

**CMSI 370-01**  
**INTERACTION DESIGN**  
Fall 2012

**Assignment I030 Feedback**

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1a — Your paper shows a little understanding of the role mental models play in interaction design, but its repetitious phrasing casts some doubt on how deeply this understanding goes. There were times when I got the feeling that you kept repeating the same phrase (“developer mental model matches the user mental model,” or something very similar) just to convince yourself that this was actually true :) Instead, what you could have done was take the specific areas you mentioned (financial functions, RPN, programmability) and draw specific connections between how financial users think or what they know, and how the HP 12c captures or represents this knowledge. Instead, just when it seems you are getting into that, the text jumps back to the “therefore the mental models match” phrase. (/)

2a — You start well here, with well-chosen real-world aspects of the HP 12c. But the explicit connection is a little lacking, and seems abrupt. I think additional references, not just manuals or the textbook but actual articles *about* the 12c and its popularity may have helped here. (I)

2c — Even if the main focus of the assignment was mental models, the very presence of this outcome in the list for this assignment implies that some treatment of other concepts (e.g., interaction design principles; seven stages of action theory; usability metrics) would also be helpful. For example, the learnability vs. efficiency tradeoff with RPN sounds worthwhile to address. There is a feeling of tunnel vision on mental models, especially with the way certain phrases just kept getting repeated. (/)

4d — Your user manual references are good finds. However you forgot to mention Don Norman’s *The Design of Everyday Things*, which actually focuses more strongly on mental models than Shneiderman’s book, plus as mentioned before you are missing supplementary work that specifically address the HP 12c’s popularity, longevity, and/or usability. This would have given you more raw material and specifics, I think. (I)

4e — Good number of commits and very descriptive messages. (+)

4f — Submitted on time. (+)