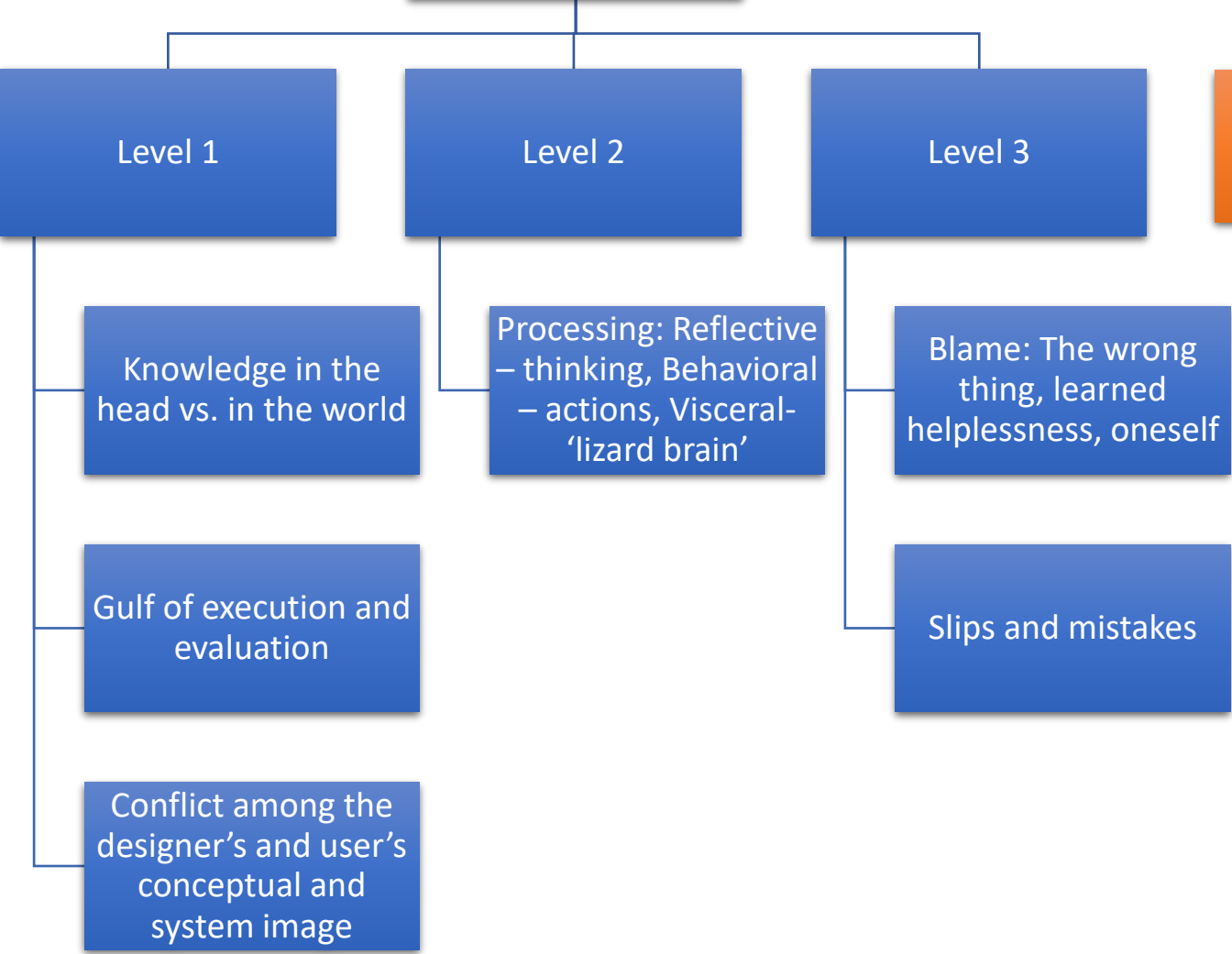


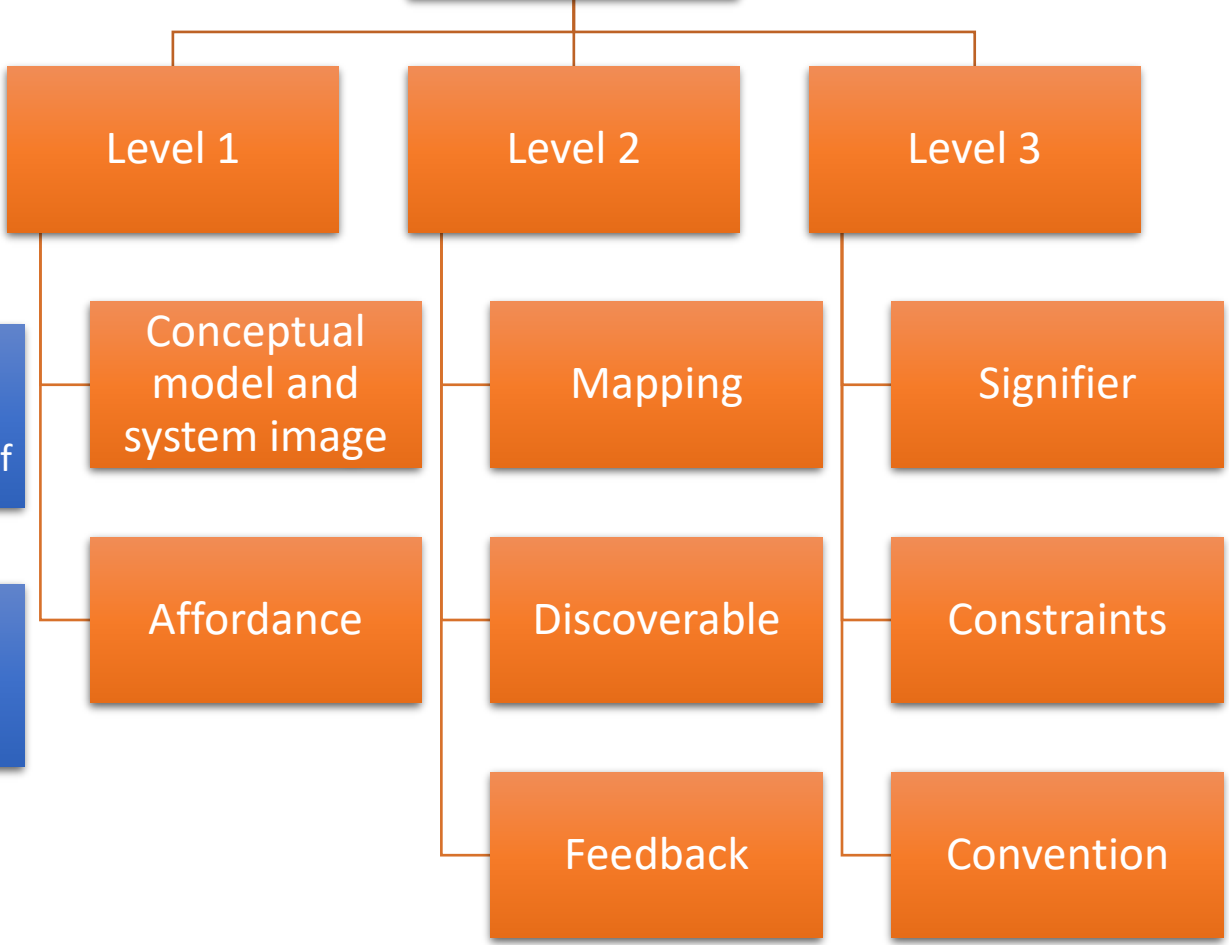
MIS3506: Design & Blame

Lavin * Fall 2021

Evaluating Usability

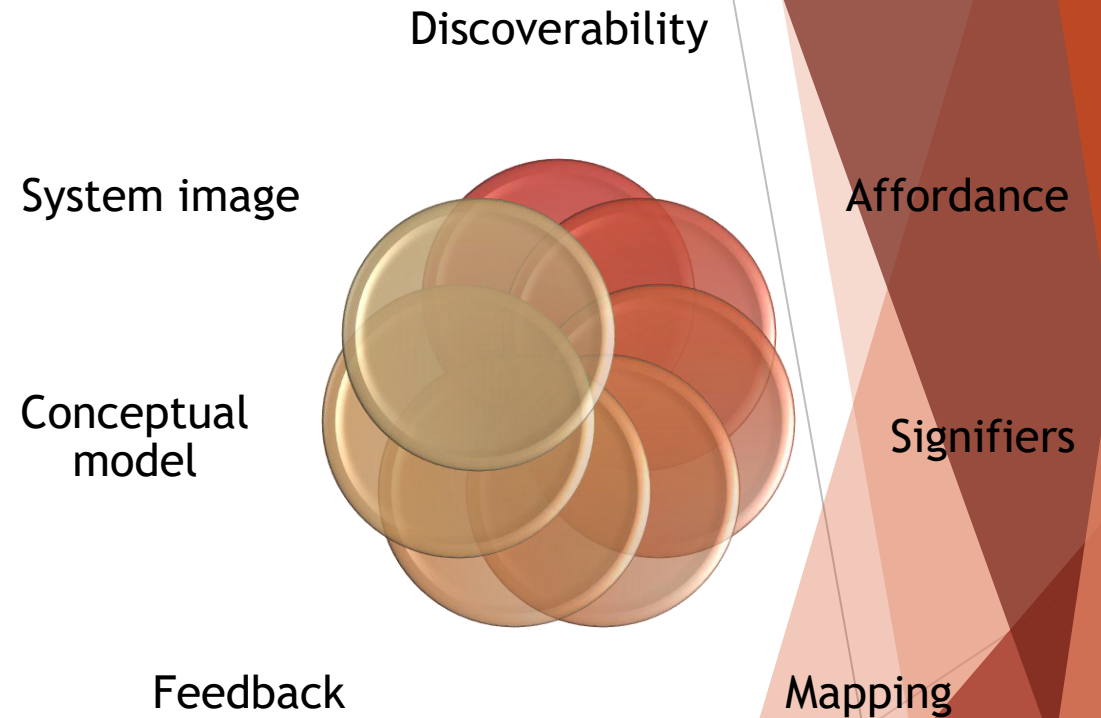


Designing the UX

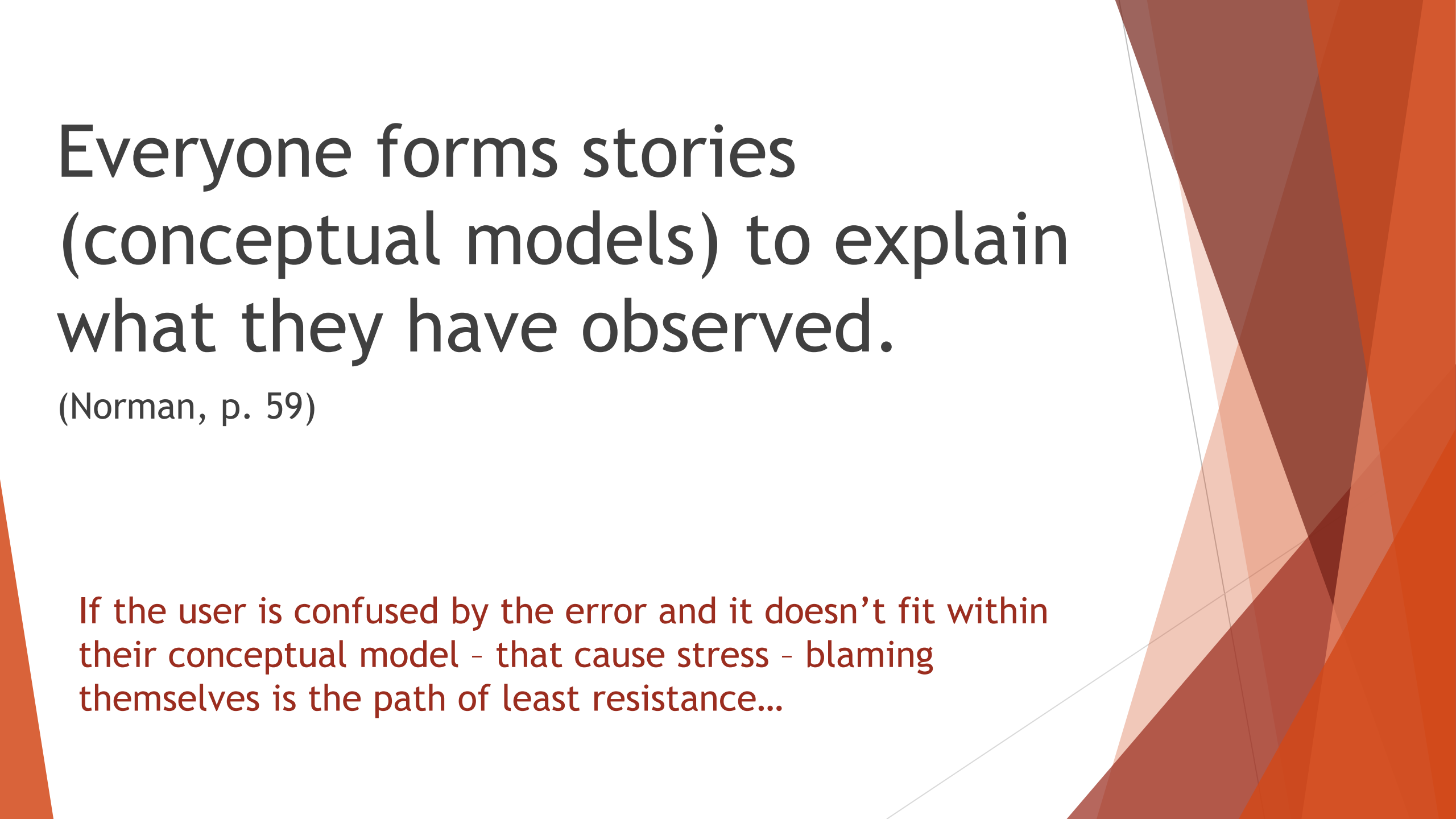


Conceptual Model

- ▶ Represent our understanding of how things work
- ▶ Framed by the affordances, signifiers, constraints and mappings
- ▶ Mental Model







Everyone forms stories
(conceptual models) to explain
what they have observed.

(Norman, p. 59)

If the user is confused by the error and it doesn't fit within their conceptual model - that cause stress - blaming themselves is the path of least resistance...



When things go wrong

- ▶ I hate uncertainty - don't you? Think about the period of time in which we are living - complete uncertainty.
- ▶ We/Users will do anything to escape uncertainty
- ▶ Our brains want the world to be easy to navigate

I am only human



Blame the wrong thing



Look for cause & effect



Learned helplessness

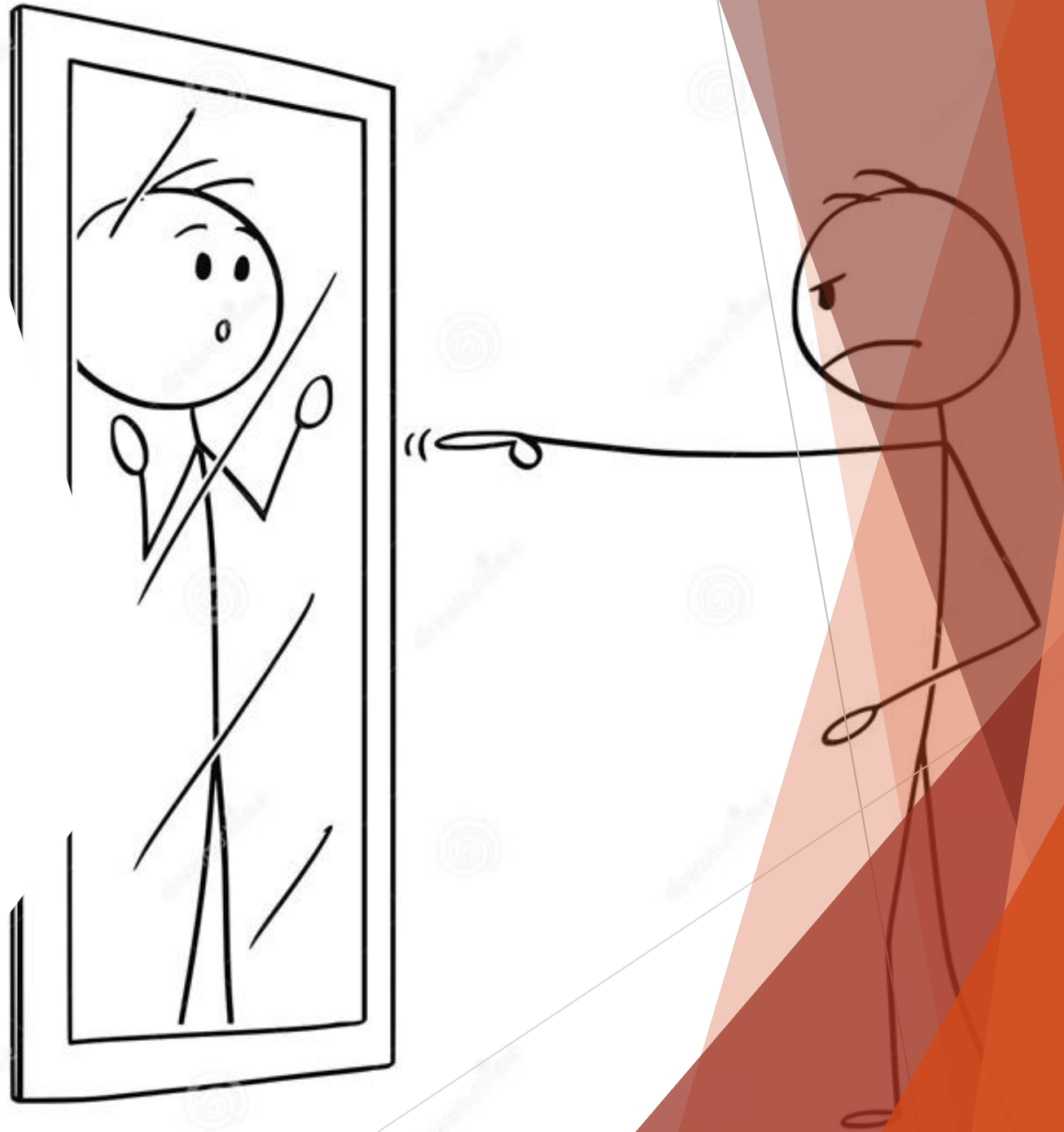


Positive psychology (not!)

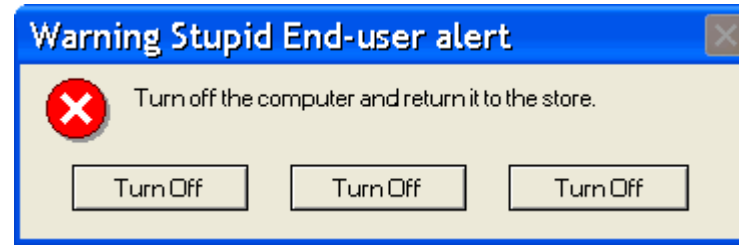


Blame yourself

<https://www.youtube.com/watch?v=L3wKzyIN1yk>



Blaming the wrong things







What does the addition of these two things change about the user experience?





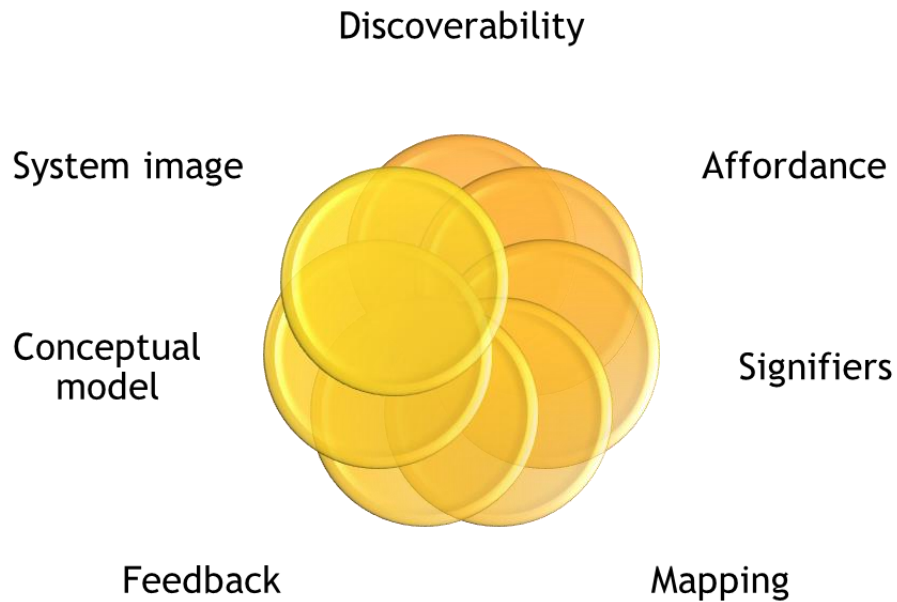
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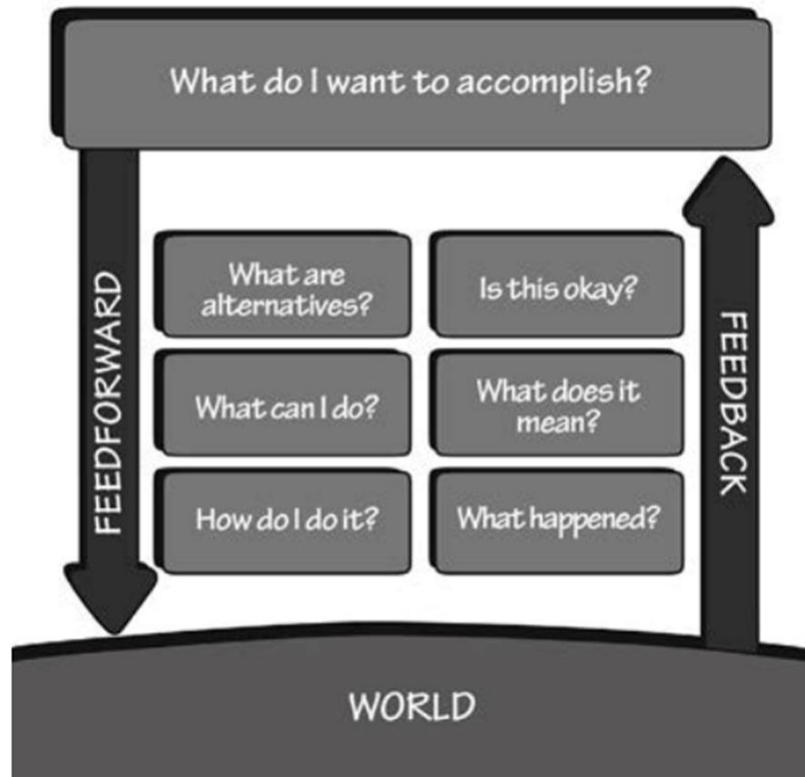


Anticipate that things will not always go smoothly...



- ▶ Designers have an obligation to ensure that the behavior of the machine is understandable to the people who interact with them.
- ▶ Strive to minimize the chance of inappropriate actions through the design framework
- ▶ Use affordances, signifiers, mapping and constraints to guide actions

7 Stages of Action Checklist



- ▶ **Discoverability** - is it possible to discover what actions are possible
- ▶ **Feedback** - Full and continuous info about the actions and current state
- ▶ **Conceptual Model** - Design projects all of the info needed and enhances discoverability and execution
- ▶ **Affordances** - desired actions are possible
- ▶ **Signifiers** - Ensure discoverability and feedback is well communicated
- ▶ **Mappings** - relationships between controls and actions follow good principles
- ▶ **Constraints** - Physical, logical semantic and cultural constraints guide actions & are easy to interpret

Advice to designers:



Do not blame people



Take difficulties as signifiers for improvement



Eliminate error messages - provide help and guidance



Make corrections possible



Think positively

Don't criticize unless you can do better!



Dark Patterns

- ▶ Tricks used in websites and apps that make you do things that you didn't mean to, like buying or signing up for something.
 - ▶ GPS/Location detail
 - ▶ Sign up
 - ▶ No visible anti-action of confirmation
 - ▶ Unclear or impossible touch actions

