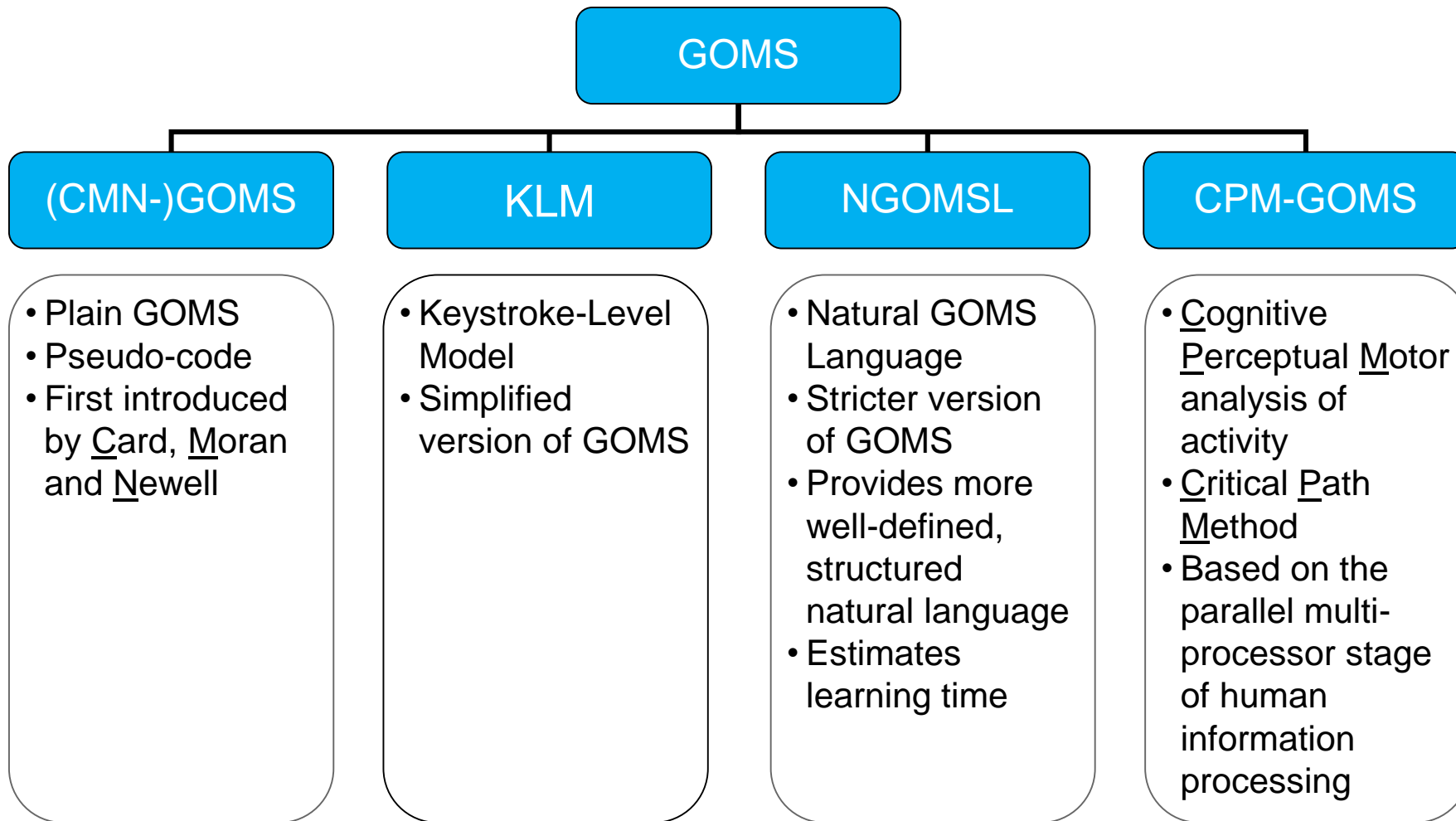




GOMS

Learning Goals

- Know about the GOMS family
- Be able to use GOMS for simple tasks





- GOAL: GET-MONEY
 - GOAL: USE-CASH-MACHINE
 - INSERT-CARD
 - ENTER-PIN
 - SELECT-GET-CASH
 - ENTER-AMOUNT
 - COLLECT-MONEY
- outer goal satisfied**





- GOAL: GET-MONEY
 - GOAL: USE-CASH-MACHINE
 - INSERT-CARD
 - ENTER-PIN
 - SELECT-GET-CASH
 - ENTER-AMOUNT
 - COLLECT-CARD
 - COLLECT-MONEY
- outer goal satisfied**

The GOMS Model

- **Goals**
 - (Verbal) description of what a user wants to accomplish
 - Various levels of complexity possible
- **Operators**
 - Possible actions in the system
 - Various levels of abstraction possible (sub-goals / ... / keystrokes)
- **Methods**
 - Sequences of operators that achieve a goal
- **Selection rules**
 - Rules that define when a user employs which method (among alternatives)

C:\Users\Niels Henze\Documents\Camtasia\Models\smartplayer\06-KLM

File Home Share View

Pin to Quick access Copy Paste Cut Copy path Paste shortcut Move to Copy to Delete Rename New folder

Clipboard Organize

← → ▾ ↑ > This PC > Documents > Camtasia > Models > smartplayer > 06-

KLM
scorm
smartplayer

Name
scripts
skins

C:\Users\Niels Henze\Documents\Camtasia\Models\smartplayer\06-KLM

- Restore
- Move
- Size
- Minimize
- Maximize
- Close** **Alt+F4**

View

- Cut
- Copy path
- Paste shortcut



Move to



Copy to



Delete



Rename



New folder

Organize



This PC > Documents > Camtasia > Models > smartplayer > 06-



KLM



scorm



smartplayer



06 KLM



Name

GOAL: CLOSE-WINDOW

[select

GOAL: USE-MENU-METHOD

MOVE-MOUSE-TO-FILE-MENU

PULL-DOWN-FILE-MENU

CLICK-OVER-CLOSE-OPTION

GOAL: USE-ALT-F4-METHOD

HOLD-ALT-KEY

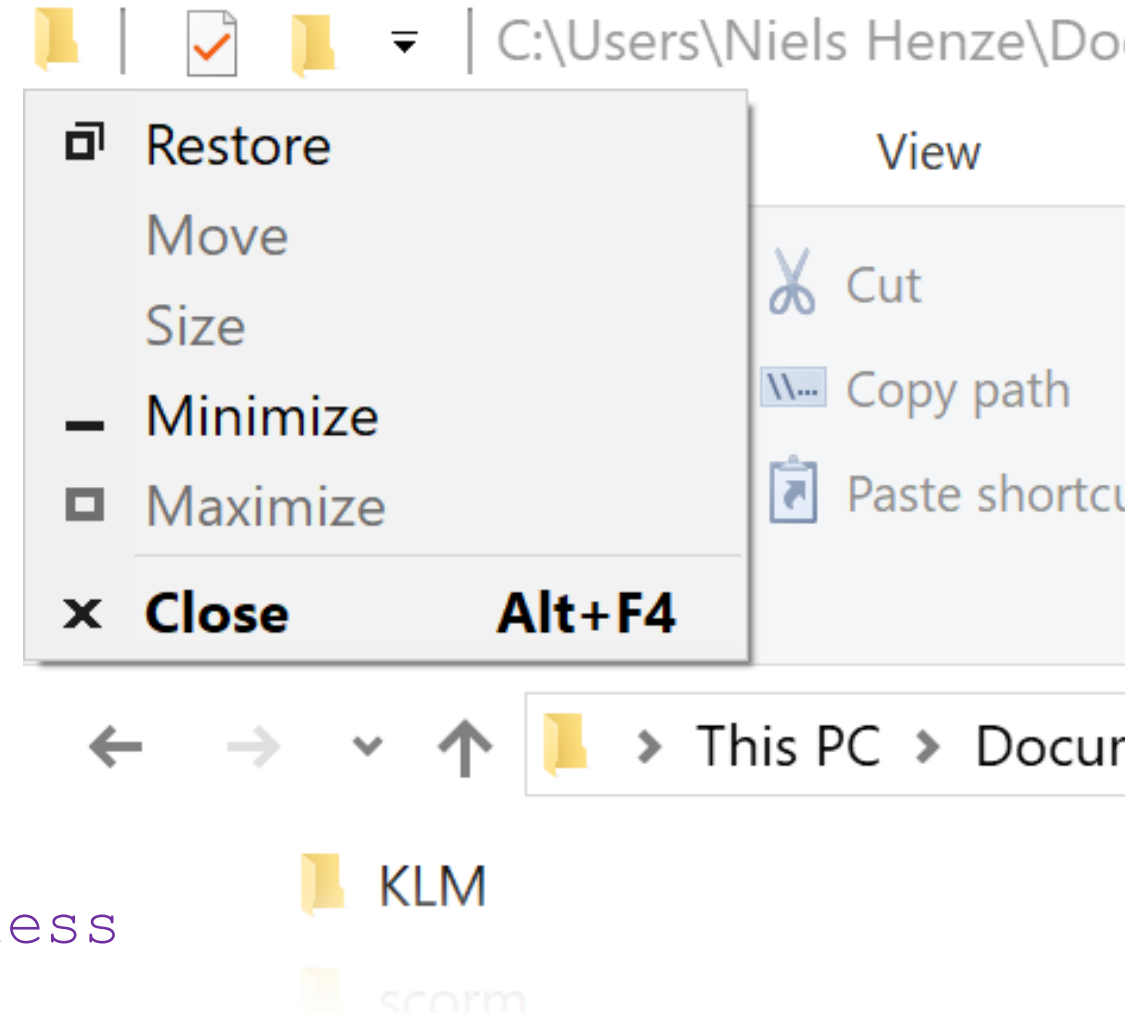
PRESS-F4-KEY]

VERIFY-CLOSE

For a particular user:

Rule 1: Select USE-MENU-METHOD unless
another rule applies

Rule 2: If the application is GAME,
select CTRL-F4-METHOD



GOAL: CLOSE-WINDOW

[select

GOAL: USE-MENU-METHOD

MOVE-MOUSE-TO-FILE-MENU

PULL-DOWN-FILE-MENU

CLICK-OVER-CLOSE-OPTION

GOAL: USE-ALT-F4-METHOD

HOLD-ALT-KEY

PRESS-F4-KEY]

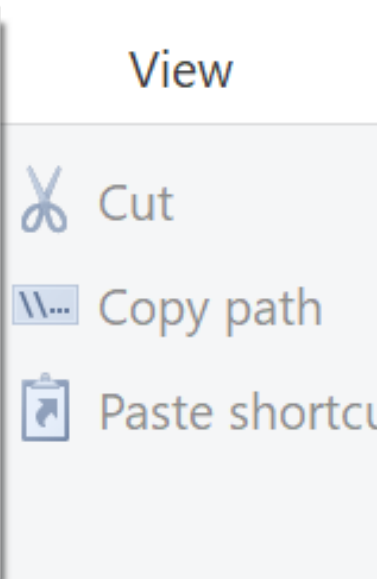
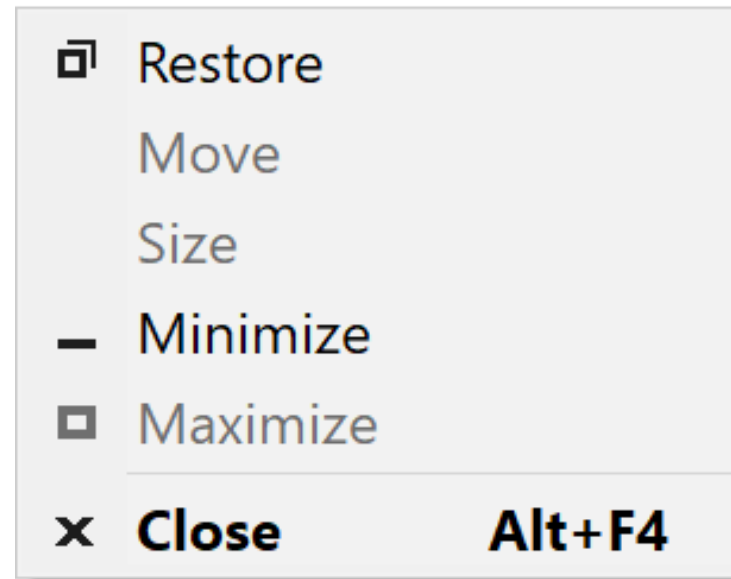
VERIFY-CLOSE

For a particular user:

Rule 1: Select USE-MENU-METHOD unless
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Rule 2: If the application is GAME,
select CTRL-F4-METHOD

C:\Users\Niels Henze\Do



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KLM

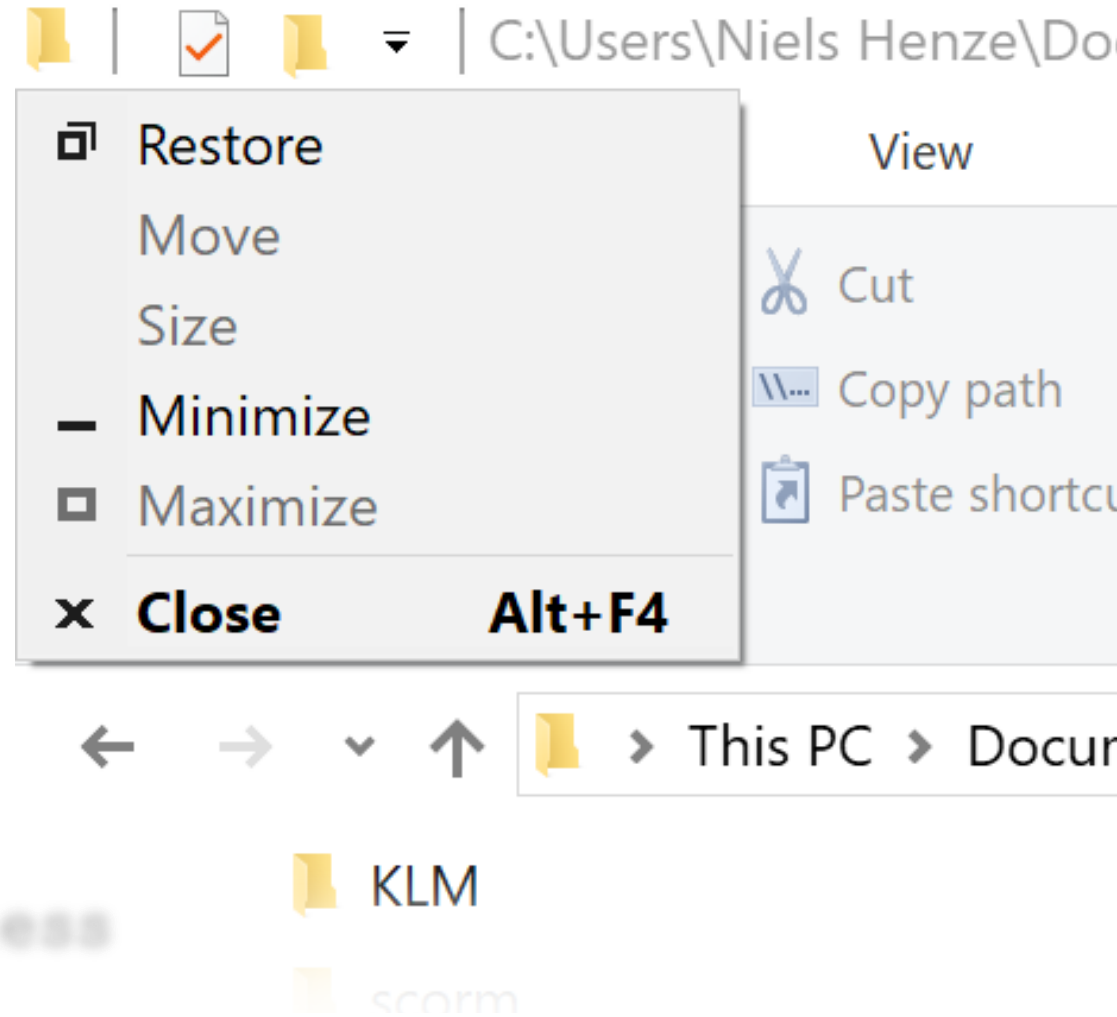
scorm

```
GOAL: CLOSE-WINDOW
[select
  GOAL: USE-MENU-METHOD
  MOVE-MOUSE-TO-FILE-MENU
  PULL-DOWN-FILE-MENU
  CLICK-OVER-CLOSE-OPTION
  GOAL: USE-ALT-F4-METHOD
  HOLD-ALT-KEY
  PRESS-F4-KEY]
VERIFY-CLOSE
```

For a particular user:

Rule 1: Select USE-MENU-METHOD unless
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GOAL: CLOSE-WINDOW

[select

GOAL: USE-MENU-METHOD

MOVE-MOUSE-TO-FILE-MENU

PULL-DOWN-FILE-MENU

CLICK-OVER-CLOSE-OPTION

GOAL: USE-ALT-F4-METHOD

HOLD-ALT-KEY

PRESS-F4-KEY

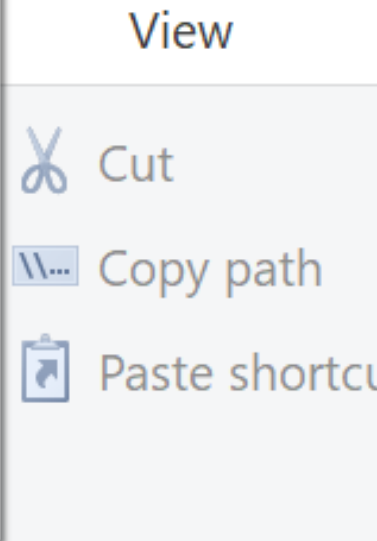
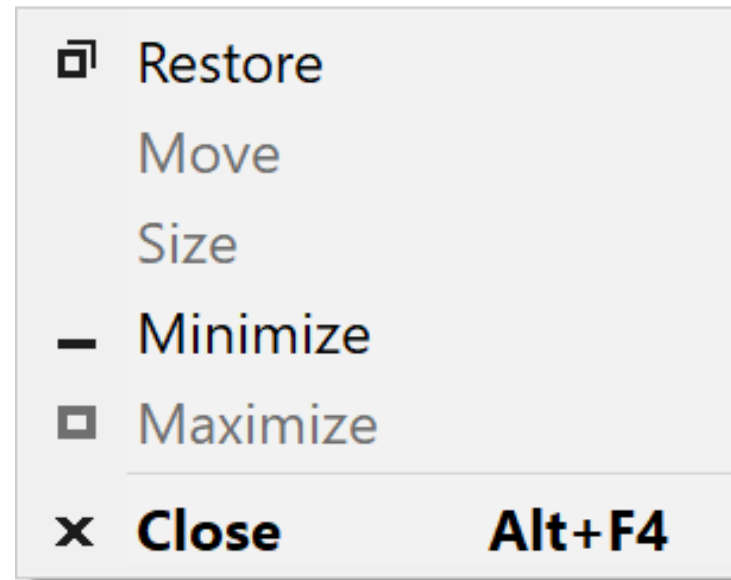
VERIFY-CLOSE

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GOAL: CLOSE-WINDOW

[select

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GOAL: USE-ALT-F4-METHOD

HOLD-ALT-KEY

PRESS-F4-KEY]

VERIFY-CLOSE

C:\Users\Niels Henze\Do

Restore

Move

Size

Minimize

Maximize

Close

Alt+F4

View

Cut

Copy path

Paste shortcut



This PC > Docu

KLM

scorm

For a particular user:

Rule 1: Select USE-MENU-METHOD unless
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Rule 2: If the application is GAME,
select CTRL-F4-METHOD

GOMS – Characteristics

- Can be used to model complex tasks
- Cannot predict completion times
- But the simpler KLM can
- Predictions
 - More operators, longer completion
 - Deep depth of goal structure → high short term-memory load
 - Users stop when goals are satisfied

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