

User experience

User interfaces

Jaana Holvikivi

Metropolia

Attitudes and emotions

- Affect and behavior
 - Decisions on buying
 - Learning user interfaces
 - Using the application
 - In testing situations
- Designer attitude towards users (morons, stupid)
- Virtual realities?

Acceptance testing

Measurable features

- Time needed to learn a function
- Task performance speed
- User error count
- Retaining of features
- Subjective user satisfaction

Why people use applications?

- Followers of others
- Needs,
- Satisfaction,
- Networking,
- Social media,
- Entertainment

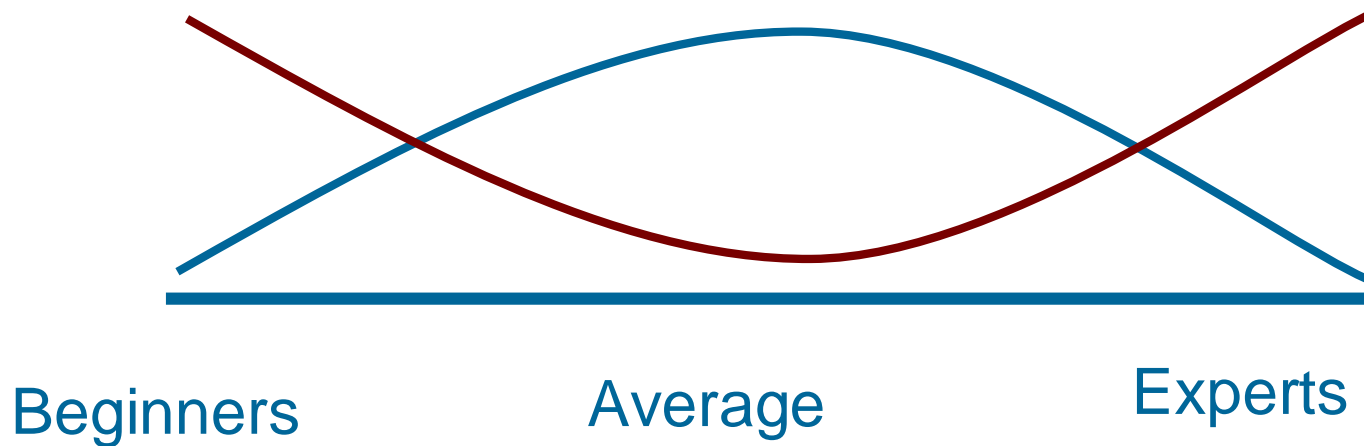
Emotional satisfaction

- Fun?
- Esthetic factors (colors, layout)
- Control
- Security, safety

Terms

- *Use experience*
 - Limited to a situation and application
- *Useru experience*
 - The total experience and impression
- Questionnaire for User Information Satisfaction

Design focus



- Average users usually majority
- Marking is targeted at beginners
- Programmers design for experts

Keep the customer satisfied

- Do not embarrass
- Give feelings of success
- Control
- Avoid frustrations
- Avoid panic situations (what have I done? did it crash? did I lose all my data? I did not want to do that! Do I dare to do this?)

Design challenges

- Many viewpoints, openness
- Real people are the users
- Self-expression vs. other peoples' needs
- Feedback: reactions, dealing with negative feedback