

Group Number: _____

Names: Last name, first name of member 1, last name, first name of member 2, ...

Note

- * Text inside square brackets [] are placeholders to be filled in by you
- * Text inside parentheses () is just for your information — you don't have to include it in your submission
- * The submission **should not exceed 2 pages**

Task 1

Knowledge in the World and Knowledge in the Head

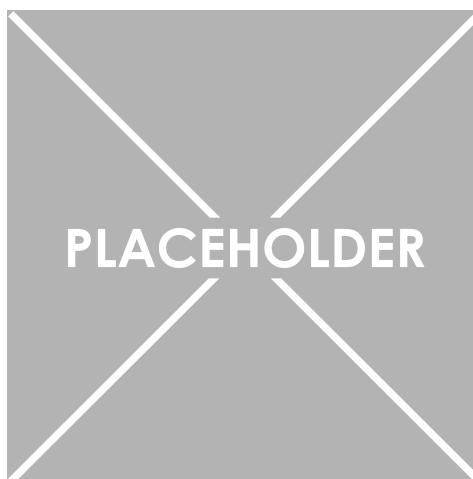
Instances of Knowledge in the World from the Video:

1. [minutes:seconds]: [Explanation]
(e.g., 10:50: The user had to look up information from the user manual to know how to use charts.)
- 2.
- 3.

Instances of Knowledge in the Head from the Video:

1. [minutes:seconds]: [Explanation]
(e.g., 22:15: The user knows the keyboard shortcut for saving the spreadsheet.)
- 2.
- 3.

Redesign:



Explanation:

(Briefly explain how your redesign lessens the user's memory load.)

Task 2

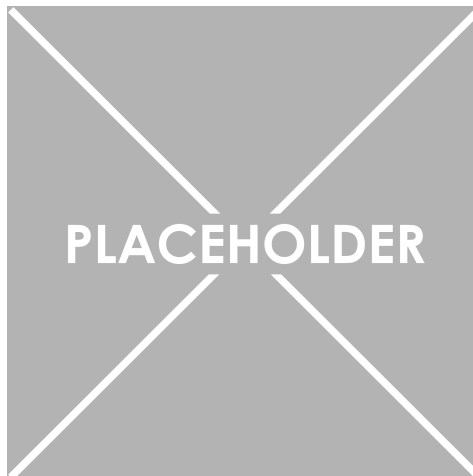
Mistakes

Task:

(Using video(s) and/or image(s), describe the app and the user's task(s).)

Mistake:

Cause: (Based on the findings from your interview with the user, explain why this mistake occurred, particularly where it originates: execution or evaluation.)

Redesign:**Explanation:**

- a) How the redesign minimizes the implications of the mistake:
- b) How the redesign minimizes the chances of the mistake occurring in the future: