Gooey: Soft & sticky.

TOG on Interface

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1. What is control?

"The user's sense of control arises from neither tyranny nor anarchy but from the freedom of a supportive environment constructed of reasonable and <u>consistent</u> rules."

Bad Example

Microsoft Windows XP [Version 5.1.2600] (C) Copyright 1985-2001 Microsoft Corp.

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C:\Documents and Settings>cd..

Good Example



Bad Example

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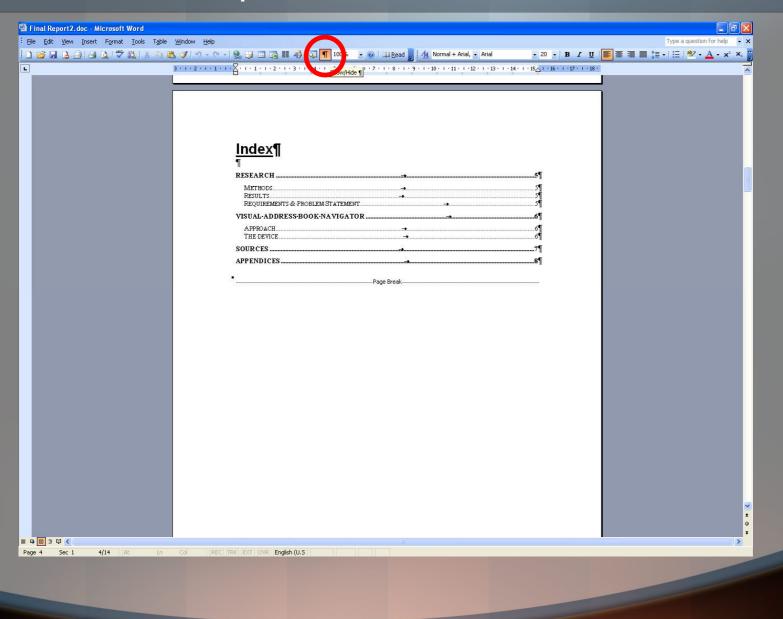
Good Example

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2. Options

"Never present a power user option in such a way that normal users must learn all about it in order to know they don't need to use it."

Bad Example



Good Example

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3. And once again... Consistency

"The most important consistency of all is consistency with the users expectations."

Act upon the user's expectations! always!

Final Tip

"Be wary of rationalisation, assumption and denial creeping into the design process."

Questions?