

## Class 2

1. Assignment 1
2. Why the user interface matters
  - a. Human Computer Interaction
  - b. User Interface
3. Computers are ubiquitous
4. The importance of good user interface design
  - a. Tangible benefits
  - b. Seamless
  - c. Usability
    - i. ISO 9241
      1. Effectiveness
      2. Efficiency
      3. Satisfaction
      4. Context
5. The problems of poor or bad user interface
  - a. User frustration and dissatisfaction
  - b. Loss of Productivity, efficiency, and money
  - c. Safety and the user interface
  - d. Elections and the user interface
  - e. Small irritations
6. Designing for users
  - a. Usable but not useful
  - b. User centered design
  - c. ISO 13407
  - d. The classic life cycle
  - e. Iterative design
7. Involving users
  - a. Who are the users
    - i. Perspectives
  - b. When and how to involve users
    - i. Early in the design process
    - ii. During prototyping
    - iii. Just before delivery
    - iv. During training/after deliver of the system
8. Evaluation