Gooey: Soft & sticky.

TOG on Interface

By H.Bruin, K.Greef & R.Brankaert

"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."
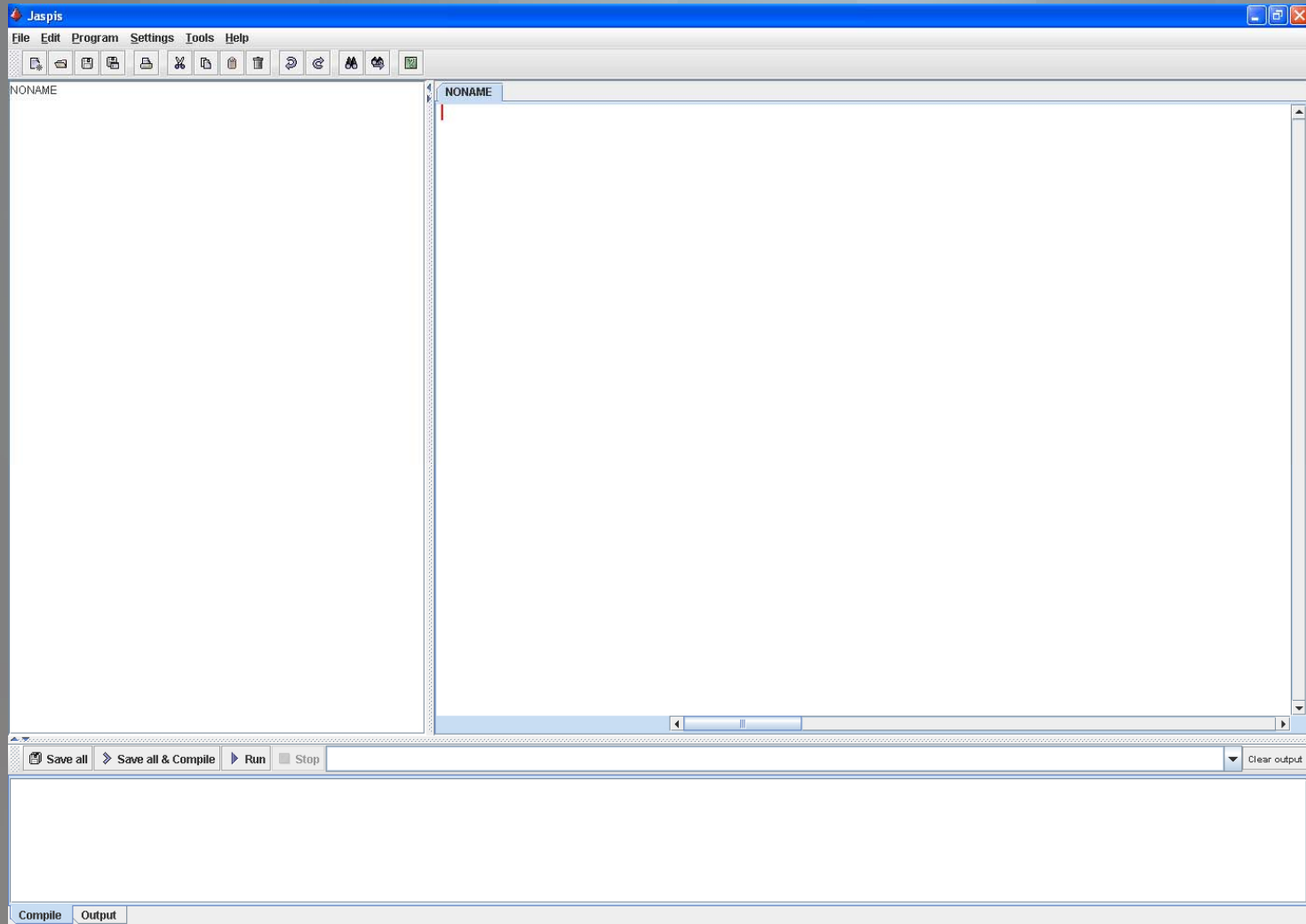
Bad Example

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

C:\Documents and Settings\s060601>cd..

C:\Documents and Settings>cd..

C:\>_
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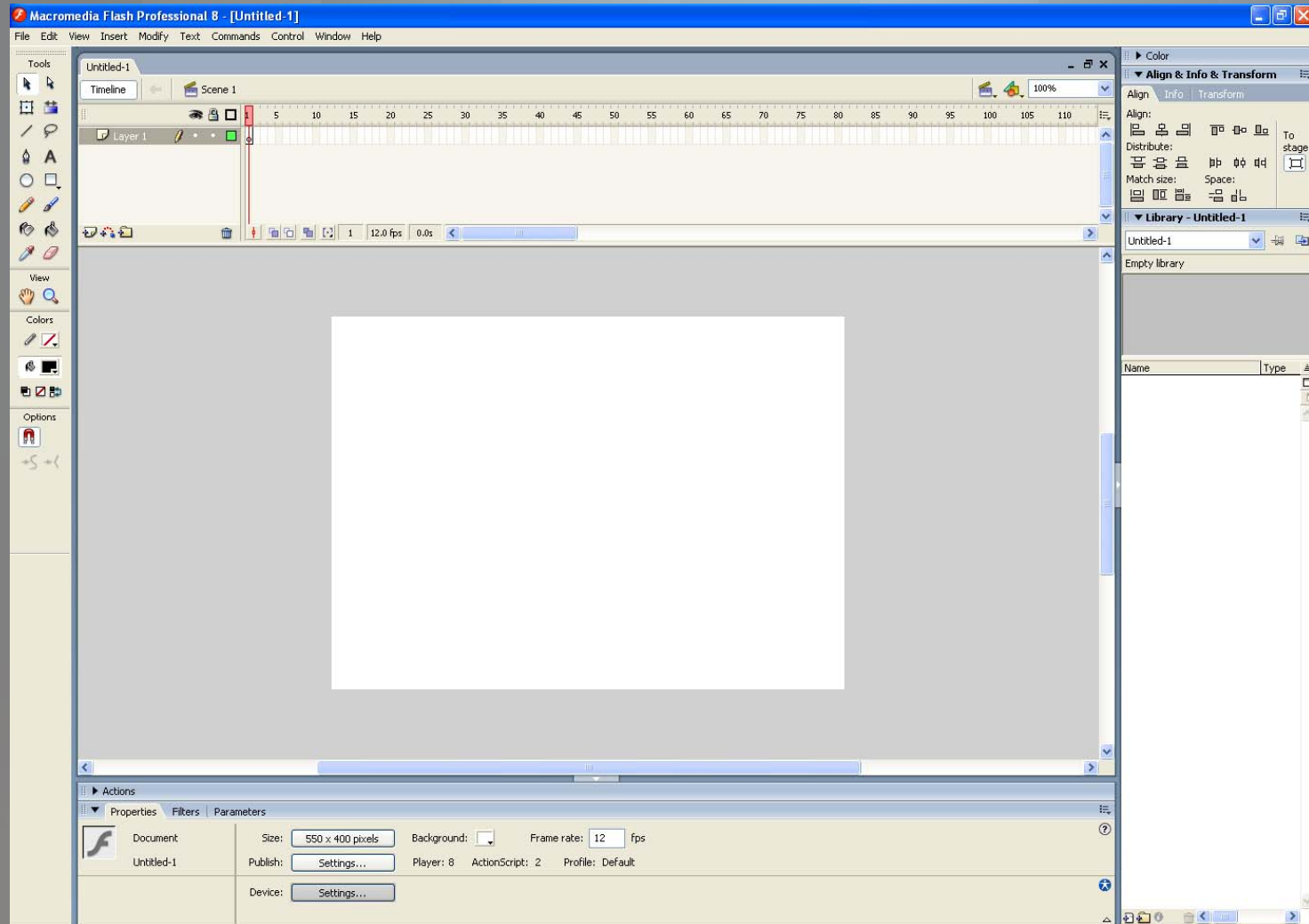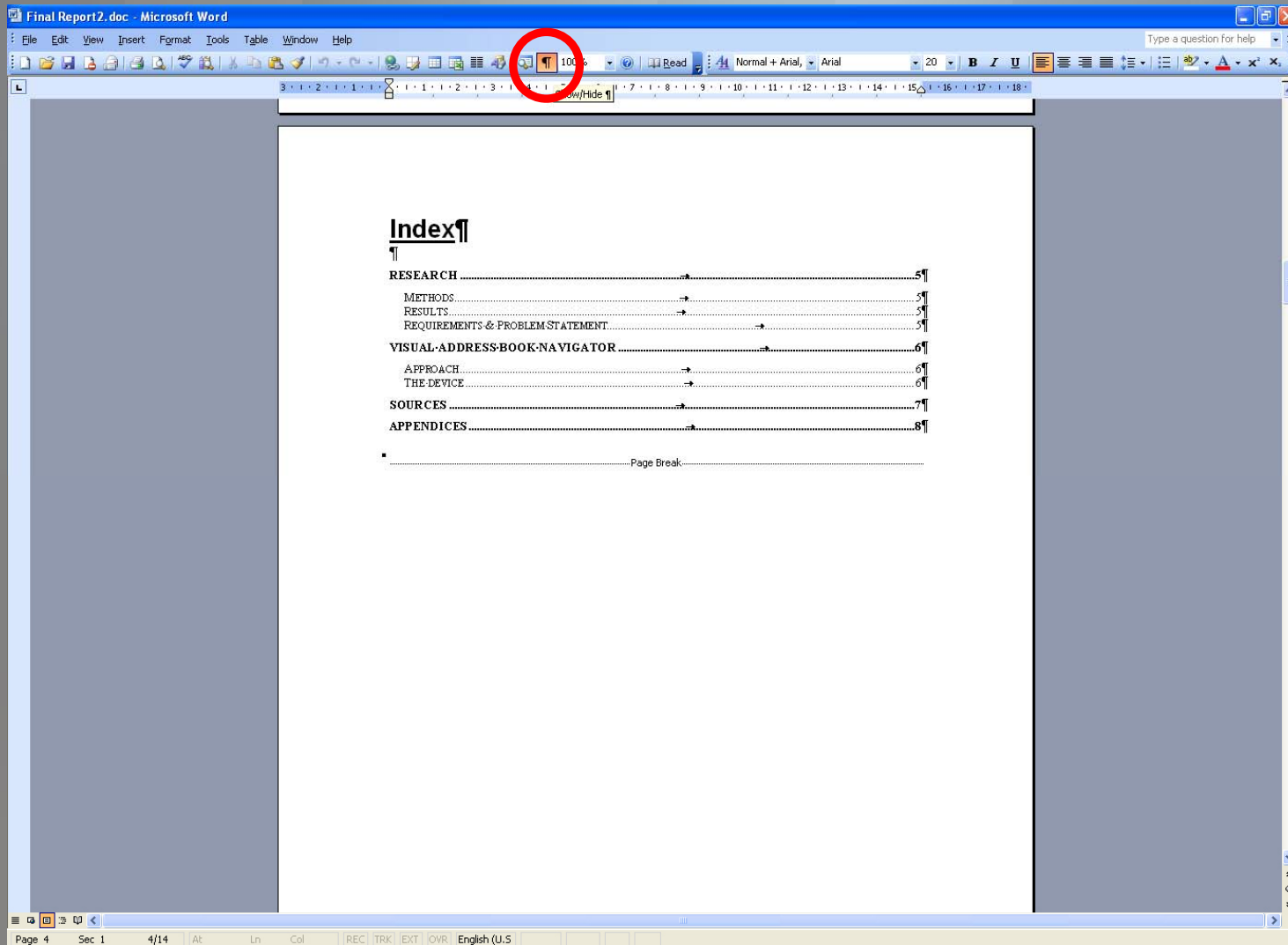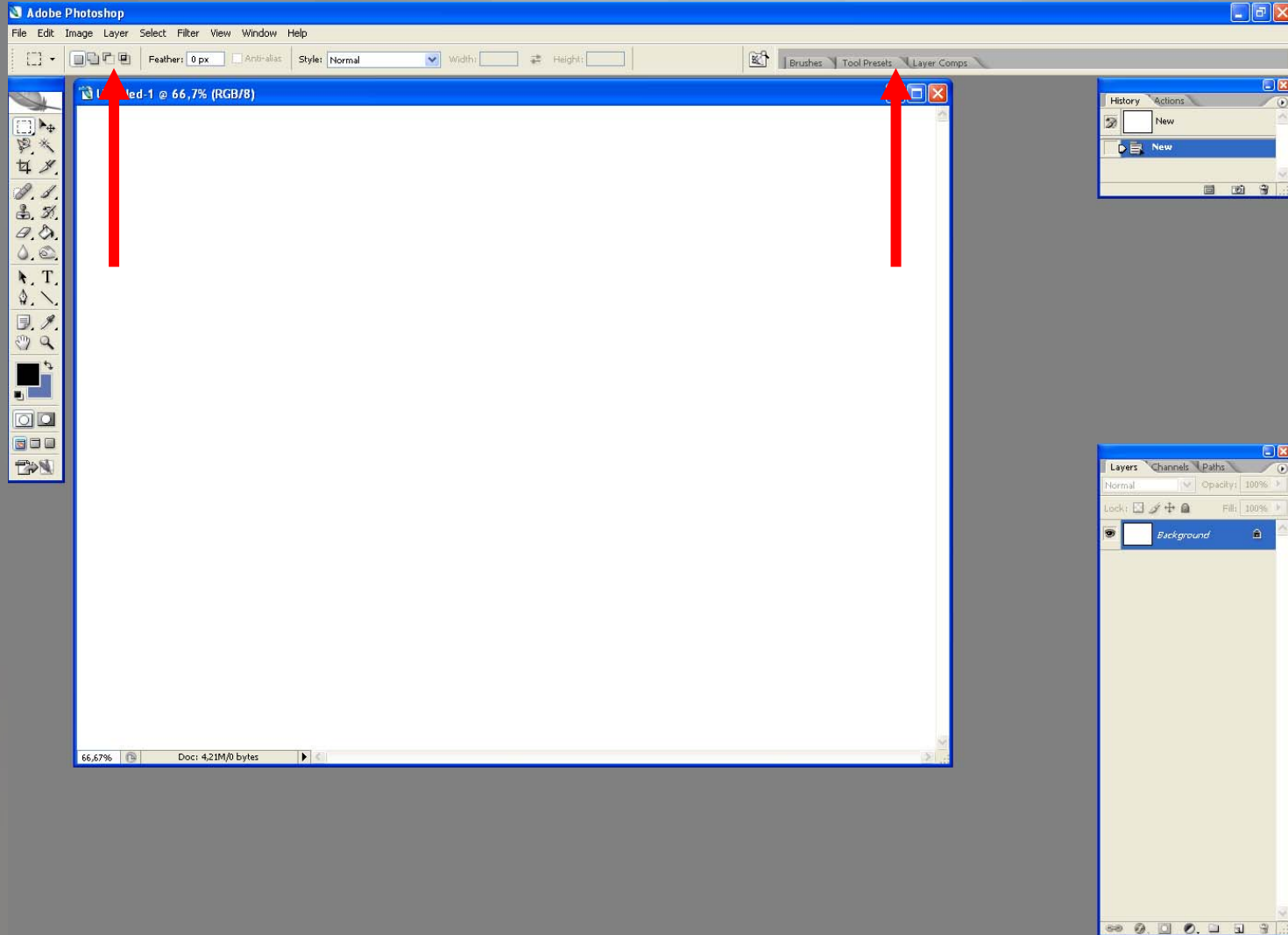
Good Example

Bad Example

Good Example

"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

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

Act upon the user's expectations!

always!

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

Questions?