

Group D

Designing interfaces

1. What users do

- “Know thy user, for they are **not you**.”

- Safe Exploration? →
- Instant Gratification? →
- Satisficing?
- Changes in Midstream?
- Habituation?
- Keyboard only?
- Other people's advice?



Safe exploration with the “previous” button



Less safe and clear exploring because each site is opened in another tab

Bad example

- What? Question structure

What has my e-mail client have to do for my user? "being able to create an e-mail using text and sending it to another person"

Good example

- Use a why? why? Question structure to get to the core of the problem.

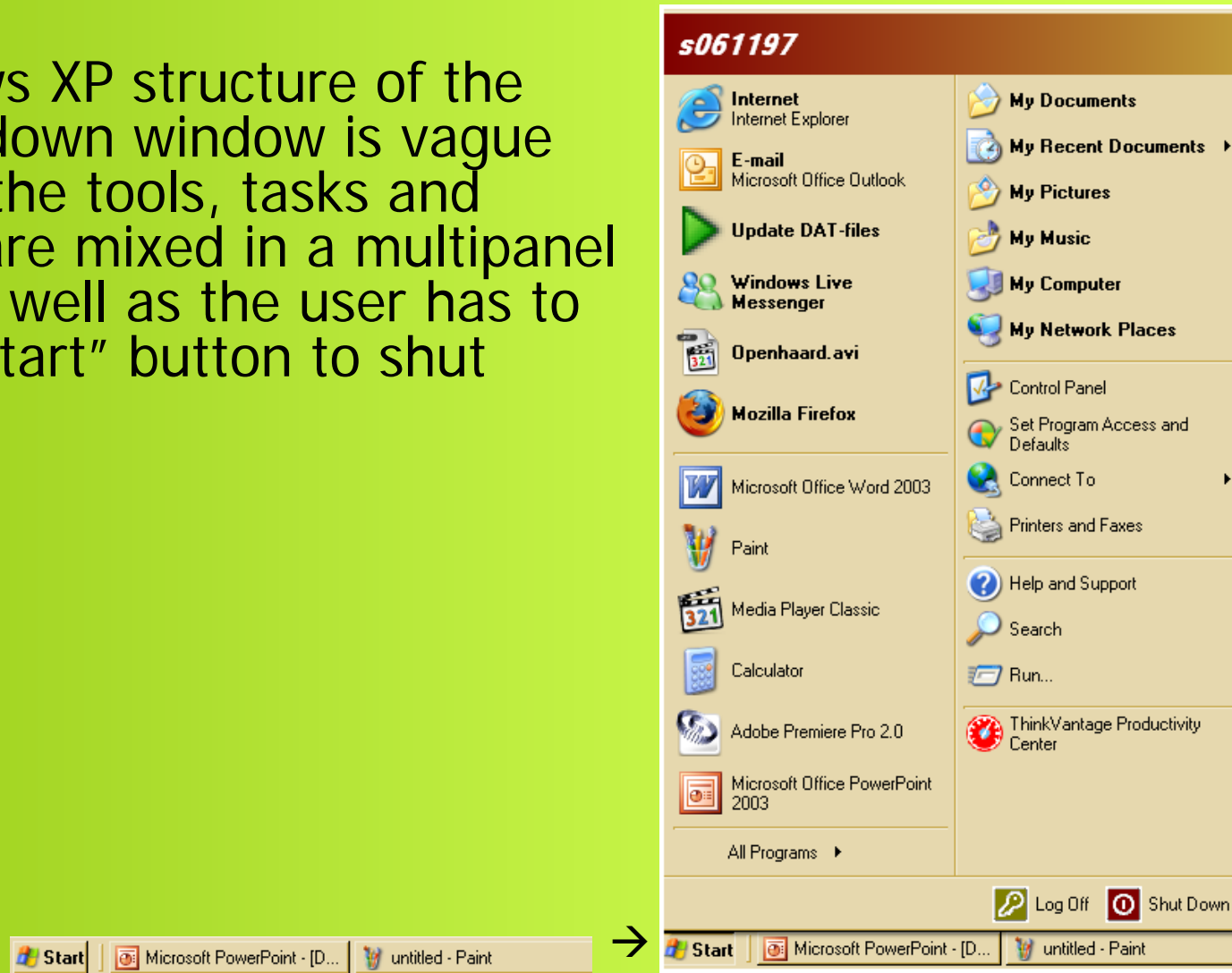
Why does my user want to use an e-mail client? "to send e-mails". Why does he/she send e-mails in the first place? "to connect and communicate with another person". What are the values that e-mail adds to this conversation? "emoticons Etc."

2. Organizing the content

- Divide stuff up **structurally** without physical form. This creates a guidance for users to get where they came for through the interface features.
- Tools (calendar, adress book)
- Objects (inbox with e-mail)
- Categories (Blues, Rock)
- Tasks (search, run)

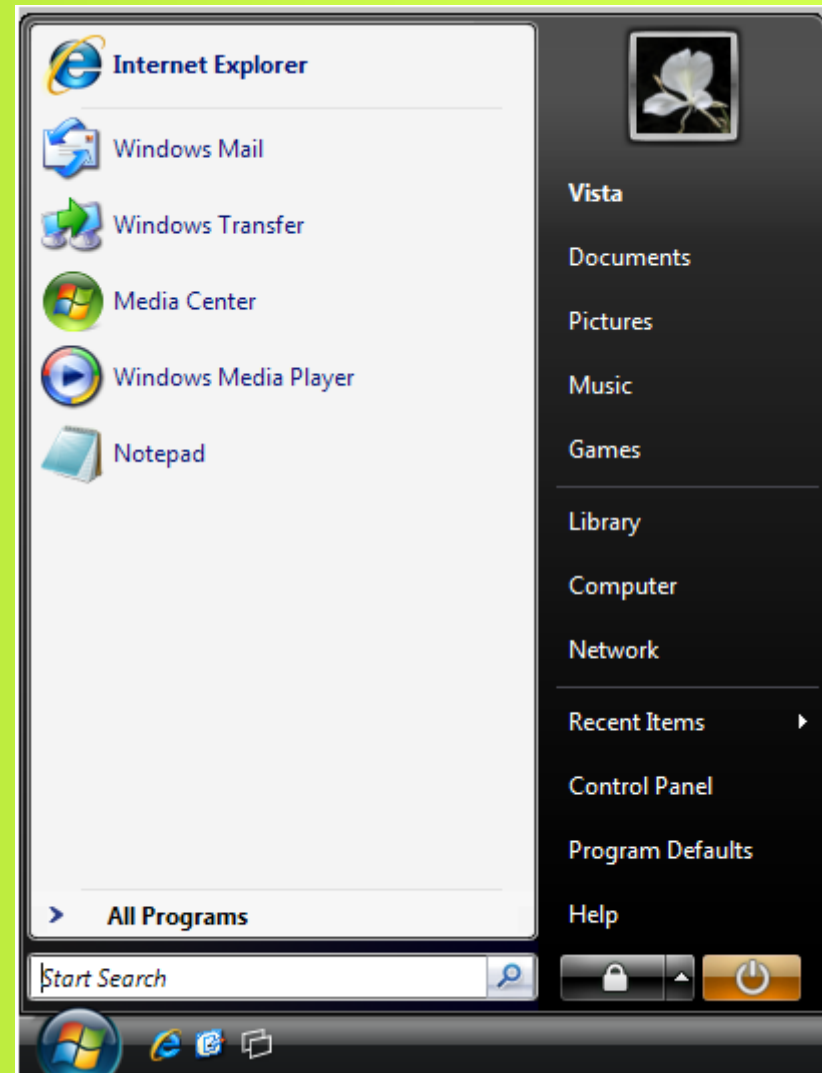
Bad example

- The windows XP structure of the single dropdown window is vague since all of the tools, tasks and categories are mixed in a multipanel selector. As well as the user has to press the “start” button to shut down.



Good example

- The new windows vista dropdown window is much clearer. No more “start” to shut down and a much nicer structure of the tasks, tools and categories. Also the search field is nicely incorporated rather than a seperate tool.



3. Getting around

- Signposts are important features for your users to let them know where they are and makes it easier for them to **navigate** through the site or program.

Bad example

- The Amtrak travelling planner

Fare Finder

☒ One-Way Trip☐ Round-Trip[Multi-City Trip >>>](#)

Departs:[Station List](#)

Departure Date:

Nov20

Time:

Anytime

[Calendar](#)

Arrives:[Station List](#)

Return Date:

Time:

Anytime

[Calendar](#)

Passengers:

1

[Adults](#)

0

[Children](#) (Ages 2-15)

0

[Infants](#) (Under age 2)

Sort by: ☒ Schedule☐ Fare [next >](#)

Train Status

One city is required if a train number is used.

Departs:[Station List](#)

Arrives:[Station List](#)

Or Train No.: (optional)

Date:

Nov20

Time:

Anytime

[Calendar](#)

Search by: ☒ Scheduled Arrival☐ Scheduled Departure [next >](#)



! **Problem Finding Service:** Sorry, we cannot find train service matching your request. Please try alternate stations/cities. To learn more about trains available at a particular station, please click on the 'Stations' tab above.
[Error ID: 108A]

Fare Finder

☒ One-Way Trip ☐ Round-Trip [Multi-City Trip >>>](#)

Departs:

[Station List](#) **Departure Date:** **Time:** [Calendar](#)

Arrives:

[Station List](#) **Return Date:** **Time:** [Calendar](#)

Passengers: [Adults](#) [Children](#) (Ages 2-15) [Infants](#) (Under age 2)

Sort by: ☒ Schedule ☐ Fare

next >



	Service	(BBY) 9:40 am 20-NOV-07	(NYP) 1:50 pm 20-NOV-07			
 \$146.00	2163 Acela Express	Boston, MA - Back Bay (BBY) 11:20 am 20-NOV-07	New York, NY - Penn Station (NYP) 2:45 pm 20-NOV-07	3h 25m	Snack car	1 Business Class Seat VIEW UPGRADE OPTIONS
	173 Regional Service	Boston, MA - Back Bay (BBY) 11:45 am 20-NOV-07	New York, NY - Penn Station (NYP) 3:50 pm 20-NOV-07	4h 5m	Snack car	Train sold out
	2167 Acela Express	Boston, MA - Back Bay (BBY) 1:20 pm 20-NOV-07	New York, NY - Penn Station (NYP) 4:45 pm 20-NOV-07	3h 25m	Snack car	Train sold out

PASSENGER DISCOUNTS

Select the discounts that apply to members of your travel party. Please note that some passenger discounts are not valid on all trains, and that you will need to provide [discount ID](#) numbers during Step 4 of the reservation booking process.

- ▶ [Passenger Type Comparison Chart](#)
- ▶ [Information for People with Disabilities](#)

Passenger 1: Adult

Select ▼

Passenger Types

- ▶ [Adult](#)
- ▶ [AAA Adult](#)
- ▶ [Senior \(62+\)](#)
- ▶ [Military Adult](#)
- ▶ [NARP](#)
- ▶ [Veterans Advantage](#)
- ▶ [Student Advantage](#)
- ▶ [ISIC](#)
- ▶ [Child](#)
- ▶ [AAA Child](#)
- ▶ [Military Child](#)
- ▶ [Infant](#)

PROMOTION CODE

If you have a Promotion Code you would like to use with this reservation, please enter it in the box below. To learn more about Amtrak promotions, please click [here](#).

Promotion Code:

VIEW FARE >>

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View Fare

Please review the fare summary for the route indicated below.

Please Note: All Amtrak trains (except the Auto Train) are non-smoking.

To continue making your reservation with the current route and accommodations, click the "Next" button below. Your rail fare may change based on the upgrades you select. Fares are not guaranteed until we provide you with a reservation confirmation.

1 Passenger:		
Passenger 1: Adult	Rail Fare:	\$117.00
	Accommodations Price:	\$0.00
Total:		\$117.00

Departing: **Boston - Back Bay, MA (BBY)** To **New York - Penn Station, NY (NYP)**

Service	Departs	Arrives	Duration	Amenities	Seats / Rooms
2151 Acela Express	Boston, MA - Back Bay (BBY) 5:20 am 20-NOV-07	New York, NY - Penn Station (NYP) 8:45 am 20-NOV-07	3h 25m	Snack car	1 Business Class Seat

<< MODIFY SELECTION

4

Passenger Info

Please enter your user ID and password to continue. **OR** You may choose not to point, ([see below](#)) and complete your purchase as a guest.

LOGIN

If you already have an Amtrak.com user profile, log in here.

User ID

Password

☐ [Remember my User ID](#)

[Forgot ID or Password?](#)

Good example

- The 9292ov travelling planner

OV planner **OV uitgebreid** auto & OV

Van ☐ Adres ☒ Treinstation
zoek anders

Station eindhoven

Naar ☐ Adres ☒ Treinstation
zoek anders

Station den bosch

Datum vandaag (di 20 nov)

Tijd 09 20

☒ Vertrek ☐ Aankomst

geef reisadvies

help



Uw aankomstlocatie is niet duidelijk.
Maak een keuze uit de lijst.

☒ s-hertogenbosch

☐ s-hertogenbosch oost

geef reisadvies

terug

OV advies

[terugreis](#)

[wijzig reis](#)

[nie](#)

Van treinstation eindhoven
Naar treinstation s-hertogenbosch
Datum dinsdag, 20 november 2007 09:20

Vertrek	9:07	9:17	9:35	9:37	9:47	« Eerder
Aankomst	9:34	9:37	9:54	10:04	10:07	» Later
Reistijd	0:27	0:20	0:19	0:27	0:20	« Eerste reismogelijkheid
Overstappen	geen	geen	geen	geen	geen	» Laatste reismogelijkheid

Vertrek	Van	Naar	Aankomst	Hoe
9:35	treinstation Eindhoven eindhoven spoor 5	treinstation s Hertogenbosch s hertogenbosch spoor 4	9:54	IC intercity ↔ ns richting Alkmaar

☐ **Bijzonderheden**

☐ **Vervoer op afroep/taxi**

☒ **Reisdetails**

☐ **Prijs**

Voor deze reis heeft u 1 kaartje nodig.

Kaartje	Vervoer	Tarief afstand	Vol tarief		Reductie
			Enkele reis	Retour	
1	van treinstation Eindhoven te eindhoven naar treinstation s Hertogenbosch te s hertogenbosch	32	€ 5,40	€ 9,80	€ 3,20

[Uitgebreide prijsinfo](#)

[kaart](#)

[afdrukken](#)

[advies per sms](#)

[ma](#)

limmer op reis
met actuele
reisinformatie.