

Human Computer Interaction

Seminar Week 7-8

Users

Exercise 1 - Know your users

Consider the following computer applications:

- an ATM (automated teller machine - cash machine)
- childrens' spelling tutor
- computerised supermarket checkout
- travel agents' booking system
- a word processing package
- an on-line flight booking system

In each case, what do you know about the users of the system?
What can you infer or assume?

Exercise 2 - Categorizing users

Consider how you would categorize your own s/w knowledge & usage

- Make a table listing all the software systems you use regularly. For each system, analyse the following:
 - consider the full range of commands/functions offered
 - Make a rough estimate of how much of the available functionality you actually know and use
 - categorize your knowledge of the various aspects of the system that you use in terms of the *novice/intermediate/expert* labels
- Now do a similar exercise for s/w applications you use intermittently or rarely. Do you still consider yourself to be expert in some aspects of the software?

In what ways do you think the *novice/intermediate/expert* labels are helpful for an interface designer? Do you think they ever get in the way?

