

Design in a changing world



Contemplative media case study: Case 7

Q1. How will the system handle the errors?

User errors are usually a waste of the time to correct and commit them. An excellent user-interface design predicts common errors and assists the user in avoiding them (Satzinger, Jackson & Burd, 2012). A way to make this occur will be to limit options available, offering the user with only suitable options for a precise point in a dialog. The system will also make corrective actions more efficient. For instance, if the user enters a wrong or invalid customer ID, the system will notify the user and recommend valid values (Satzinger, Jackson & Burd, 2012).

Each action a user takes will result in some feedback from the computer so the user will know that the action will be acknowledged. This feedback can be audible or visual. Feedback gives the user a feeling as well as a sense of confirmation that a system is functioning correctly and responsive.

Q2. What is a sample dialog for system and the user?

A dialog between the user and system will follow this pattern:

SYSTEM: What would you like to do?

USER: I'd like to book for some contemplative practices.

SYSTEM: Okay. What is your account number or e-mail address?

USER: My e-mail address is castrol33@gmail. com.

SYSTEM: Fine. You are Smith Castrol at 1133 Diamond Avenue, Right?

USER: Yes.

SYSTEM: What practice do you want to book?

USER: Movement practices.

SYSTEM: I have three creative practices namely; improvisation, music and singing, as well as journaling. Which one do you want to book?

USER: Music and singing

SYSTEM: Fine. That has a booking charge of \$7. 90 valid for three days. What else would you like?

USER: That's all.

SYSTEM: Okay. Shall I charge that amount to your credit card file?

USER: Yes.

SYSTEM: The guidelines for “ music and singing” are downloading to your computer now.

USER: Okay. Thanks.

Q3. How will the system use User-interface design concepts?

Consistency; User interfaces will be designed for consistency in appearance and function. Information will be organized on forms; the shape and size of icons, the arrangement and names of menu items, and the order followed to perform tasks will be consistent throughout the system (Satzinger, Jackson & Burd, 2012).

Shortcuts; User interfaces, as well as dialogs designed for novices, are usually an impediment and annoyance to productivity of experienced users. Users that frequently work with an application or for long time want shortcuts for regularly used functions so as to cut down on the number of mouse clicks, keystrokes and menu selections needed to complete task (Satzinger, Jackson & Burd, 2012). The system will have shortcuts such as voice commands and shortcut keys, like Windows keyboard sequences Ctrl+V for paste.

Easy Reversal of Actions; Users should explore options as well as take actions that can be reversed or canceled with ease. This is also known as experimenting whereby users learn about the system. It is as well a way to

avoid errors; since users can cancel the action once they realize that they had done a mistake (Satzinger, Jackson & Burd, 2012). Additionally, the design will include cancel buttons on every dialog box as well as allow users to go step backward at any time. Lastly, the system will ask the user to verify the action when he/she deletes something important like a record, a file or a transaction, if possible, the system will delay implementing that action. Main issue in allowing action reversal will be structuring dialogs, as well as corresponding system actions.

References

Satzinger, J. W., Jackson, R. B., & Burd, S. D. (2012). Systems analysis and design in a changing world. Boston, MA: Course Technology, Cengage Learning.