

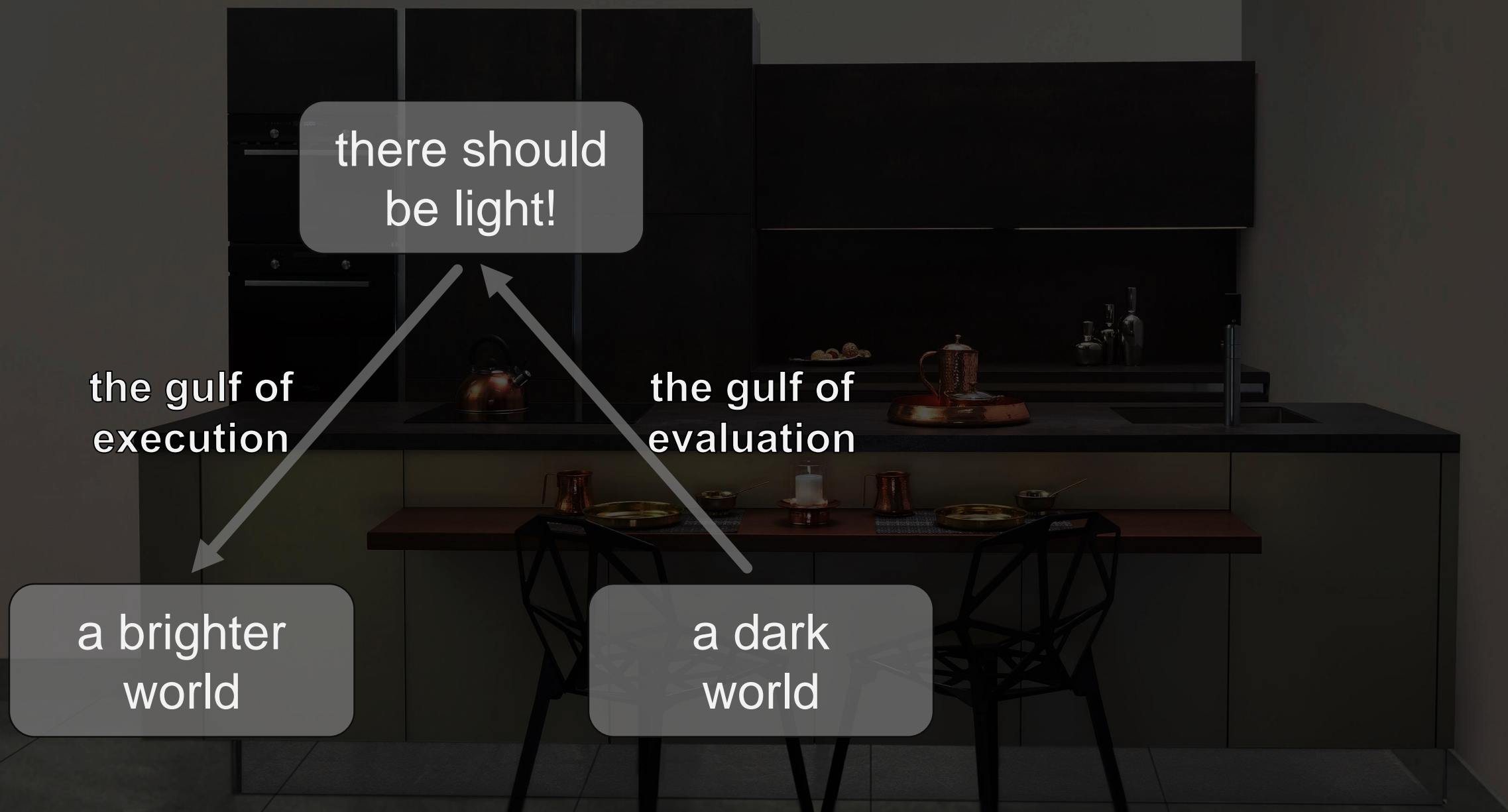


Seven Stages of Action

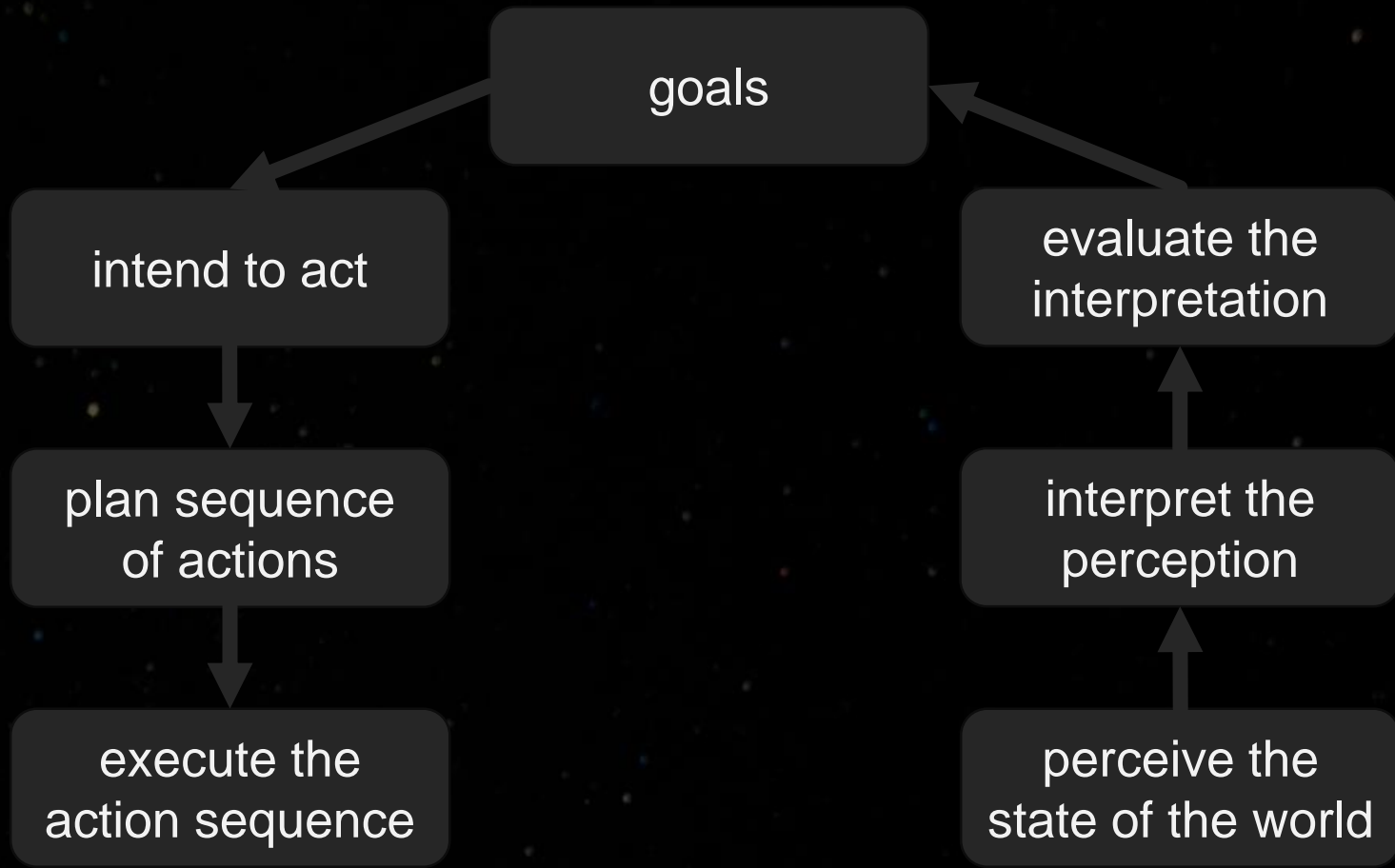
Learning Goals

- Know how to apply Norman's Seven Stages of Action
- Avoid the gulf of evaluation and execution











Evaluation and Design Questions

- Avoid the gulf of evaluation
 - Can the user tell what state the system is in?
 - Can the user tell if the system is in the desired state?
 - Can the user map from the system state to an interpretation?
- Avoid the gulf of execution
 - Can the user tell what actions are possible?
 - Does the device easily support required actions?
 - Does the interface help with mapping from intention to physical movement?

Implications on Design

- Critical points
 - Forming inadequate goal
 - Not knowing the appropriate action
 - Not finding the correct action
 - Receiving inappropriate feedback
- Principles of good design
 - System state and actions are always visible
 - Good conceptual model with a consistent system image
 - Interfaces include good mappings that show the relationship between stages
 - Continuous feedback to the user

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