Usuability

Course: Human-Computer Interaction[A]
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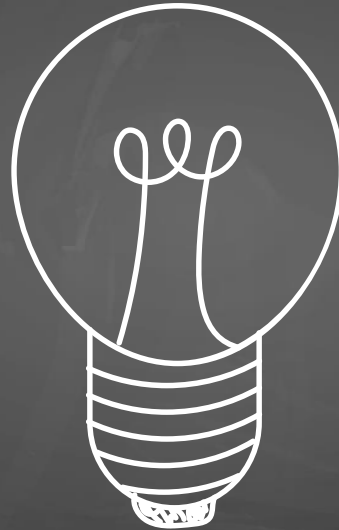# Table of contents

01 Affordance

Affordance refers to the perceived or potential actions that an object or interface element offers to a user based on its visual or functional characteristics.

Affordance Issue With Microwave Oven

The microwave oven in the kitchen has a complicated control panel with small, non-intuitive icons, making it challenging for users to figure out how to set the cooking time and power.

Solution: Redesign the microwave control panel with larger and more explicit icons, along with clear instructions for setting cooking time and power levels.

02 Visibility

Visibility refers to the extent to which an interface element's functions and capabilities are easily and readily apparent to the user. It's about making sure that users can quickly understand what an element does and how it can be used without the need for extensive exploration or instruction.

Visibility Issue With House Number

The house number on the front door is small and not well-lit, making it difficult for visitors and delivery drivers to find the correct address.

Solution: Install a larger, illuminated house number on the front door to improve visibility.

03 Mappings

Mappings refers to the relationship between the controls or input mechanisms and the resulting actions or outcomes in a user interface. In other words, mappings define how user inputs correspond to system responses. Clear and intuitive mappings are crucial for creating user-friendly and efficient interfaces.

Mapping Issue With Floor Planning

The layout of the campus building floor plan inside the main entrance is confusing, and visitors struggle to find their way to different departments.

Solution: Redesign the floor plan with clear labels and directions to guide visitors to different departments.

04 System Image

System image refers to the mental model that users develop about how a computer system, software, or interface works. It's the perception users have of the system's structure, behavior, and capabilities based on their interactions and experiences with it.

System Image Issue With Seating Area for Guest

The guest seating area in the campus lacks comfortable seating and proper arrangements, creating a negative impression of the university's hospitality and event experience.

Solution: Upgrade the guest seating with cushioned chairs and
- well-arranged rows, enhancing the system image and providing a more comfortable experience for visitors.

05 Gulf Of Execution

The Gulf of Execution is a concept that refers to the cognitive distance or gap between a user's intentions or desired actions and the available methods or controls provided by a system to achieve those actions. it's the difficulty a user might encounter in figuring out how to translate their goals into the specific interactions that the system requires.

Gulf of Execution Issue Registering Course

The process of registering for courses through the university's online system is complicated, involving multiple steps and unclear instructions, leading to errors and frustration among students.

Solution: Simplify the course registration process by streamlining the steps and providing clear, step-by-step instructions to guide students through the process.

06 Gulf Of Evaluation

Gulf of Evaluation refers how well does the system provide a visible state that can be directly perceived and that is interpretable in terms of the intentions and expectations of the user.

Gulf of Evaluation Issue With Gym

The campus gym's workout machines lack clear instructions on how to adjust settings and use various features, causing confusion and suboptimal workouts.

Solution: Attach user-friendly guides and diagrams to each machine, bridging the gulf of evaluation and helping users achieve effective workouts.

Thanks!