

## Exercise 4

*Deadline: 07.06.2013; 12:00 (noon)*

### Task 1: Basic HCI Principles (Individual Work; 1 Bonus Point)

#### a) Seven Stages of Action by Don Norman

Imagine the following situation. You are sitting in your living room and just finished your MMI1 homework. Since you are very proud of yourself for achieving this (and thus being very well prepared for the exam), you decide that you deserve some entertainment. Therefore, you want to watch your favorite TV show, which is about to be streamed online.

1. Use the 7 stages of interaction to describe your approach of achieving this goal.
2. For each stage (except goal), state problems that can occur.
3. For achieving this goal is one cycle of the seven stages enough or is a user going through more than one cycle? Give reasons for your answer!
4. The streaming software has a button to turn the sound of the stream off and on. For some reason, this functionality is turned off by default. That is, once the stream is running, there won't be any sound until this button is pressed. What problem does this cause?

#### b) Slips and Mistakes

Figure 1 shows the search window of the LEO translation software. Imagine you want to use it to lookup the translation for the word "slip".

1. Describe a typical slip that could happen using this interface. (You can also go to their website to have a closer look)
2. How could this interface lead a user to making a mistake?
3. Redesign the interface to make this mistake impossible.
4. What is the difference between a "slip" and a "mistake"?

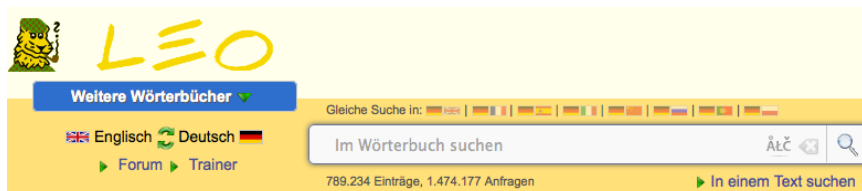


Figure 1: Screenshot of dict.leo.org search window

**Note:** You can write your answers in German.

**Submit** your solution as PDF using UniWorX.