

GUIB Chapter 6: Interaction Bloopers

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Book by Jeff Johnson

4 kinds of Interaction Bloopers

- Deviating from Task Focus
- Requiring Unnecessary Steps
- Burdening the Users' Memory
- Taking Control Away from the Users

12 Interaction Bloopers

3 Deviation Bloopers

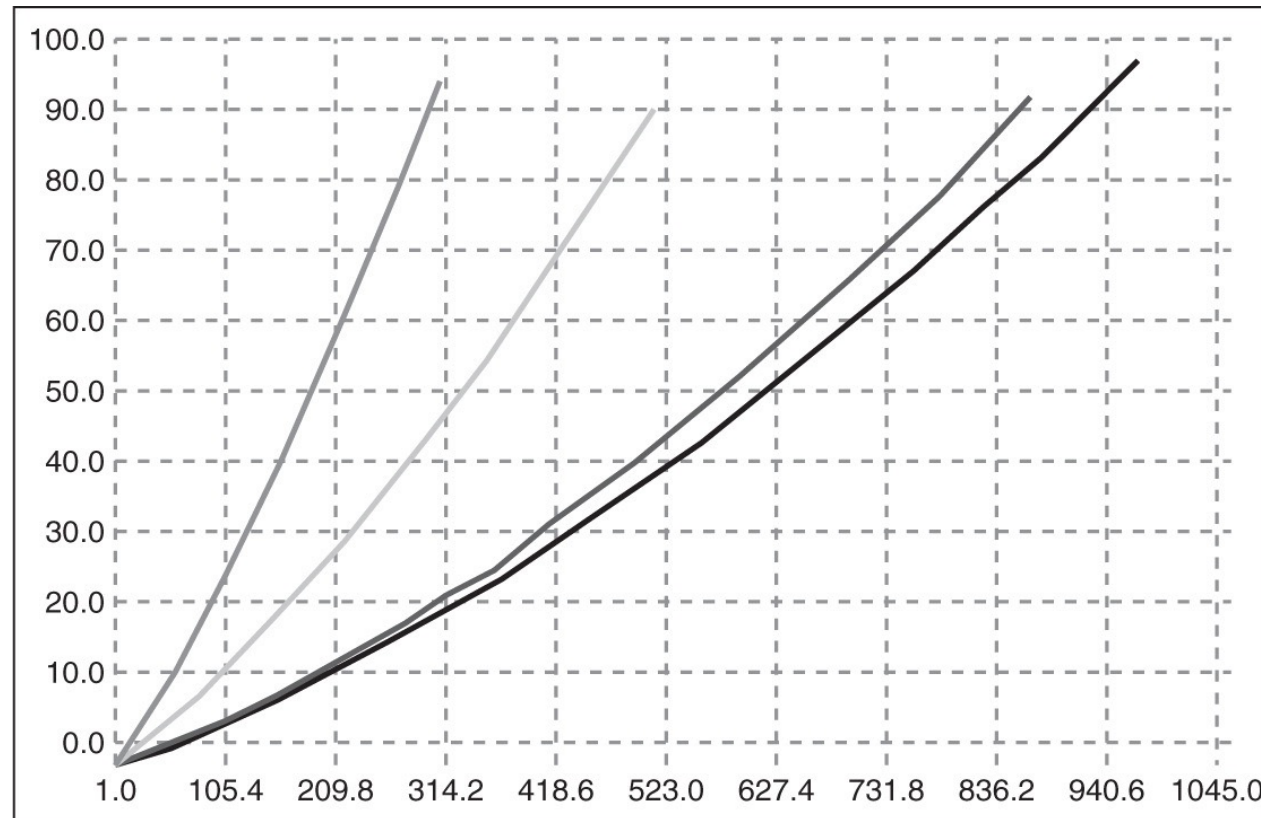
3 Unnecessary Steps Bloopers

3 Memory Burdening Bloopers

3 Taking Control Away Bloopers

Diviating from Focus Tasks

Blooper 40: Exposing Implementation



Blooper 40: Solution

- Design UI around user tasks only
- Build the UI for users NOT developers

Blooper 41: Needless restrictions

Your Password:

- Must be 8-32 characters long
- Must include at least two of the following elements:
 - At least one letter (upper or lowercase)
 - At least one number
 - At least one special character from the following: # \$ % ' ^ , () * + . : | = ? @ /] [_ ` { } \ ! ; - ~
- Must be different than your previous five Passwords
- Must not match your User ID
- Must not include more than 2 identical characters (for example: 111 or aaa)
- Must not include more than 2 consecutive characters (for example: 123 or abc)
- Must not use the name of the financial institution (for example: JPM, MORGAN, CHASE)
- Must not be a commonly used password (for example: password1)

Blooper 41: Solution

- Don't impose limits were possible
- IF a limit is unavoidable make it as high as possible
- In a worst case use understandable numbers:
10,100,1000...

Blooper 43: Confusable concepts

The difference between:

- Membership
- Subscription
- Access
- Credentials

Blooper 42: Solution

- Make sure concepts are distinct
- If two concepts are too similar combine them

Requiring Unnecessary Steps

Blooper 43: Asking users for unneeded data

Find FedEx Locations

Asterisk (*) indicates required fields.

Search by Address

*Address or intersection
(e.g., 3760 Delores St. or 23rd & Delores)

*City

State/Province

*Zip/Postal code

[Click here to search by Phone Number](#)

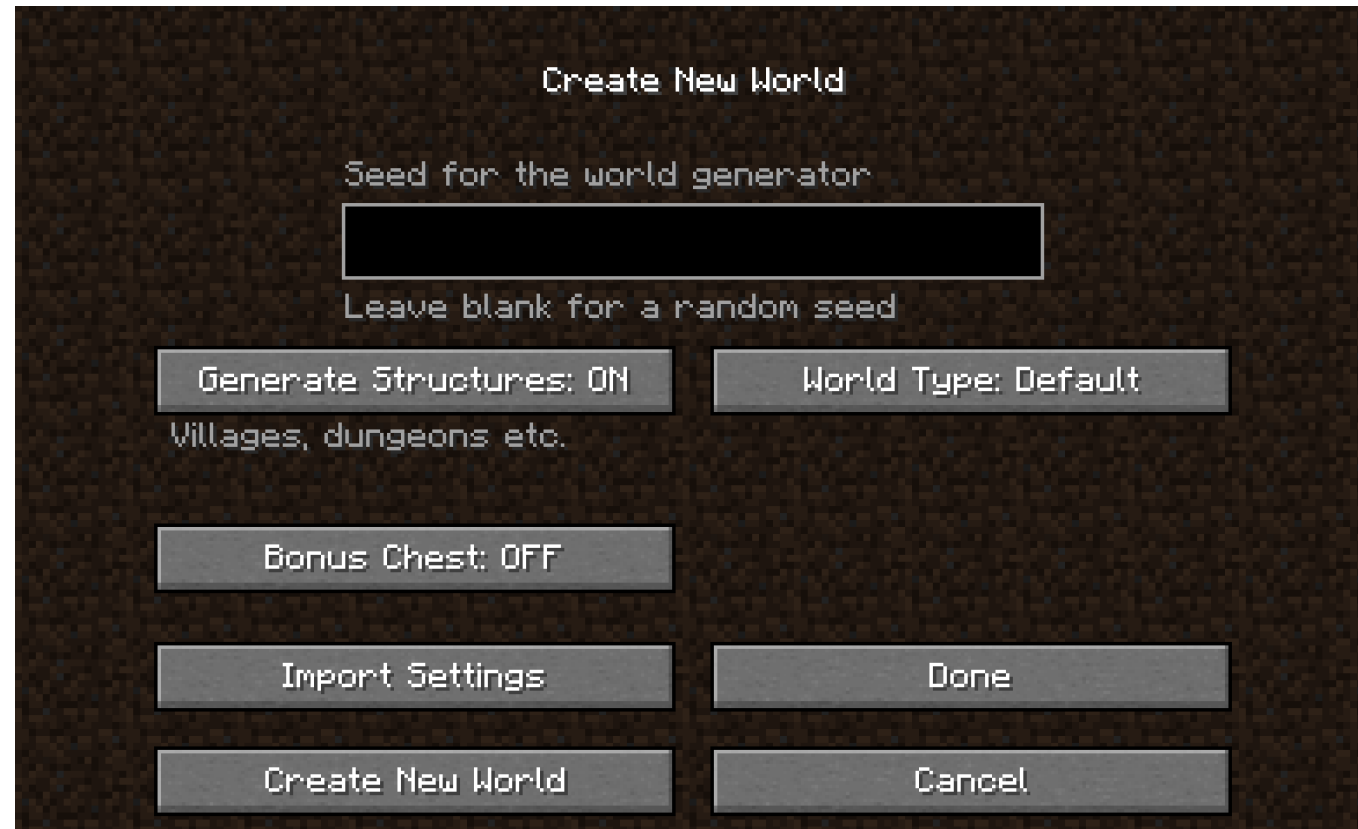
Blooper 43: Asking users for unneeded data

- Unnecessary questions
- Requiring data that should be optional
- Repeated Inquiry
- Constant login requests

Blooper 43: Solutions

- Stick to what is absolutely necessary
- Infer where possible
- Don't create distractions
- Don't impose on the user

Blooper 44: Asking users for random seeds



Blooper 44: Solutions

- Never require a random seed
 - Seed creation can be optional
- Make use of RNGs instead

Blooper 45: Pointless Choice

- No Difference
- Obvious Answer
- Users don't know
- The result is predetermined

Blooper 45: Solutions

- If a choice makes no difference, don't offer it
- If there is an obvious answer, default it
- If a user won't know the answer, don't ask
- Give every choice a purpose

Burdening the Users' Memory

Blooper 46: Hard to Remember ID

- Assigned passwords
- No "Forgot my Password"
- Unreasonable restrictions
- Security questions that don't fit

Blooper 46: Hard to Remember ID

User ID: * 4 - 40 characters

Password: * 6 - 32 characters

Confirm Password: *

Security Question: Select a security question...

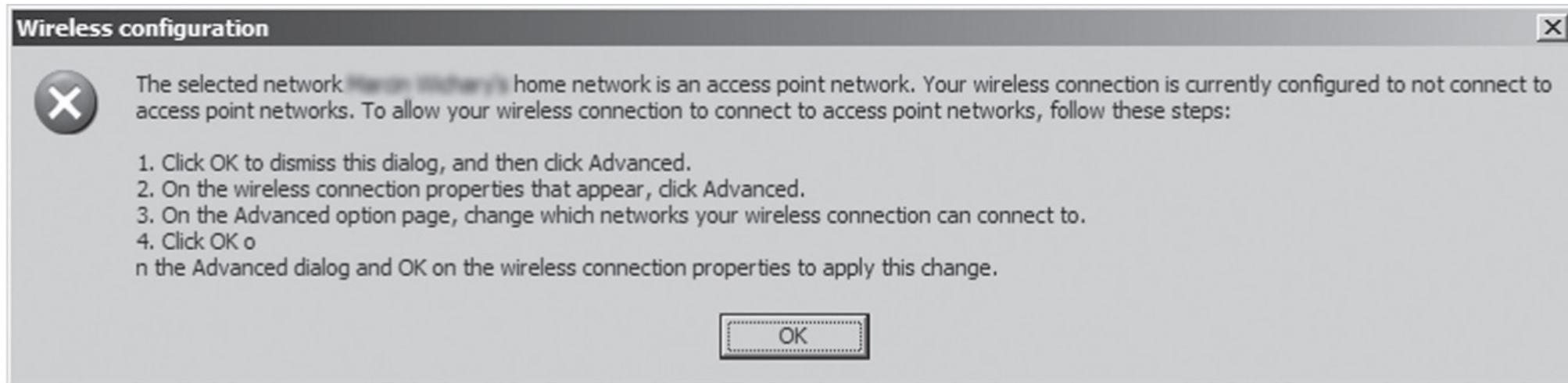
Your Answer:

- What was the name of your first pet?
- What was the name of your childhood best friend?
- Who was your childhood hero?
- What was the name of your elementary school?
- What is your father's middle name?
- What city were you born in?
- What was your high school mascot?

Blooper 46: Solutions

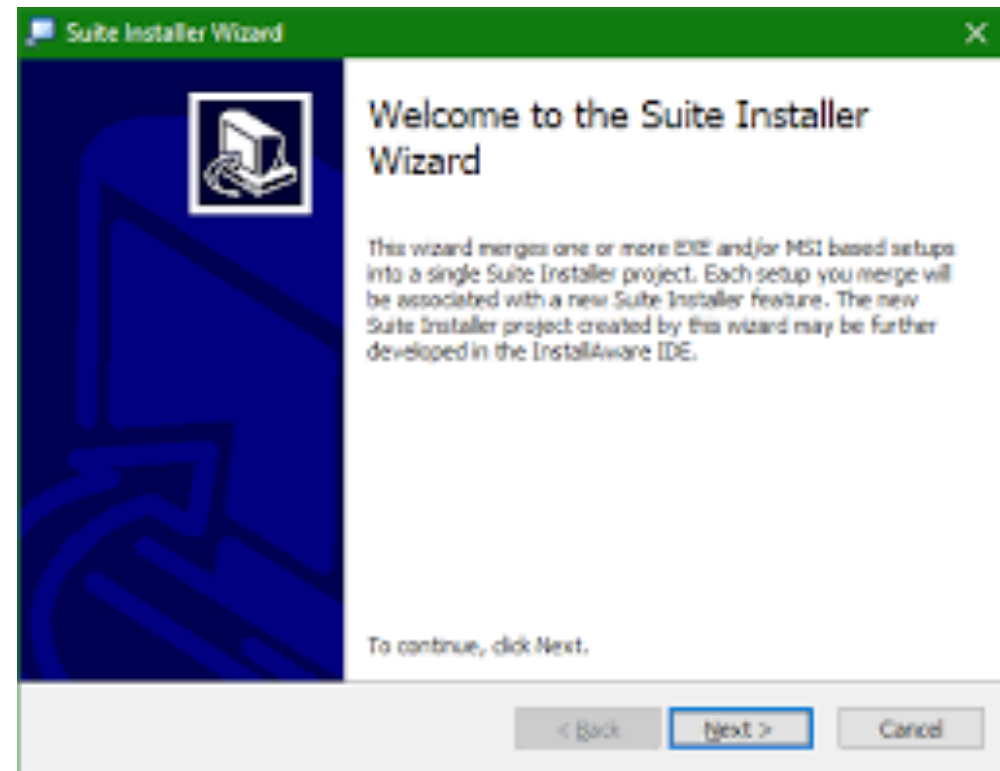
- Don't be unreasonable
- "forgot my X"
- Let the user decide

Blooper 47: Long instructions that go away too soon

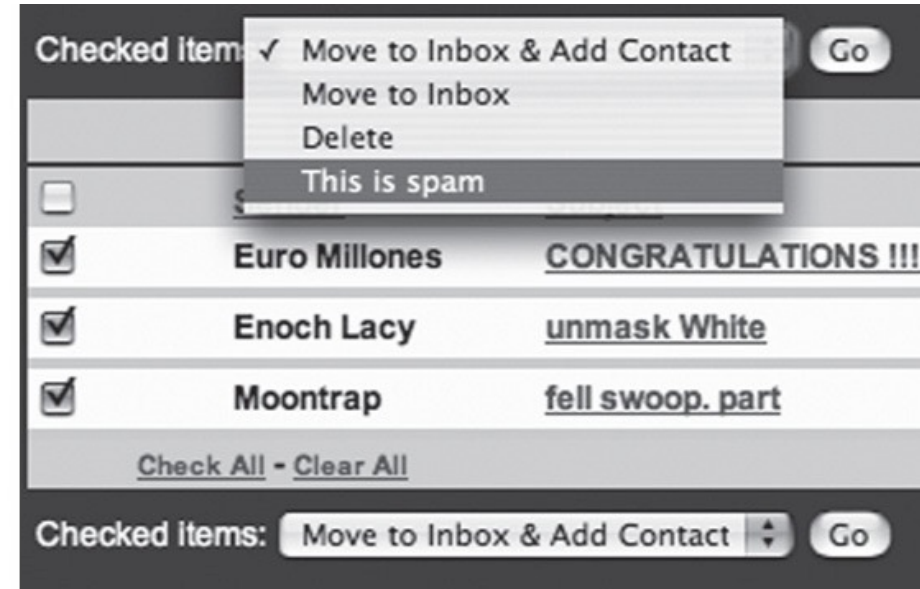
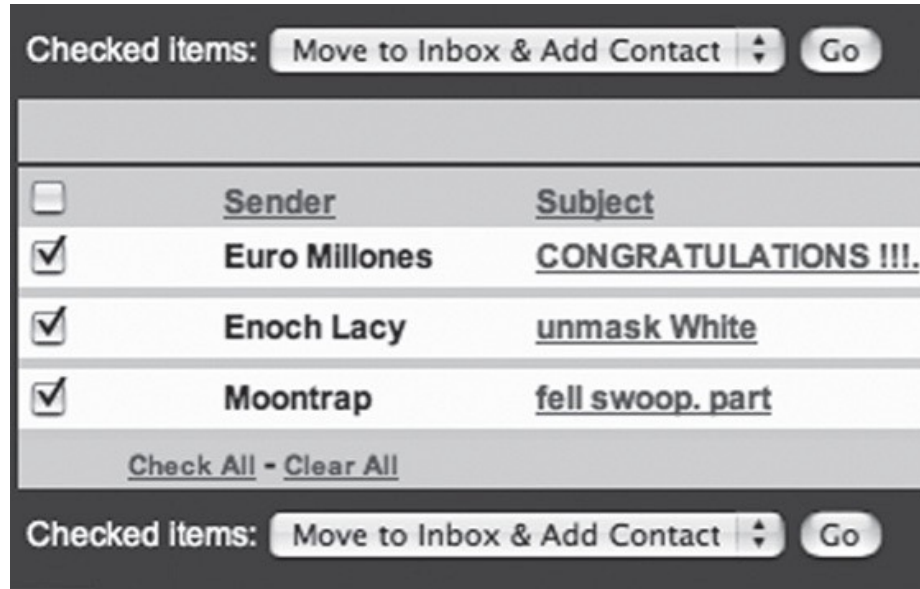


Blooper 47: Long instructions that go away too soon

- Always have needed instructions displayed
- Make use of wizards and/or a step-by-step process



Blooper 48: Unnecessary or poorly marked modes



Blooper 48: Problems

- Require users to keep track of the current mode.
- Cause users to make mode errors.
- Limit users' the current mode.

Blooper 48: Solutions

- Minimize the number of modes
- Avoid restrictions based on modes
- Make sure the user knows what everything means/does

Taking Control Away from Users

Blooper 49: Automatic rearrangement of display

The image shows two side-by-side screenshots of a Yahoo! Finance forum thread, illustrating an automatic rearrangement of the display. Both screenshots show the same forum post, but the layout of the page elements is swapped between them.

Left Screenshot:

- Header: **YAHOO! FINANCE** logo and a search box containing "Yahoo! G".
- Advertisement: "GET A P" with a car icon and "autoweb" text.
- Breadcrumbs: [Top](#) > [Business & Finance](#) > [Investments](#) > [Sectors](#) > [Capital Goods](#) >
- Navigation: [Previous](#) | [Next](#) | [Reply](#) | [List](#)
- Post Title: **I'll take 500, too.**
- Author: by: [edexter3](#)
- Post Content: I agree with you. A well managed and undervalued com levels

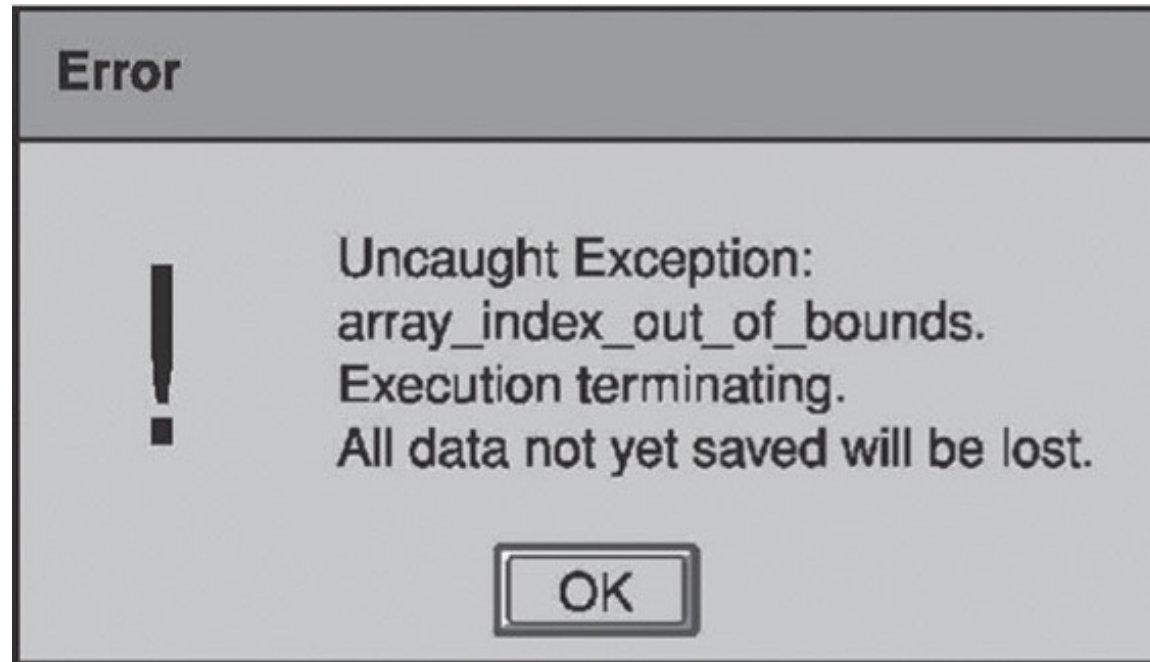
Right Screenshot:

- Header: **YAHOO! FINANCE** logo and a search box containing "Yahoo! G".
- Advertisement: "GET A P" with a car icon and "autoweb" text.
- Breadcrumbs: [Top](#) > [Business & Finance](#) > [Investments](#) > [Sectors](#) > [Capital Goods](#) >
- Navigation: [Previous](#) | [Next](#) | [Reply](#) | [List](#)
- Post Title: **Debt Increase**
- Author: by: [quotronator](#)
- Post Content: I believe the debt was increased to fund more manufact levered them up. This is an aggressive strategy that they magnified.
- Author Name: Quotronator

Blooper 49: Solutions

- Make sure the screen belongs to the user
- Preserve display inertia

Blooper 50: Dialog boxes that trap users



Blooper 50: Solution

- Give users options
- Clearly label everything
- Align choices with user goals

Blooper 51: “Cancel” doesn’t cancel

- Dialog boxes edit an original
- Changes are saved but not by the user
- Choices linger
- Changes not sticking

Blooper 51: Solutions

- Make sure changes are made to copies
- Ensure the user has control of saving
- Ensure that Wizards and Multi-level dialog boxes work as a unit
- Make sure the user is informed

Blooper takeaways

- ◆ Don't make things hard for users
- ◆ Do what you can for users
- ◆ Give users options
- ◆ Restrictions should be floors not ceilings

Thing to think about

- ◆ How far should developers go to make things easier
- ◆ What is the line between being helpful and hand-holding