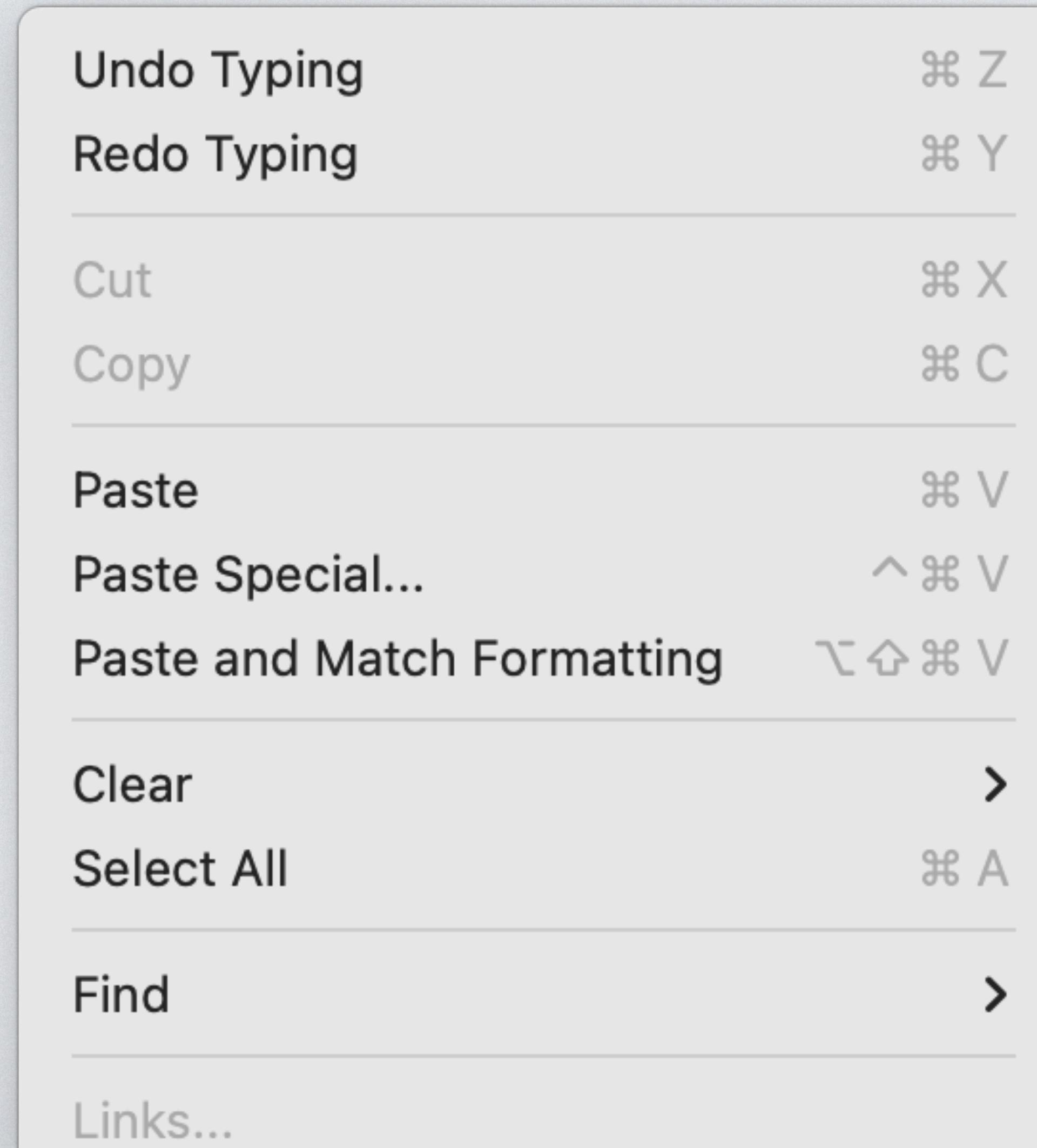


Intro To Human-Computer Interaction

#4: Consistency and Standards

- People spend more time using other *products* than your product
- Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform and industry conventions.
- Your "clever" solution can cause confusion

I'm Looking at YOU, Microsoft

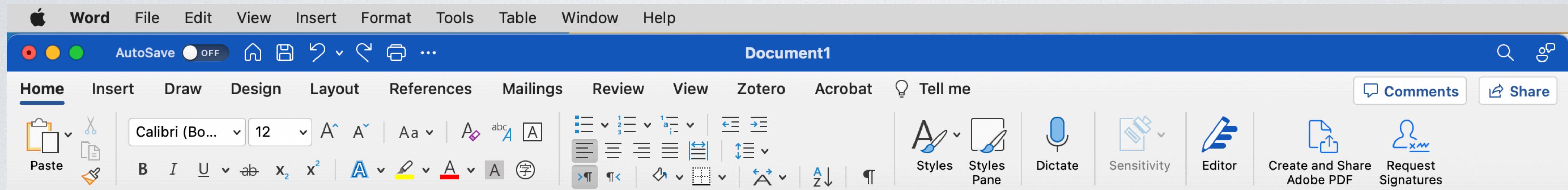


Mac standard for Redo is ⌘ ⌘ Z

I'm STILL Looking at You, Microsoft

- $\wedge A$ should move cursor to beginning of line (broken in Microsoft apps)
- Likewise $\wedge E$ (end of line)

Not Just Shortcuts



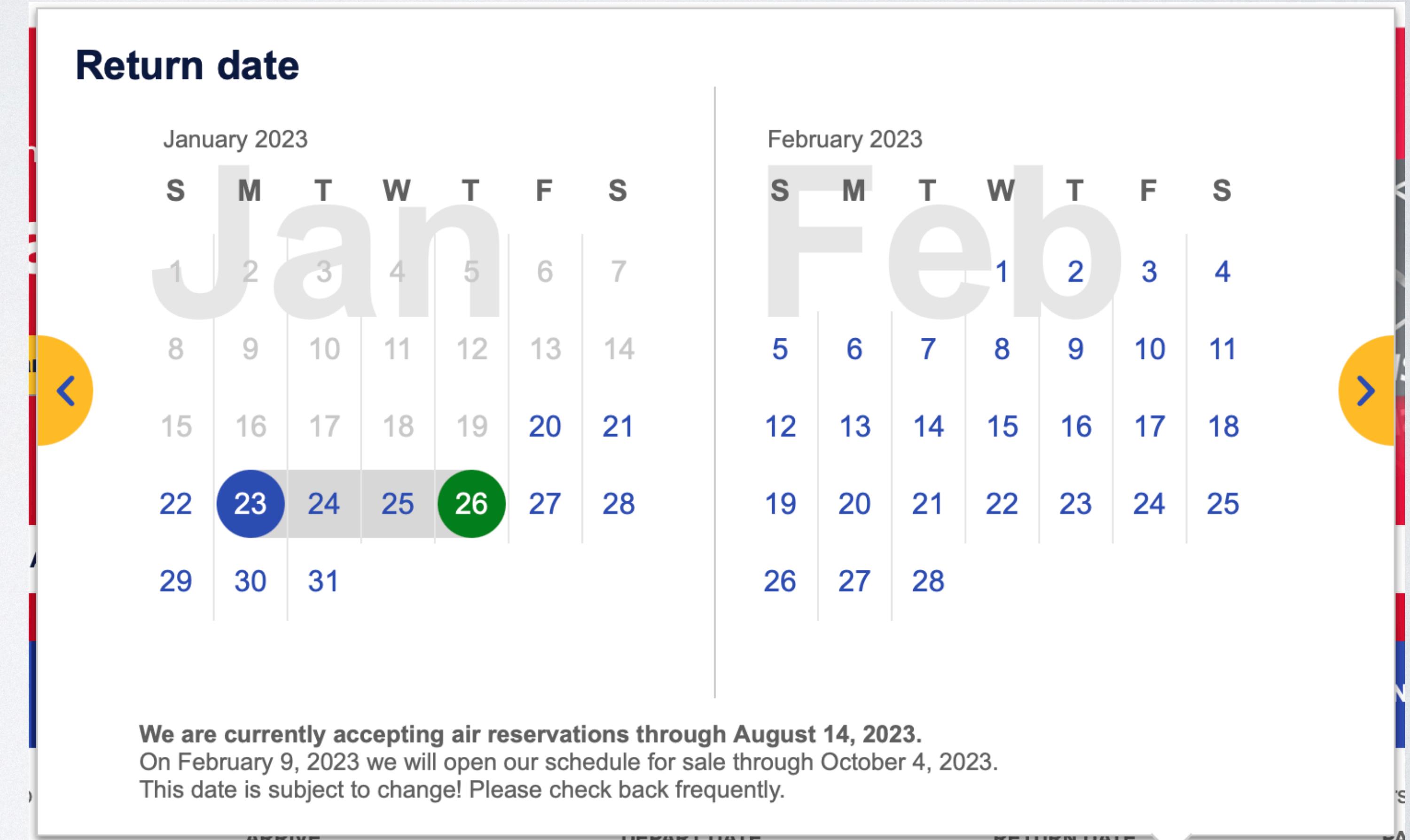
- Two (!??) menu bars, THREE different sections of buttons

Error Prevention

- Good error messages are important, but the best designs carefully prevent problems from occurring in the first place. Either eliminate error-prone conditions, or check for them and present users with a confirmation option before they commit to the action.

Southwest

- Can't set return date before departure date



Clockify Desktop

Time entry details

Start:	04:56 PM	1/20/2023	<input type="button" value=""/>
End:	04:56 PM	1/20/2023	<input type="button" value=""/>
Total:			

What have you worked on?

No project

Create new project

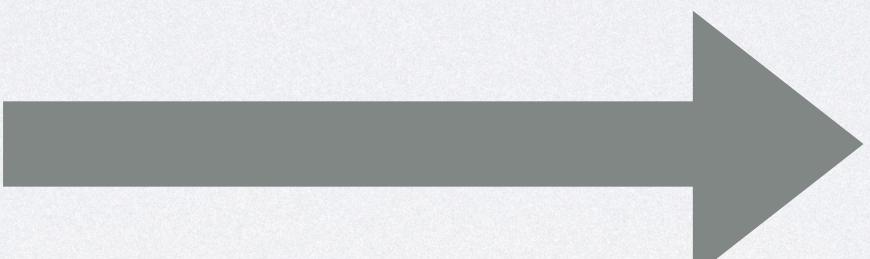
Billable

Tags

Create new tag

Find tags

Cancel



Change start time: "2:00"

Time entry details

Start:	02:00 AM	1/20/2023	<input type="button" value=""/>
End:	04:56 PM	1/20/2023	<input type="button" value=""/>
Total:	14:56:00		

What have you worked on?

No project

Create new project

Billable

Tags

Create new tag

Find tags

Cancel

#6: Recognition Rather Than Recall

- Minimize the user's memory load by making elements, actions, and options visible. The user should not have to remember information from one part of the interface to another. Information required to use the design (e.g. field labels or menu items) should be visible or easily retrievable when needed.

Command Line vs. GUI

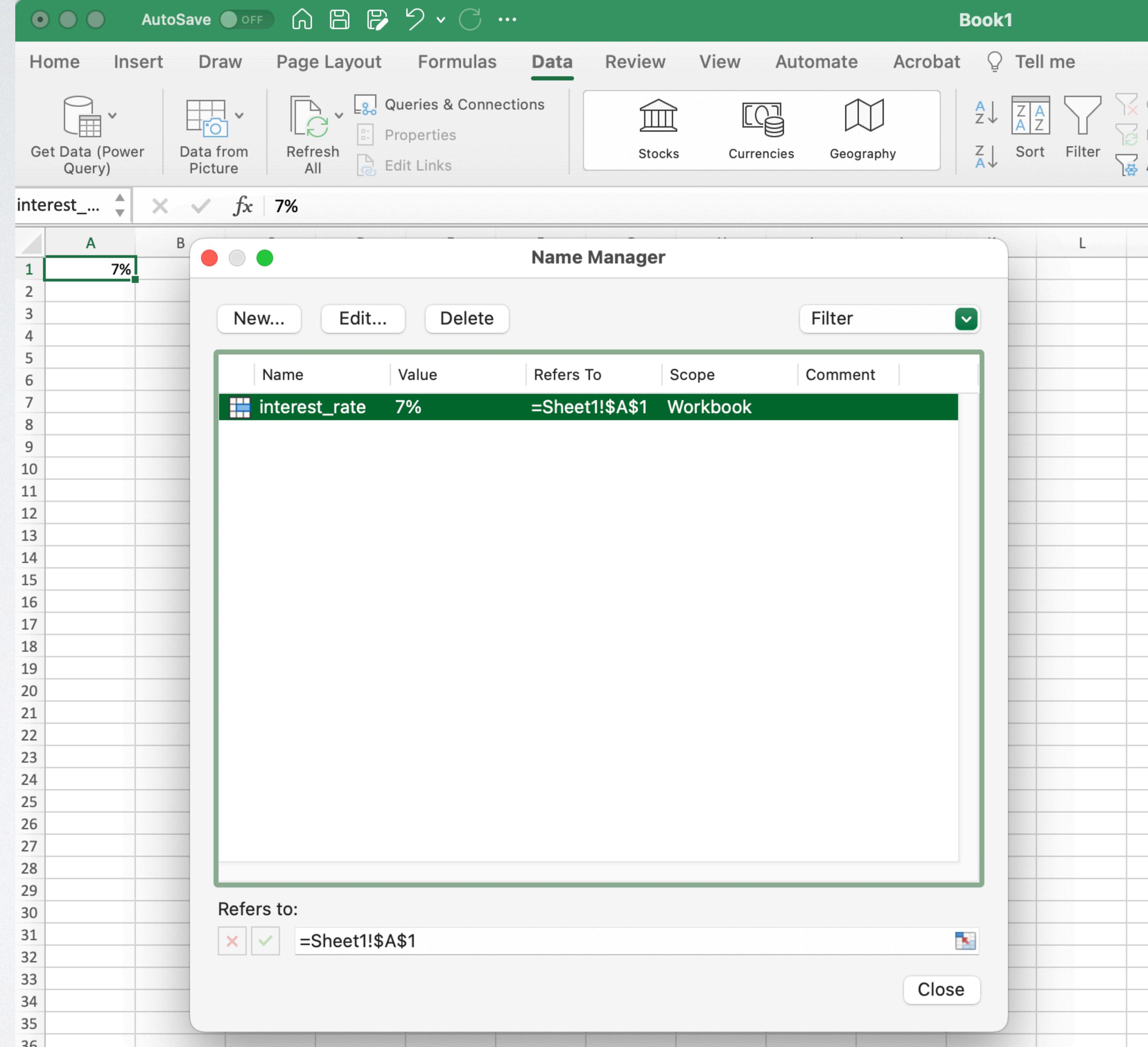
- Command line requires you to remember command names
- GUI gives you lists of possible commands in menus

Capitals

- What's the capital of Portugal?
- Is Lisbon the capital of Portugal?

Excel Name Manager

- Can't see the list of named ranges in the formula editor or in the table
- Instead, use the "Name Manager": a modal dialog box!
- Close the box. What were the names, again?



#7: Flexibility and Efficiency of Use

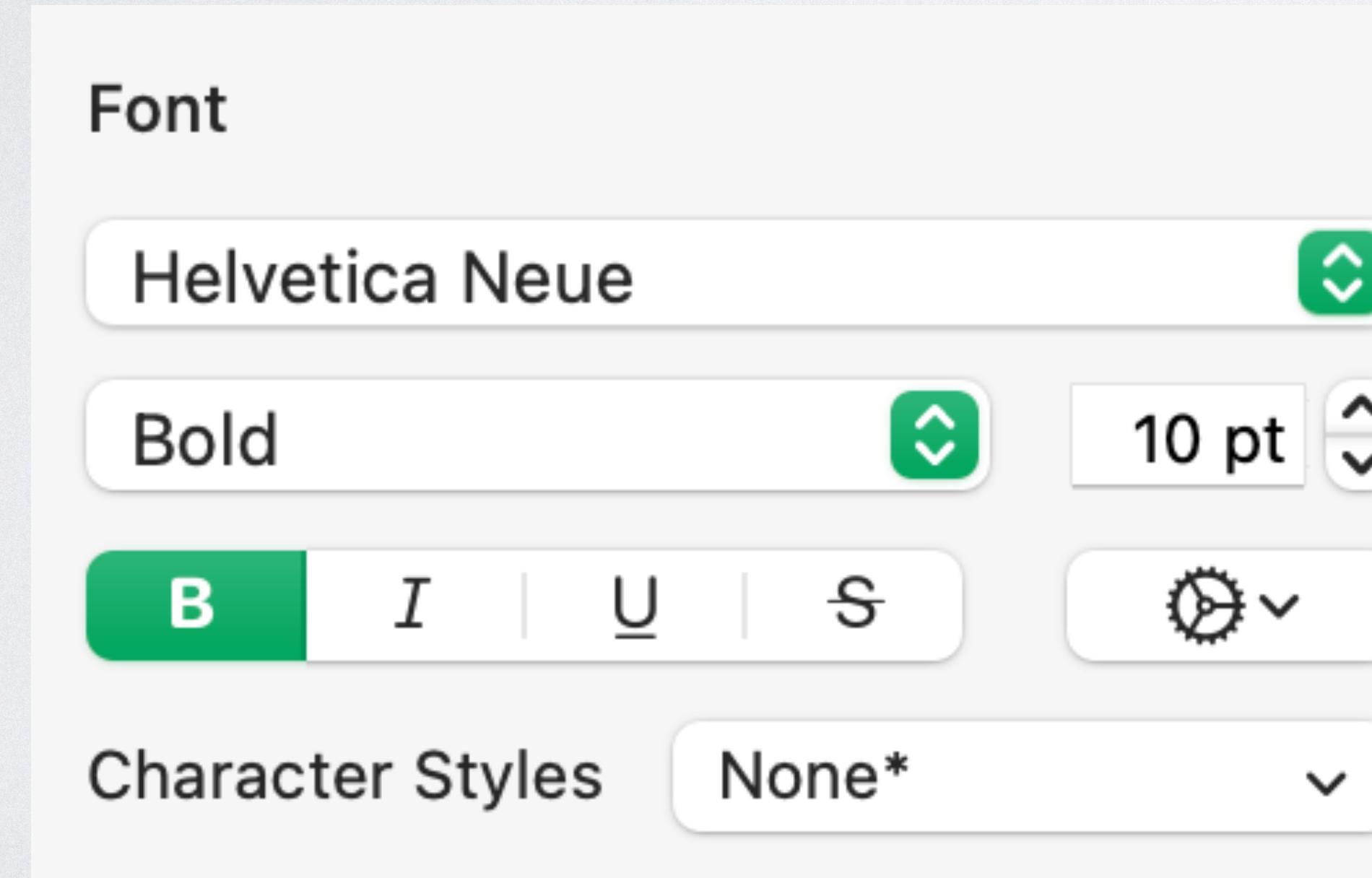
- "Shortcuts — hidden from novice users — may speed up the interaction for the expert user so that the design can cater to both inexperienced and experienced users. Allow users to tailor frequent actions."
- Novices and experts have different needs
 - Novices need *discoverability*
 - Experts need *efficiency*

Sending Lots of Similar Emails

- Retype?
- Copy/paste, modify?
- Standardize, use CC/BCC?
- Mail merge
- Fancy CRM tool

Multiple Methods for One Task

- To make text bold:



-  B



Is More Better?

- Perl motto: "There's more than one way to do it."
- Using a language feature forces maintainers of the code to understand that feature
- But no one cares whether you clicked or used `\b` to make text bold

#8: Aesthetic and Minimalist Design

- "Interfaces should not contain information that is irrelevant or rarely needed. Every extra unit of information in an interface competes with the relevant units of information and diminishes their relative visibility."
-

About Store

Gmail Images



M

Google

Google Search

I'm Feeling Lucky



Carbon neutral since 2007

Display a menu

Advertising

Business

How Search works

Privacy

Terms

Settings



Southwest learns the cost of canceling 16,700 flights

Southwest Airlines reported a loss for the fourth quarter, as the company took an \$800 million pretax hit to earnings due to the airline's holiday travel meltdown.

[CEO Bob Jordan issues statement »](#)



Why did San Diego waves suddenly turn bright pink?



'Cheers' favorite makes rare TV appearance in series



Store chain bars employees with 'missing, broken' teeth



Bristol Palin has 9th surgery after breast reduction



Former NFL linebacker Jessie Lemonier dies at 25

Trending Now

- | | |
|---------------------------|---------------------|
| 1. Tyre Nichols | 6. Paul Pelosi |
| 2. Patrick Mahomes Injury | 7. Madison Brooks |
| 3. Donald Trump | 8. Poker Face |
| 4. Alex Murdaugh Trial | 9. Stéphane Rolland |
| 5. Russia-Ukraine War | 10. Sean Payton |



4 Signs Of Dying Liver (Write These Down)

(Ad) Liver Renew



Celebrity People

Alicia Keys Rocks a Purple Bikini While on Tropical Birthday Getaway: 'Aquarius Energy'

The Grammy winner soaked up the sun in style for her 42nd birthday

Weather

Today



68° 41°

Fri



68° 44°

Sat



60° 50°

Sun



55° 46°

AccuWeather

[See More »](#)



Ad SmartAsset

Average Retirement Savings By Age: Are You Normal?

The shocking amount some people have saved, and why speaking with a financial advisor could help increase your returns and alleviate stress.

Scoreboard

Yesterday

Today

Tomorrow

Trending ▾

St. Francis (NY)

22

Half



Architect Personality

INTJ-A / INTJ-T

(WHAT'S THE DIFFERENCE?)

Explore This Type

[Introduction](#)[Strengths & Weaknesses](#)[Romantic Relationships](#)[Friendships](#)[Parenthood](#)[Career Paths](#)[Workplace Habits](#)

Introduction

WHO IS AN ARCHITECT (INTJ)?

An **Architect (INTJ)** is a person with the [Introverted](#), [Intuitive](#), [Thinking](#), and [Judging](#) personality traits. These thoughtful tacticians love perfecting the details of life, applying creativity and rationality to everything they do. Their inner world is often a private, complex one.

"Thought constitutes the greatness of man. Man is a reed, the feeblest thing in nature, but he is a thinking reed."

New Here?

[Take the Test](#)

Already have your results? [Log in](#).

#9: Help Users Recognize, Diagnose, and Recover From Errors

- Error messages should be expressed in plain language (no error codes), precisely indicate the problem, and constructively suggest a solution.



Sorry, a system error occurred.

error type 41

**To temporarily turn off extensions, restart and
hold down the shift key.**

Restart

WRONG
WAY.

We have a little problem.



Your Premium payment failed. Please make sure we've got
your details right.



DESIGNER'S PLAYLIST

► SHUFFLE PLAY

Hei Bae

⟳ Kharfi • Hei Bae



Orbit

⟳ SÝDE • Orbit



I'm Just A Skipping Stone

⟳ Claire Guerreso • I'm Just A Skipping Stone



Beat the Sunrise - Gianni Kosta Remix

⟳ Michael Mizko Wong • SNBRN • Beat The Su...



How Hard I Try - Gianni Kosta Remix

⟳ filous • How Hard I Try (Remixes)



Dream - Gianni Kosta Remix

⟳ Autograf • Dream (Remixes)



Hey Hey - Gianni Kosta Remix

^ Welcome to Paradise (Gianni Kosta Remix) [feat...]

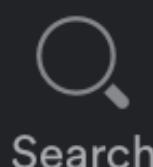
CS



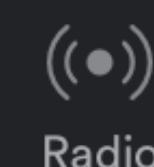
Home



Browse



Search



Radio



Your Library

Woopsie Daisy!

Looks like something went completely wrong! but don't worry
It can happen to the best of us, and it just happened to you

[Go To Homepage](#)

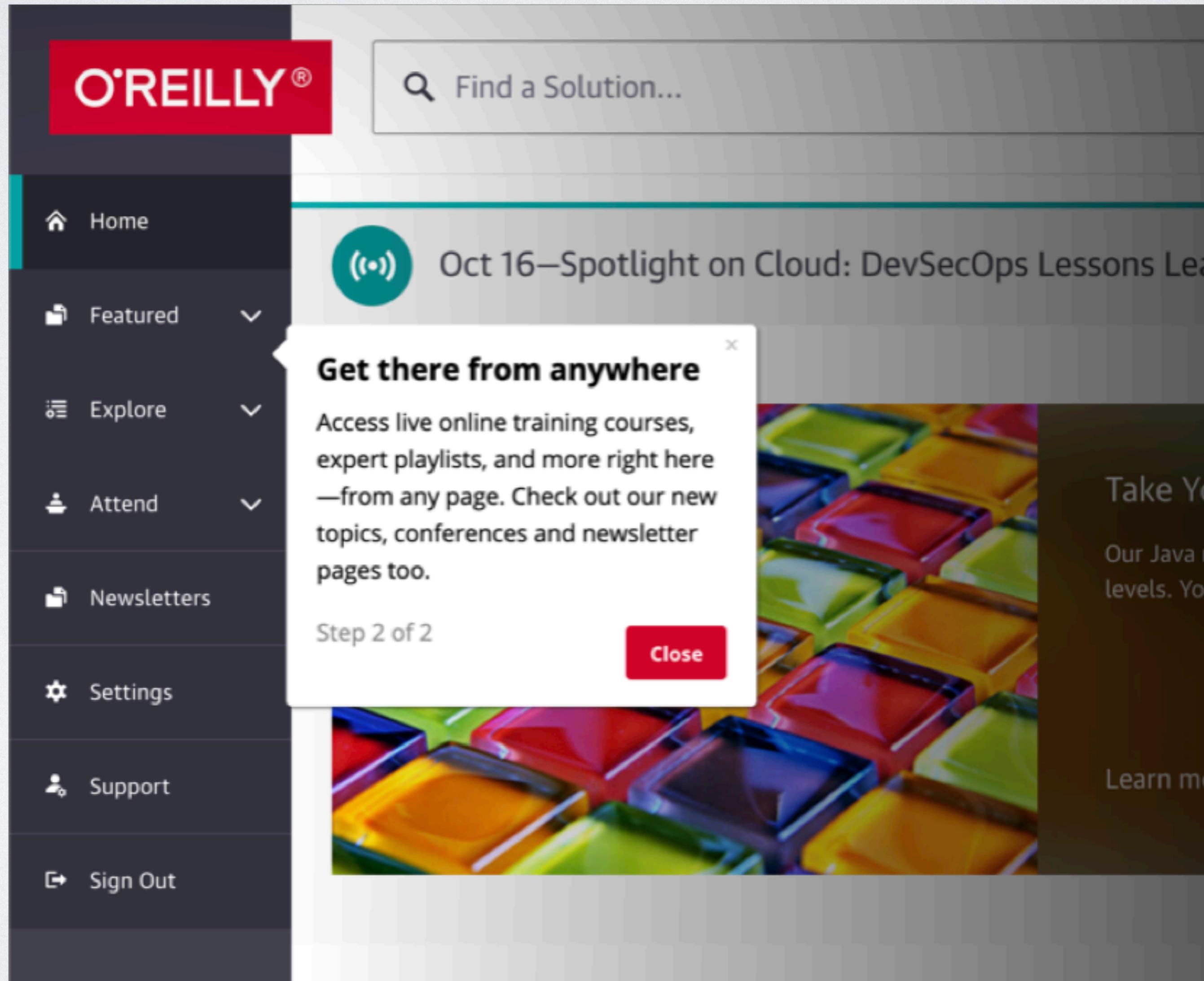
#10: Help and Documentation

- It's best if the system doesn't need any additional explanation. However, it may be necessary to provide documentation to help users understand how to complete their tasks.
- Enable search in documentation
- Present documentation in context

Proactive vs Reactive Help

- Proactive: help before people get stuck (e.g., tutorials)
 - Push: not relevant to user's goals
 - Pull: Just in time
- Reactive: answer questions, troubleshoot problems

Push Revelations



Pull Revelations

The image displays two side-by-side screenshots of user interfaces, demonstrating how they encourage users to explore and engage with the application.

Left Screenshot: A calendar interface showing the month of May 2020. A modal window is open for the date May 16th. The modal content is as follows:

- Hi Alita 🙌**
- We're happy you're here.**
- I'll show you how to get started adding events and calendars - it takes less than 30 seconds. 🕒
- Cheers,
Nic

At the bottom of the modal are two buttons: **Start →** and **Skip**. To the right of the modal is a circular profile picture of a person.

Right Screenshot: An "AddEvent" screen for May 2020. The top bar says "You're on the limited Hobby plan fo...". The main area has a red header and a red "AddEvent" button. Below it is a "Create" button and a "Calendars" section with a checked "Main Calendar" option. A purple callout box highlights the "Create" button with the text: "Add a new event or calendar 💖 When you click the '+ Create' button, you'll have the option to either add a new event to an existing calendar or add a brand new calendar." At the bottom of this callout is a "Next →" button. Another callout box at the bottom right contains the text: "Q We don't publish your calendars or events anywhere. Feel free to explore and test things out! When you add a new event or a new calendar, it won't be published or shared anywhere. It's up to you to share it with your users how and when you choose." Below these callouts is a calendar grid for the days 10 through 13 of May.

Activity

- In small groups, do a heuristic evaluation of an app of your choice.
- Try to find problems that you think might present significant usability challenges to users.