

HANDLING ERRORS

Dialog User Komputer
Types of Doc / Help
Presentation Issues
User Model
Doc Organization

Errors Types

- ❖ Perceptual Error
- ❖ Cognitive Error
- ❖ Motor Error

Slip Types

1. Capture error
2. Description error
3. Data driven error
4. Associative activation
5. Loss of activation
6. Mode errors

Error Prevention Guidelines

- ❖ Eliminate modes or provide visible cues for modes
- ❖ Use good coding techniques (color, style)
- ❖ Maximize recognition, minimize recall
- ❖ Design non-similar motor sequences or commands
- ❖ Minimize need for typing
- ❖ Test and monitor for errors and engineer them out
- ❖ Allow reconsideration of action by user (e.g., removing file from trash)

Error Recovery Guidelines

- ☞ Provide appropriate type of response
- ☞ Query - Ask user what should've been done, then allow error action as legal one
- ☞ Provide undo function
- ☞ Provide cancel function from operations in progress
- ☞ Require confirmation for drastic, destructive commands
- ☞ Provide reasonableness checks on input data
- ☞ Return cursor to error field, allow fix
- ☞ Provide some intelligence
- ☞ Provide quick access to context-sensitive help

USER COMPUTER DIALOG

Three phases

- ✓ Read-scan phase -- Perceptual errors
- ✓ Think phase -- Cognitive errors
- ✓ Respond phase -- Motor errors

TYPES OF DOC / HELP

- Never a replacement for bad design, but essential
- Simple system
 - User walks up and uses it
 - Name some
- Most other systems with rich features require help

TYPES OF DOC / HELP

User Support Approaches

- ❖ Command assistance
- ❖ Command prompts
- ❖ Context-sensitive help
- ❖ On-line tutorials
- ❖ On-line documentation

Types Of Doc / Help

1. Tutorial
2. Quick reference/review
3. Reference Manual (Full explanation)
4. Context-sensitive (task-specific) help

PRESENTATION ISSUE

1. How is help requested?
2. How is help displayed?
3. Effective presentation of help
4. Implementation issues



USER MODEL

How is user model constructed and maintained?

1. Quantification - Numeric levels of use

Constructed and maintained

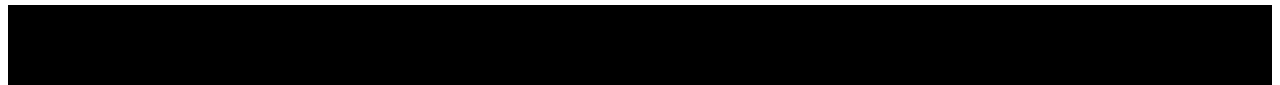
2. Stereotype

3. Overlay model



DOC ORGANIZATION

1. State educational objectives
2. Present concepts in logical sequence, increasing order of difficulty
3. Avoid forward references
4. Make sections have roughly equal amounts of material
5. Have plenty of examples, complete sample sessions



DOC ORGANIZATION

Each concept section:

- ❖ Explain reason for concept
- ❖ Describe concept in task-domain semantic terms
- ❖ Show computer-related semantic concepts
- ❖ Offer syntax

Table of contents and index are important

Keep reading level simple