

MODULE - 2.

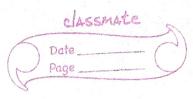
- Common Pitfalls:
 - . No early one analysis and understanding of user's needs and expectation
 - A jours on design containing jeautures and components that are "neat" and "glitzy"
 - Little or no creation of design element prototypes
 - No usability testing
 - No common designer team goals of user interface design goals
 Poor communication between the members of development teams
- Direct method:
 - 1. Individual Fore- to-fore interview
 - 2. Telelphone interview and survey
 - 3. Traditional four groups
 - 4 Faulttated Team Workshop
 - S. Observation field study
 - 6. Requirement prototyping
 - I User-Interface prototyping
 - 8. Usability Laboratory testing
 - a lard sorting for web sites

five commordments for designing for people:
1. Grain a complete understanding of involvement a Solicit early and ongoing user involvement 3. Perform rapid probablyping and tecting 4. Modify and iterate design as much as necessary 5 Integrate the design of all the system components. Human characteristics 1. Perception 1. Proximity 2-Similarity. 3. Unity. 4. Balance. 2. Memory. 3. Sensory storage 4. Visual Acuity S. Foveal and pkeripheral vision 6. Information processing 7. Mental model 8. movement control 9. Learning 10 Skill 11. Individual difference.



- 5. Common usability problems:
 - 1. Ambiguous menus and icons
 - 2. Longuage that permit only single-direction movement through a system
 - 3. Input and direct manipulation limits
 - 4. Highlightings and selection limitations.
 - 5. Unclear step sequences.
 - 6-More steps to manage the interfore that to perform tasks
 - 7. Complex linkage between and within applications.
 - 8. Inadequate feedback and confirmation
 - 9. Lack of system anticipation and intelligence
 - 10. Inadequate error messages.
- 6. Indirect methods:
 - 1. MIS Intermediary
 - 2. Paper survey of guestionaire
 - 3. Electronic Survey or guestionnaire
 - 4. Electronic Focus group similar
 - 5. marketing sales and support line
 - 7 · E-mail, Bulletin boards or buest book
 - 8. User group
 - 9. Competator Analysis
 - 10. Tradeshow
 - 11. Other media analysis
 - 12. System testing

Objective criteria for measuring usability. 1. How effective is the interface? can required ronge of tasks be accomplished? 2. How learnable is the interface? Can the interface be loarned? 3. How plexible is interfore? 4. What are the attitudes of the user? Human interaction speed. 1 - Reading 2 - Listening 3. Speaking 4 - keying S - Hand printing Conceptual model Guidelines: 9. 1. Reflect the user's mental model, not the designers 2. Draw physical analgoles or present metaphors 3. Comply with expectances, habits, routines, and Stereotypes 4. Provide action - acsponse compatibility 5. Make invisible ports of the system visible 6. Propide proper and correct feedback 7. Avoid the unnecessary or irrelevant 8. Provide design consistency



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	9. Provide downentation and help system that will
	reinforce the conceptual model.
	al exert mental
	10 Promote development of both novice and expert mental
	models
10.	Models determining basic business function.
	Models determining bosic business function. 1. Understanding User's mental model. Perform tosk oralysis
and the second second second second	2. Developing Conceptual model
1	
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