

It probably won a prize

- Aim
 - To be able to analyse and compare the designer and the user models of devices

**Technological aspects of
Donald Norman:
The Design of Everyday Things**
by
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Qualities of devices

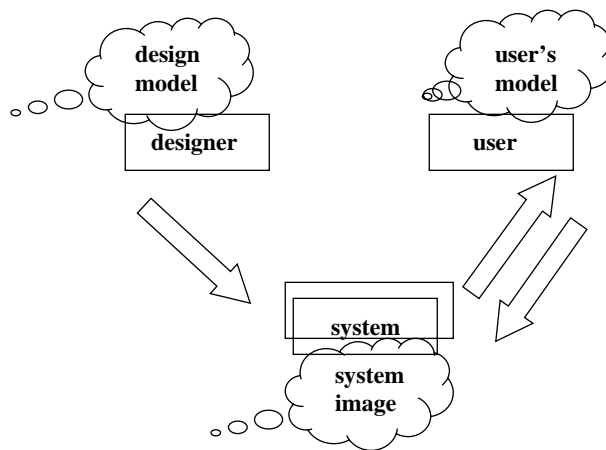
- Aesthetic
 - Pleasing to look at and sense in general
- Technologic
 - Adhering to accepted principles of good technical solutions
 - Simple manufacturing
- Usability
 - Causing desirable effects
- Durability and Robustness
 - Tolerates long term intended use and also improper use
- Safety
 - Not causing undesirable effects

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3

Conceptual models



4

When simple things need instruction, it is a certain sign of poor design

- Visibility
 - The shape of the device signals its proper use
 - What about blind people?
- Mapping
 - Immediately understandable relation between symbols and operation
 - Iconic symbols
 - Visual similarity
 - Conventional symbols
 - Learned system of representation
 - Arbitrary letters and shapes
- Feedback
 - The device signals the result of the operation

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Mappings should be unambiguous



6

Changing gears

Describe the design model and the user model

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Faucet
1



8



Faucet
2

9



Faucet
3

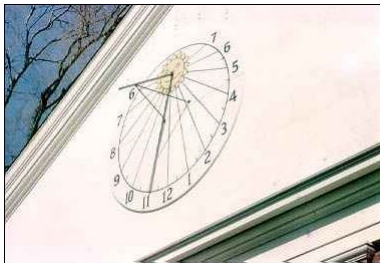
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Faucet
4

11

Mappings (clockwise)



12

Preventing the user from making mistakes

- Lockin
 - Keeping a process going
 - Preventing premature closure
- Lockout
 - Prevents an event from occurring

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Interlock Forcing a sequence

- Open cover
- Unscrew lid
- Insert nozzle in tank opening
- Hang up nozzle
- Insert lid
- Close cover
- Start engine and drive away

No interlock

- Unscrew lid
- Put tank lid on car roof
- Insert nozzle in tank opening
- Hang up nozzle
- Close cover
- Start engine and drive away

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How does an ATM guard against user errors?

