

CS 580 Client-Server Programming
Fall Semester, 2002
Doc 3 Some GUI
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References

Rettig, Marc. Interface Design When You Don't Know How, Communications of the ACM, Jan. 1992, Vol. 35, No. 1, pp. 29-34

Rettig, Marc. Prototyping for Tiny Fingers, Communications of the ACM, April. 1994, Vol. 37, No. 4, pp. 21-27

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Recommended Reading

User Interface Design for Programmers, Joel Spolsky, 2001
<http://www.joelonsoftware.com/navLinks/fog000000247.html>

There is a printed longer version of the book. The on-line version is free and will get you started.

Design of Everyday Things, Donald Norman, 1990

This is an excellent book, is entertaining and only costs \$16. Anyone that designs or builds anything has to read this book.

These books do not cover the mechanics building a GUI. They do not cover which fonts and colors to use. They just get you started thinking about the really important questions related to GUI design.

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GUI Clients & Servers

GUI Clients

- Used to get work done
- Good when they help people get work done

Users do not care about the client-server protocol

Don't expose the user to the client-server protocol

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Interface Design When You Don't Know How

Basic Rule for Good Visual Design

Hire a graphic/GUI designer

Basic Rule for Almost Everything Else

Painstakingly follow established standards

All major interfaces have published detailed standards for user interface design

Windows

http://msdn.microsoft.com/library/default.asp?url=/library/en-us/vccore98/HTML/core_the_user_interface_guidelines_for_microsoft_windows.asp

MacOS X

<http://developer.apple.com/techpubs/macosx/Essentials/AquaHIGuidelines/index.html>

Java

<http://java.sun.com/products/jlf/>

GNOME

<http://developer.gnome.org/projects/gup/hig/1.0/>

KDE

<http://developer.kde.org/documentation/design/ui/>

User Interface Standards Manual

Produce standards manual for the project

Manual should address the following:

- Lexical Structure

What symbols are there?

- Syntactic Structure

How do they relate to each other?

- Semantics

How do they relate to the things they represent?

- Pragmatics

How do they relate to the user?

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The Process

- Plan ahead
- Use bite-sized chunks
- Abandon the waterfall life cycle in favor of iterative design
- Conduct user testing early and often
- Focus on the users' needs and involve them in the process
- Come up with good, testable usability goals
- Hire a graphic designer

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Planning

Set a short time limit (4 weeks) on the planning process

Planning Documents

Document One

- Defines design goals

- Sets the direction for the work

- Identifies open problems that need to be researched

Document Two

- Project plan for next four months

- Describe series of tasks, each no longer than two weeks

Document Three

- Plan for user testing

Document Four

- Definition of Iterative Process

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Prototyping Problems with Software Prototypes

Software Prototypes take too long to build and change

Testers tend to comment on "fit and finish" issues

Get comments on selection of colors, fonts and buttons

Developers spend time on colors, fonts and buttons

Developers resist changes

Managers resist change

Software Prototypes set false expectations

Single bug in a software prototype can halt a test

Lo-fi or Paper Prototypes The Kit

White paper

Unlined

Heavy enough to endure repeated testing and revisions

5-by-3-inch cards

Use as construction material

Taking notes

Adhesives

Tape: clear, colored, double-backed, etc.

Glue sticks

Post-It glue

White correction paper

Markers

Colored pens and pencils

Highlighters

Fine and thick markers

Sticky note pads

Acetate sheets

Scissors, X-acto knives, straightedges, Band-Aids

White-out

Build A Paper Prototype

Set a short deadline

The prototype will be done by 4:00 this afternoon

Tomorrow at 9:30 we will demo the prototype

Just get a first pass on all aspects of the prototype

It will be "wrong" so don't spend weeks on it

Construct Models, not illustrations

Build the parts of your prototype so they can be used

The parts need to move around

User will use the model, must see the changes

On early models don't be picky - get ideas down

Later models can look "professional"

Preparing for a Test

Select your users

Know the demographics of your users

Educational background

Knowledge of computers

Typical tasks involved in their job

Can use "surrogate users"

People with same demographics of your users

Undergrads are cheap available labor

May wish to avoid actual customers, employees, friends, and family

Testers should represent the whole range of users

Do at least one in-house test with surrogates and one field test with typical end users

Prepare test scenarios

Practice

Conducting a Test

It takes four people to get the most out of a test

Greeter

- Welcomes users

- Puts users at ease

- Users often worry about:

 - Flunking the test

 - Co-workers finding out how they did

 - Answering the question correctly

- Have users fill out forms - experience profile

Facilitator

- Runs the test

- Gives users instruction

 - Gives user hand written tasks to perform

- Encourage the user to express their thoughts

 - Elicit the user's thought during the tests

- Makes sure test runs on time

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Computer

Runs the computer

Moves the model in response to users "actions"

Observer

Takes notes

One observation per index card

The Test

Video tape the test

Before starting the test, explain the process to the user

Debrief the user after the test

During the test, don't:

- Give user hints

- Laugh, gape, gasp, or say "a-ha"

- Don't display any reaction to the user's actions

Evaluate the Results

Go through all the notes taken during the tests

Use post-it notes to put comments on components of prototype that need change