

Class 20

1. Norman and Draper Model
 - a. Designers model
 - b. User model
 - c. The System Image
2. Connecting the Users model
 - a. Matching the users expectations
 - b. Shaping the users model
 - c. Flexibility
3. Using Metaphors
 - a. Benefits
 - b. Problems
 - i. Metaphors that do not match the users experience
 - ii. Relation to concepts outside of the users experience
 - c. Choosing Metaphors