Towards a Humane Interface

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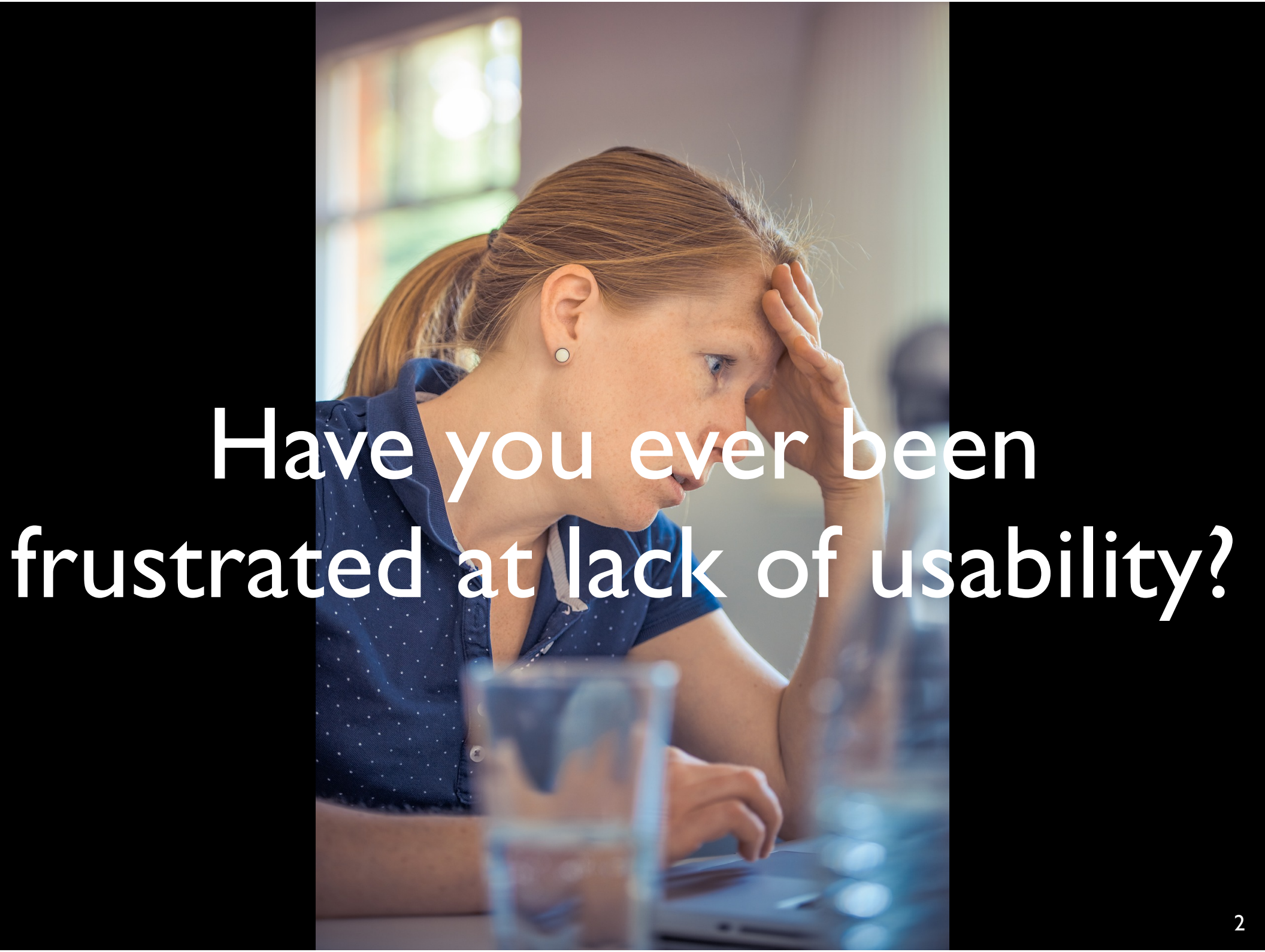
Have you ever been
frustrated at lack of usability?

Scott Davis @scottdavis99 · Apr 17, 2021

First hotel shower in well over a year.

It's pretty much how I remember it.

3 10

Venkat Subramaniam 🇺🇦 ✌️

@venkat_s

Replying to @scottdavis99

My theory: those who design hotel bathrooms have never taken a shower.

Venkat Subramaniam 🇺🇦 ✌️
@venkat_s

Another reason I’m convinced that people who design hotel bathrooms never take a shower.

Can you spot what’s missing in this one, from the room I stayed this morning?

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Those who can't design are condemned to document.

It’s all about user experience

A great app lets the users get their job done

Reliable

Simple

Fast

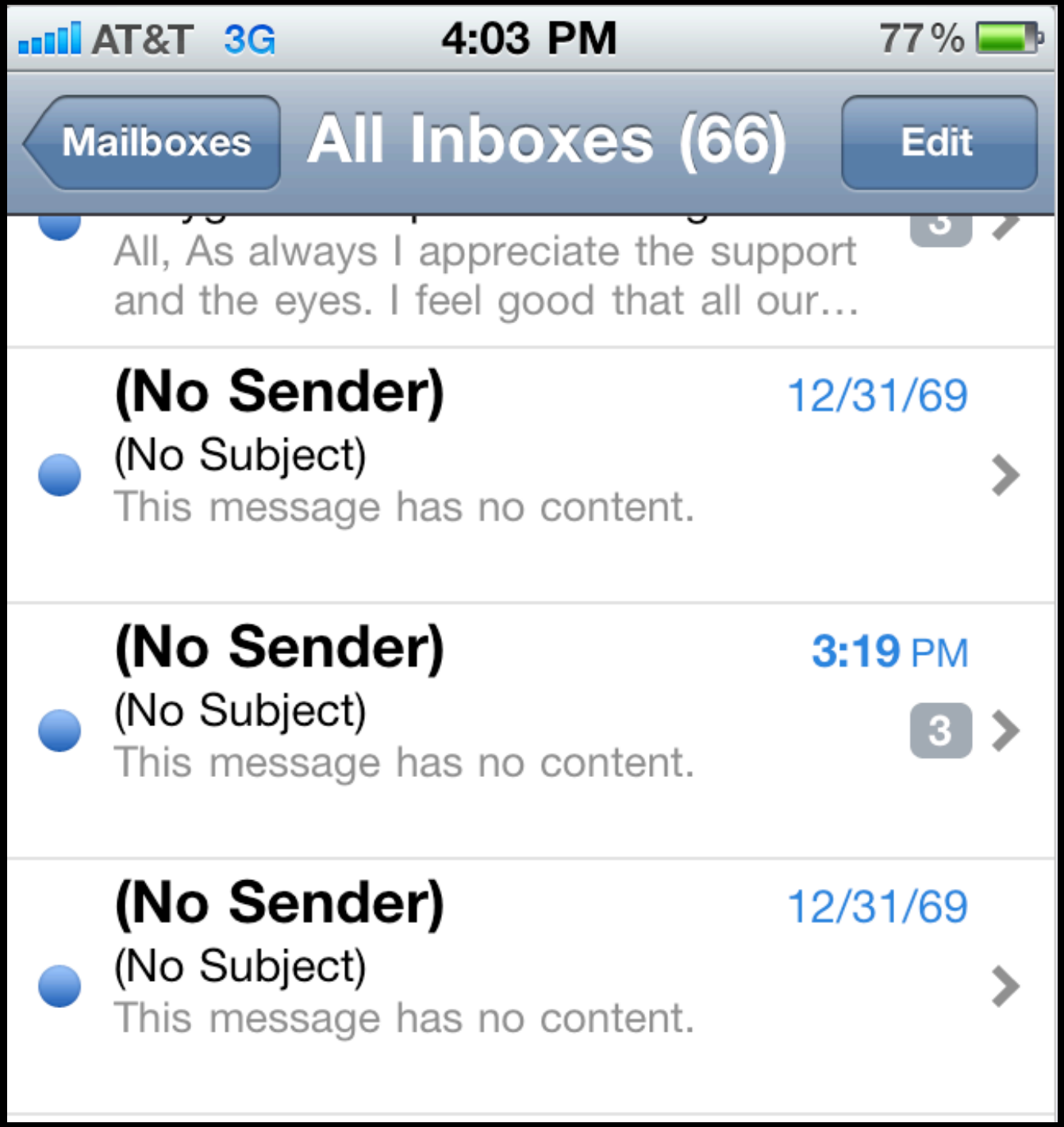
Easy to use

Doesn't annoy or distract

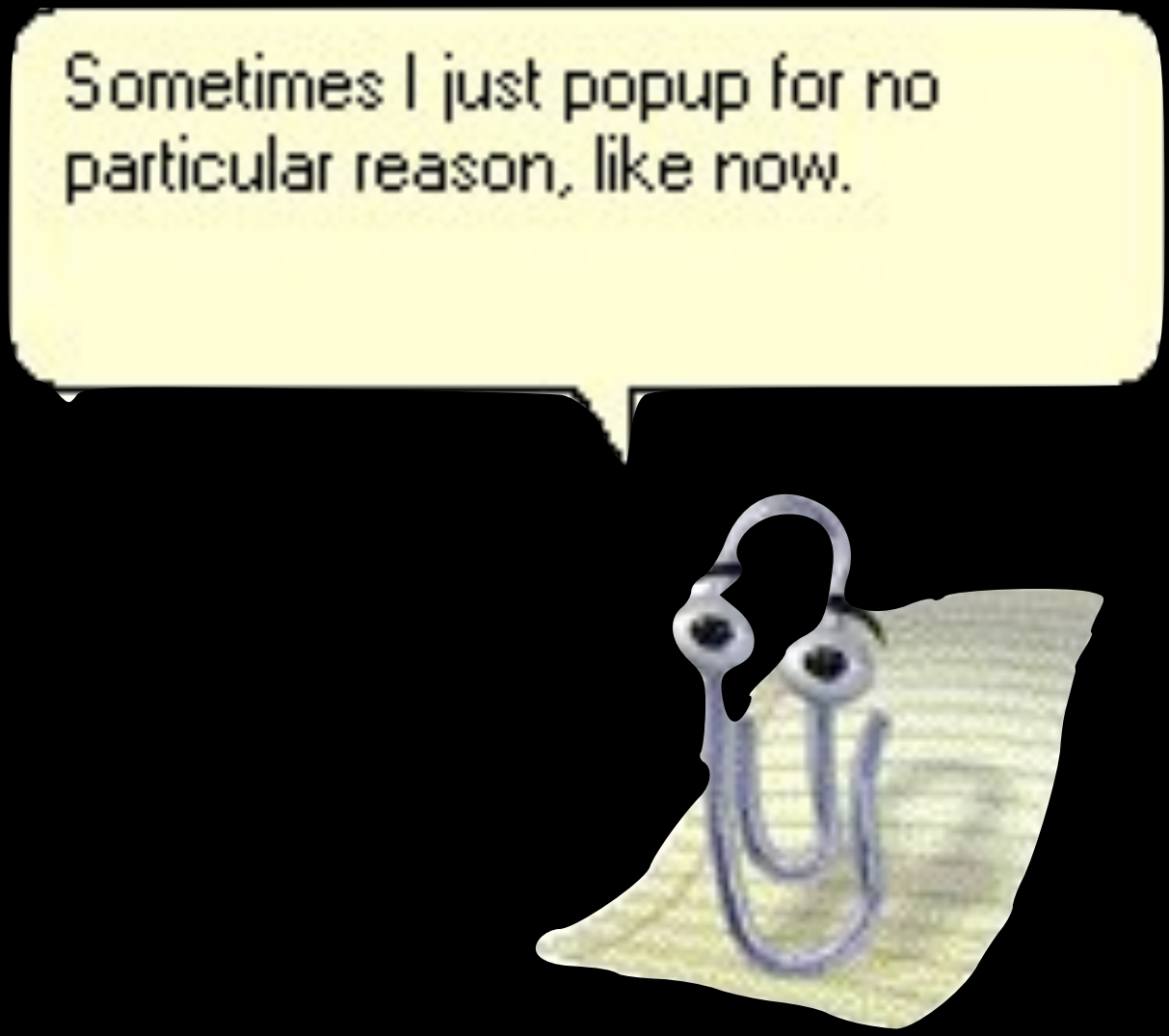
Provide Value

Make it Reliable

An unreliable app spoils user's experience


AT&T 3G
4:03 PM
77 %
Mailboxes
All Inboxes (66)
Edit
All, As always I appreciate the support and the eyes. I feel good that all our…
(No Sender)
12/31/69
(No Subject)
This message has no content.
(No Sender)
3:19 PM
(No Subject)
This message has no content.
3
(No Sender)
12/31/69
(No Subject)
This message has no content.

Don’t Annoy

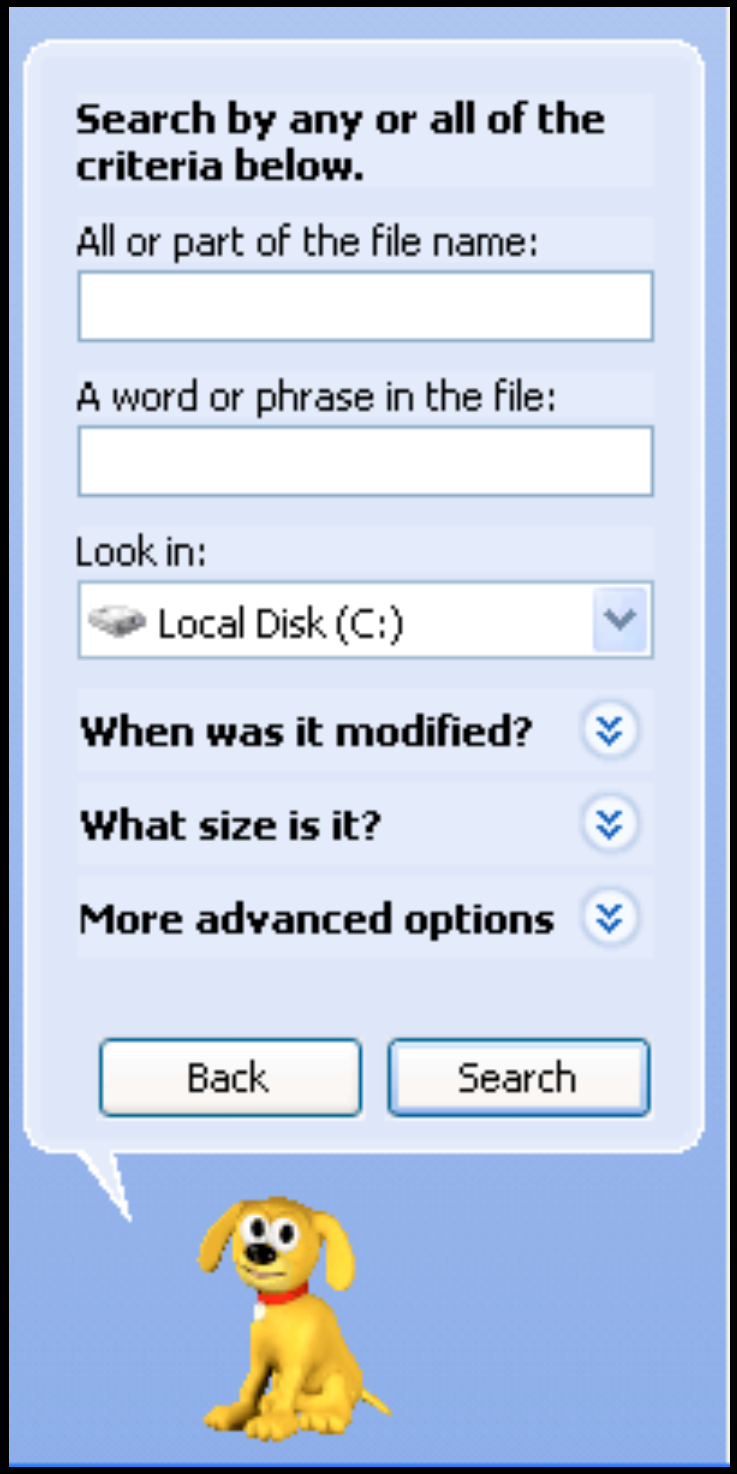


http://1thought2many.files.wordpress.com/2010/02/word-paperclip.jpg

Don’t Distract

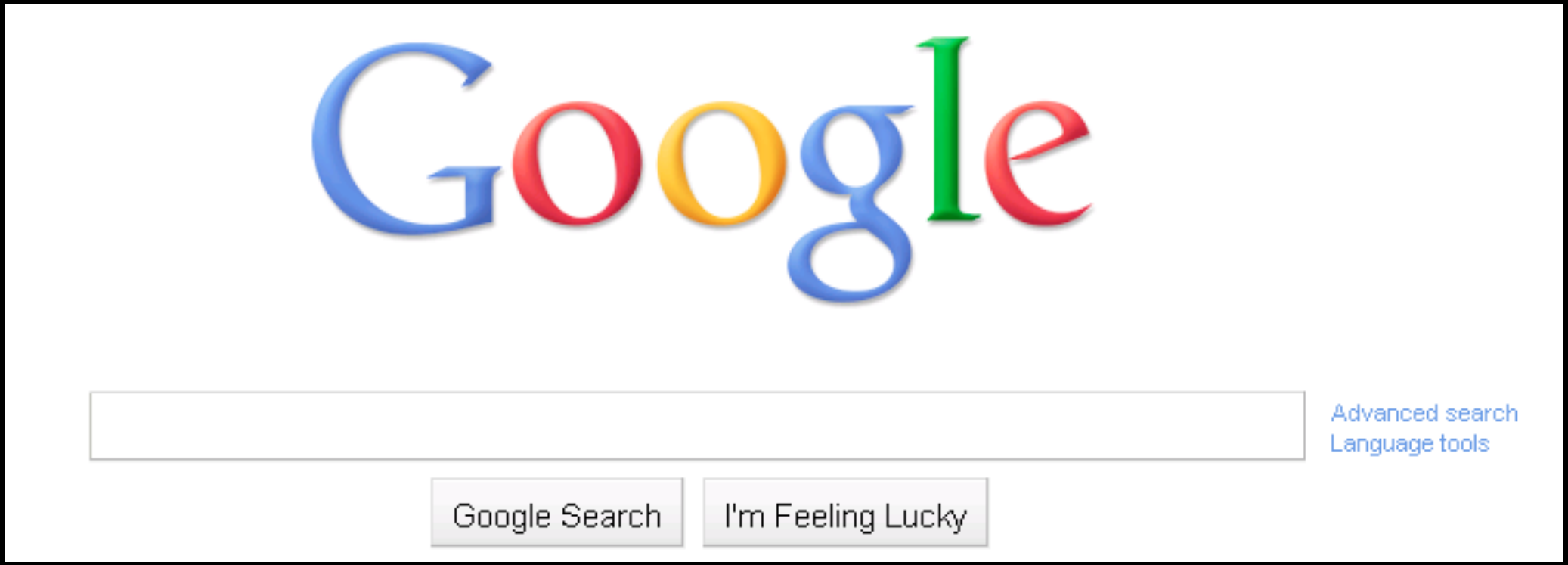
You're asked to implement Search

How do you improve experience?


Search by any or all of the criteria below.
All or part of the file name:
A word or phrase in the file:
Look in:
Local Disk (C:)
When was it modified?
What size is it?
More advanced options
Back
Search

Help the user focus, don't distract

What's the App you use the most?


Google
Advanced search
Language tools
Google Search
I'm Feeling Lucky

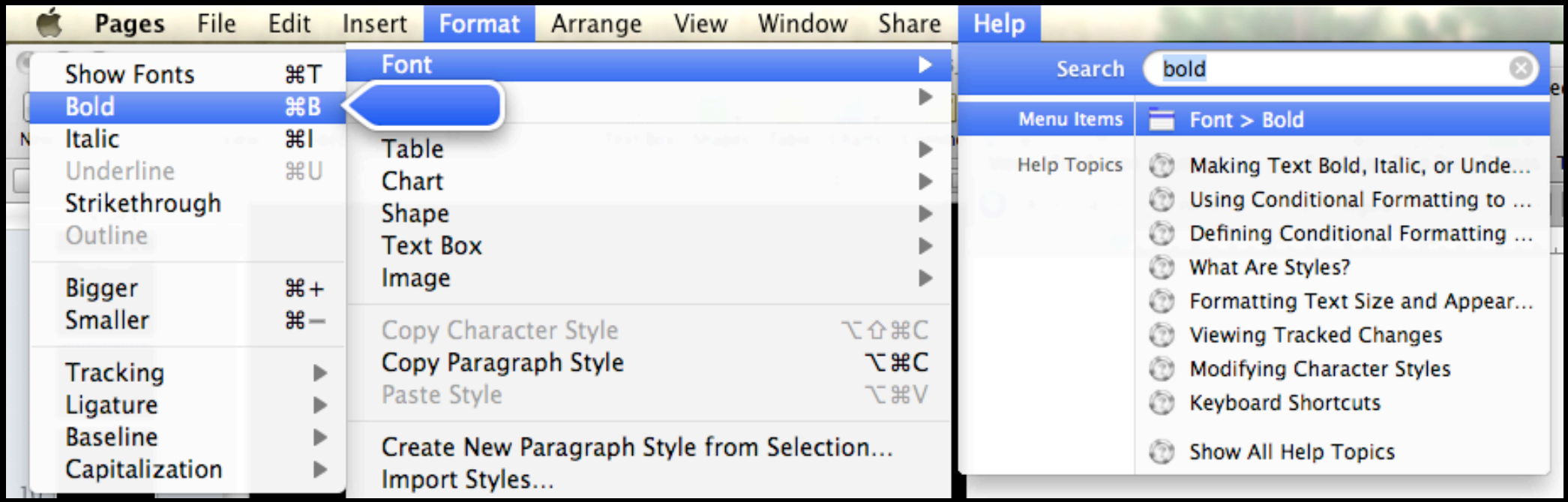
KISS Principle

Simple things must be simple

Problem with products is not their capability, but one of imposed complexity beyond the need

How to find a menu item?

Fastest way is to search!


Pages
File
Edit
Insert
Format
Arrange
View
Window
Share
Help
Show Fonts ⌘T
Bold ⌘B
Italic ⌘I
Underline ⌘U
Strikethrough
Outline
Bigger ⌘+
Smaller ⌘−
Tracking
Ligature
Baseline
Capitalization
Font
Table
Chart
Shape
Text Box
Image
Copy Character Style ⌥⇧⌘C
Copy Paragraph Style ⌥⌘C
Paste Style ⌥⌘V
Create New Paragraph Style from Selection...
Import Styles...
Search
bold
Menu Items
Font > Bold
Help Topics
Making Text Bold, Italic, or Unde...
Using Conditional Formatting to ...
Defining Conditional Formatting ...
What Are Styles?
Formatting Text Size and Appear...
Viewing Tracked Changes
Modifying Character Styles
Keyboard Shortcuts
Show All Help Topics

Don’t Burden the User


ATSC
Cheetos
CRUNCHY

Provide Value


P R N D D3 2 1
0 14 152 TRIP A 109.2

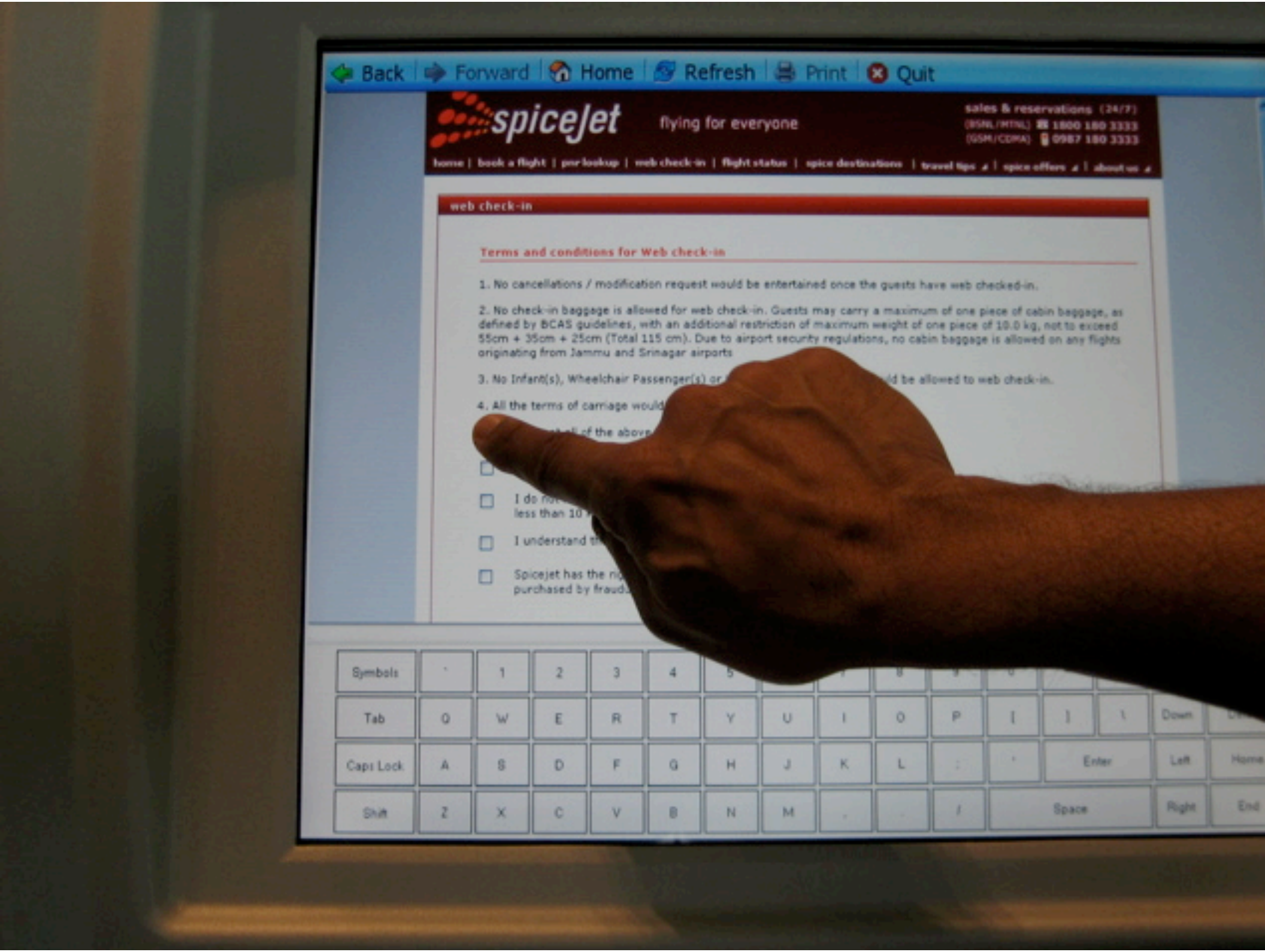

C
H
65 mph
F
E
LO
8
D
D3
2
1
miles
0 14 152 TRIP A 109 1.3

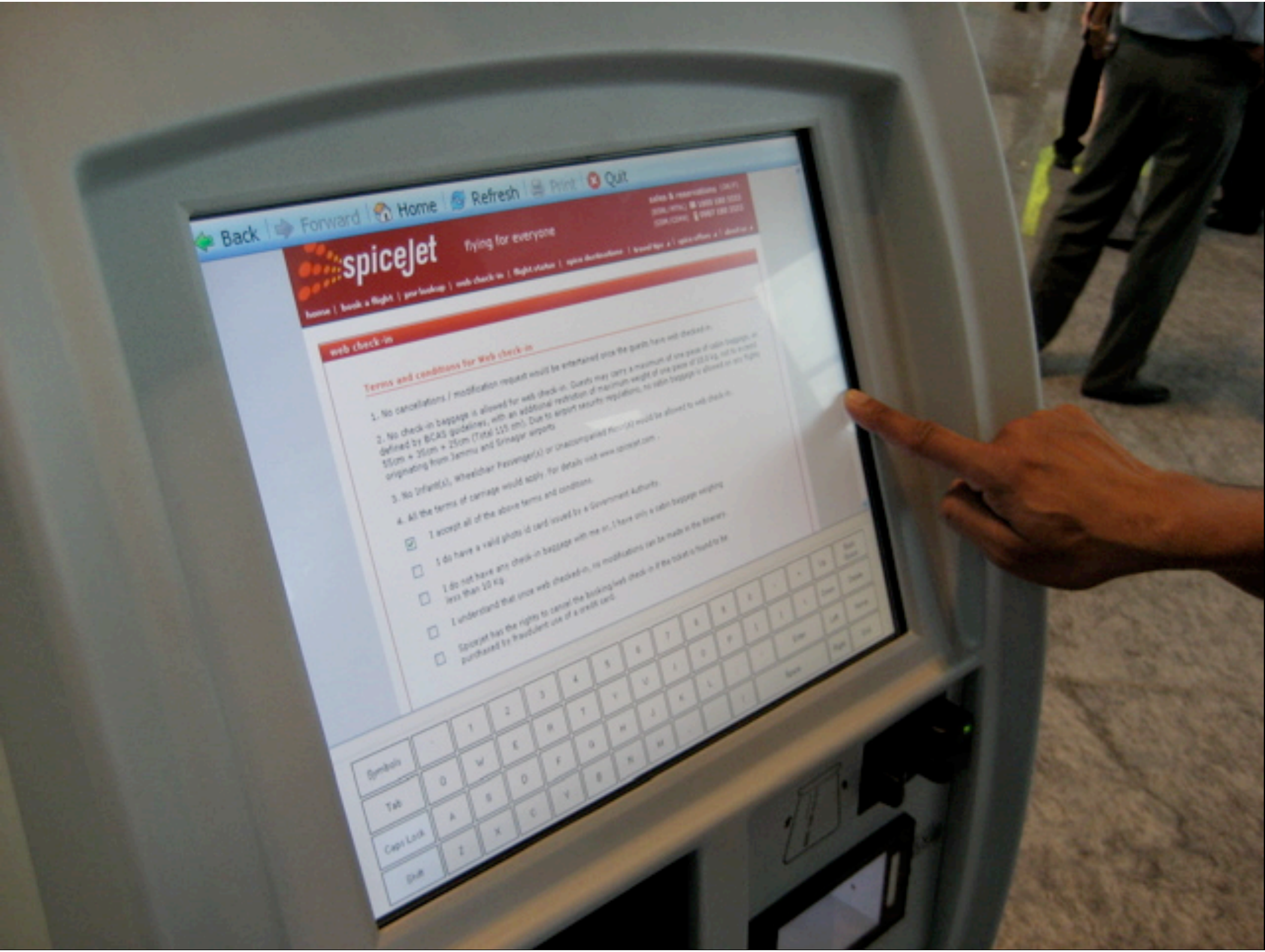
An App That Fails in So many ways

http://blogs.agilefaqs.com/2008/05/28/victim-of-chaos/


18
19
20
21
22
FLY KINGFISHER
JET AIRWAYS
IndiGo


You've been idle for awhile
Touch the screen if you need more time


Back
Forward
Home
Refresh
Print
Quit
spicejet
flying for everyone
sales & reservations (24/7)
1800 180 3333
0987 180 3333
web check-in
Terms and conditions for Web check-in
1. No cancellations / modification request would be entertained once the guests have web checked-in.
2. No check-in baggage is allowed for web check-in. Guests may carry a maximum of one piece of cabin baggage, as defined by BCAS guidelines, with an additional restriction of maximum weight of one piece of 10.0 kg, not to exceed 55cm + 35cm + 25cm (Total 115 cm). Due to airport security regulations, no cabin baggage is allowed on any flights originating from Jammu and Srinagar airports
Symbols
Tab
Caps Lock
Shift
Space
Enter


Back
Forward
Home
Refresh
Print
Quit
spiceJet
flying for everyone
Web check-in
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3. No Infant(s), wheelchair Passenger(s) or Unaccompanied Minor(s) would be allowed to web check-in.
4. All the terms of carriage would apply. For details visit www.spicejet.com .
I accept all of the above terms and conditions.
I do have a valid photo id card issued by a Government Authority
I do not have any check-in baggage with me or, I have only a cabin baggage weighing less than 10 Kg
I understand that once web checked-in, no modifications can be made in the itinerary
SpiceJet has the rights to cancel the booking/web check-in if the ticket is found to be purchased by fraudulent use of a credit card.

Do, don’t ask

OmniGraffle registration experience!

Get One Step Ahead of the User

Convenience shortcuts

Thinks like a programmer!
Stays steps ahead.

User's stress level

Cognitive

Circumstances can lead us to make mistakes


SHIFT-LOCK RELEASE
P
R
N
D4
2
1
HOLD
DEPRESS BRAKE PEDAL TO SHIFT FROM 'P'
PUSH DOWN SELECT LEVER TO SHIFT FROM 'N' TO 'R'

http://www.michaelbach.de/ot/fcs_hollow-face/index.html

Cognitive Unconscious

Repetition pushes us there

Intuitive Design

Know your users

http://gosmellthecoffee.com/archives/9570

Let Users Set the Pace

Don’t Rush the User

Locus of Attention

Awareness Test

http://www.youtube.com/watch?v=yrqrkihIw-s

Ajax and Locus of Attention

Asimov's Law

Isaac Asimov's "Three Laws of Robotics"

1. A robot may not injure a human being or, through inaction, allow a human being to come to harm.
2. A robot must obey orders given it by human beings except where such orders would conflict with the First Law.
3. A robot must protect its own existence as long as such protection does not conflict with the First or Second Law.

Fitt's Law

$$T = a + b \log_2 \left(1 + \frac{D}{W} \right)$$

The time it takes to select a target is proportional to distance. inversely to its size

Hick's Law

$$T = b \cdot \log_2(n + 1)$$

The time to choose among options is proportional to the number of choices

Response time...

10 seconds feels like eternity to users

Reliable

Simple

Fast

Easy to use

Doesn't annoy or distract

Provide Value

Thank You!

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twitter: venkat_s