85 People Will Always Make Mistakes; There Is No Fail-Safe Product

I think this one comes to no surprise for most people. The world is overrun by products, programs and websites that just are hard to use or do not live up to expectation. In addition, I can think of a few off the top of my head that the products are just hard to use or I have mis-used one myself on accident, even breaking the product. I think being new to the software development world, I myself want to get stronger at predicting how users can interact with what I build. Being able to have the foresight that people will accidentally break your product or program is a huge advantage in the design process. On a small level we have experienced this with some of the projects such as the database assignment where we tried to make sure to take care of edge cases of users inputting the wrong choices in for selection. On a larger scale, institutions like banks and government sites have a lot of work to do to try and mitigate user errors. Even if at times it feels like the design didn’t account for any of it which can be frustrating.

92 People Want More Choices And Information Than They Can Process

This idea sort of surprises me but I can see how in certain contexts this could be the case. I personally love having lots of options for food at a new restaurant. Where most get overwhelmed by the issue. I also think this plays very much onto the favor of shopping sites like Amazon and other big retailers. However, there is the other side of this aspect like Costco, which only carries the Kirkland name brand and sometimes one additional SKU of a like product for the vast majority of their warehouse. This is an intentional design as it helps them with quality control but also makes shoppers buy more as they are not overwhelmed by deciding between 20 different brands of sharp cheddar cheese to buy. The two ideas seems contradictory but like in many cases, context matters a lot and what the end goal is matters most in the end.