Shneiderman's Principles of Computer Interface Design

IT Department 2005

Shneiderman, B. (2004). *Designing the User Interface: Strategies for Effective Human-Computer Interaction* ...Addison-Wesley Publishers, Reading, MA

Ben Shneiderman



University of Maryland

- Founder of Human-Computer Interaction Laboratory
- Dr. Shneiderman's early work included database research. He is also known in software engineering, especially for his innovation use of structured flowcharts, commonly known as Nassi-Shneiderman Diagrams.

Shneiderman's Principles

- Shneiderman's Principles of Computer Interface Design were laid out in his book on multimedia design.
- Shneiderman, B. (2004). (4th ed.) Designing the User Interface: Strategies for Effective Human-Computer Interaction .Addison-Wesley Publishers: Reading, MA

1 Strive for consistency

 Consistent sequences of actions should be required in similar situations; identical terminology should be used in prompts, menus, and help screens; and consistent commands should be employed throughout.

2 Enable frequent users to use shortcuts

 As the frequency of use increases, so do the user's desires to reduce the number of interactions and to increase the pace of interaction. Abbreviations, function keys, hidden commands, and macro facilities are very helpful to an expert user.

3 Offer informative feedback

 For every operator action, there should be some system feedback.
For frequent and minor actions, the response can be modest, while for infrequent and major actions, the response should be more substantial.

4 Design dialog to yield closure

 Sequences of actions should be organized into groups with a beginning, middle, and end. The informative feedback at the completion of a group of actions gives the operators the satisfaction of accomplishment, a sense of relief, the signal to drop contingency plans and options from their minds, and an indication that the way is clear to prepare for the next group of actions.

5 Offer simple error handling

 As much as possible, design the system so the user cannot make a serious error. If an error is made, the system should be able to detect the error and offer simple, comprehensible mechanisms for handling the error.

6 Permit easy reversal of actions

 This feature relieves anxiety, since the user knows that errors can be undone; it thus encourages exploration of unfamiliar options. The units of reversibility may be a single action, a data entry, or a complete group of actions.

7 Support internal locus of control

 Experienced operators strongly desire the sense that they are in charge of the system and that the system responds to their actions. Design the system to make users the initiators of actions rather than the responders.

8 Reduce short-term memory load

 The limitation of human information processing in short-term memory requires that displays be kept simple, multiple page displays be consolidated, window-motion frequency be reduced, and sufficient training time be allotted for codes, mnemonics, and sequences of actions.