Feedback on assignment

Metadata navigation
Good job!

I had fun

I enjoyed reading the reports
Even watched some user test video’s

I was positively surprised

Everybody did pretty good
Many reports were very thorough
Some had very interesting designs
Some questions...

Was it useful?
   Design?
   Testing?

Did you like it?
   What didn’t you like?

Will you use this process more often?
   What would you do different next time?
Some typical problems

System misses a “clear” button
   Nielsen’s heuristic: “User Control and Freedom”

System does not give continuous real-time feedback
   Press “search” and hope that it works
   It is better to continuously update the result, so you can do trail & error
   Norman: make it easy to bridge the “gap of evaluation”

Tabs
   They are (often) bad because they hide stuff
   Nielsen’s heuristic: “Visibility of System Status”
Some typical problems

Users don’t want a “SELECT”
   Why only show some attributes, if you can show all?
   Norman: Use image is not the same as your designer image

People don’t use “Help”
   Do you ever look at the help functionality?
   Norman: “Help doesn’t”

Last query is hard (if possible at all)
   Users don’t know where to start; what steps to take
   Norman: hard to bridge the “gap of execution”
Some typical problems

“I want more!”

Users always want more than the specs
These things can become unique selling points
Use Contextual Design (Beyer & Holtzblatt) to unearth these preferences beforehand

Some explanation is needed
Allowable in the interest of time
But would the users have found out on their own?
Evaluation

Creativity of design exploration
Merits of chosen design
Sensible test reports
Good reflection
Thoroughness (in general)
Creativity

- Student campaign
- Purchases after 7 pm
- Candy week
- Customers < x < 9
- Beer var A 'cleaning'
- Package deal with chocolate
Design
The difference of nominal and ordinal attributes was not clear

Users did not all understand what any of those two words meant and they just ignored both of them, instead of asking us what they meant. The addition of this attribute was in their eyes useless [...].

When it was explained [...], they did understand it, but still doubted if the information was really needed for using the application.

[...] we asked if it was ok to just give the user an option for intervals at some filters and leave that option out at other filters, without mentioning why. They all agreed that this would be ok[...].
Reflection

[...] at the beginning the user when starts using the interface has some problems, because we didn’t provide enough information about how the system was working, so the user was lost.

For our viewpoint this was easy to use, but when we tested users had problems too interact with the interface. But when we explain them how to use it, [...] user is able to interact with the interface and perform some queries and get logical results.

That proves that our interface works. On the other hand we see that is not easy to use it without knowing anything about the application system.
Thoroughness
I hope you found out...

...that this is a really hard process
  ...
  ...there are a lot of small details
  ...
  ...one iteration is not nearly enough

...but it is actually quite useful
  ...
  ...because the user is not like you
...
  ...it is easy to find some major usability issues
  ...
  ...and significantly improve your design
I hope you found out...

...that a perfect interface does not exist
  ...there are many trade-offs
  ...for instance between functionality and usability

...existing technology can be restrictive
  ...RDF is volatile, this may be a problem
  ...sometimes, you don’t have all the data you would want
Final assignment

For those who want to further develop their ideas
...and apply them to a real-world use case for Aduna

2-4 openings
  This is tentative
  Exact assignment TBD

Apply by sending me an email
  Acceptance is based on your performance in this assignment
For more information

Basic theory
Norman, “The design of everyday things”

Usability
Nielsen, “Usability Engineering”
Nielsen, “Usability Inspection Methods”

Interaction design
Cooper, “The inmates are running the asylum”
Beyer & Holtzblatt, “Contextual Design”

Other questions, ideas
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