



UNIVERSITY  
OF WOLLONGONG  
AUSTRALIA

# CSIT226/826 Human Computer Interaction

## Week 2 Tutorial - Handout

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### DISCUSSION OF KEY TERMS

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As a class you will discuss the key terms from week 1.

- Human-computer interaction (HCI)
- Usability
- User experience (UX)
- Human-centered design (HCD)
- Interaction Design (ID)

### QUESTIONS - INDIVIDUAL

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1. Why is it important when understanding the concept of usability to know the potential user groups, their goals and the context in which the system will be used? Provide an example of a product/system where this is the case.
2. Why should multi-disciplinary teams be used when designing systems? Provide examples of the different backgrounds that could make up a team and explain why they could be needed.
3. What is involved in the process of interaction design?
4. What are usability goals?

### ACTIVITY: CRITICAL REFLECTION – BOX 1.3 ‘THE TEN-MINUTE RULE’

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“A criterion for assessing whether a system is easy to learn is to apply the “ten-minute-rule” (Nelson, 1980). It proposes that novice users should be able to learn how to use a system in under 10 minutes. If not the system fails. As pointed out by Rubinstein and Hersch (1984), many computer systems do not meet this criterion. To make systems easy to learn, they suggest that designers capitalize on people’s existing knowledge: “A computer system for architects is not expected to teach architecture. Quite the reverse: the ten-minute rule requires that what an architect already knows be helpful in learning to use the architecture system,” (Rubinstein and Hersch, p. 9).” p.16

1. When is the ten-minute-rule not appropriate?
2. Describe the types of systems where you need more than ten minutes to learn how to effectively use the product/system? When is this appropriate?
3. How does the concept of ‘domain knowledge’ play a role in learning to use complex systems?