

## DESIGN PRINCIPLES



### Support Users' Capabilities

The manner in which the user can interact with the system will be restricted by the limits of the individual. While automation can alleviate some demands placed on the user, the user should never be completely out of the loop.

- 1 Limit cognitive workload
- 2 Reduce physical effort
- 3 Ensure accessibility for users of different abilities



### Show Users What They Need

Information must be presented to users in a way that is easily recognized and understood. The information that is most important to the user should be more salient than the surrounding noise and presented redundantly where possible.

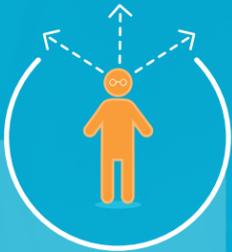
- 1 Select colour to ensure appropriate contrast
- 2 Size targets (e.g. buttons) so that the user can easily find them
- 3 Reduce distractions that can be confused with the target



### Respond to User Actions

For every user action there must be an appropriate response. This is dependent on the task, the context and the user and should be clearly communicated by the system.

- 1 Provide feedback about the completion of actions
- 2 Respond to actions in a manner that is timely and meaningful
- 3 Show state changes clearly



### Build on What Users Already Know

Users possess a large amount of prior knowledge and experience with similar systems. The closer the design aligns with existing knowledge and experience, the less learning will be required.

- 1 Match users' mental models
- 2 Maintain conventions with other systems and within your system
- 3 Use clear and unambiguous language



### Help Users Out of Trouble

Design forgiving systems and prevent error where possible. When error occurs, minimize the harm and help the user recover.

- 1 Prevent potential errors and suggest alternative paths
- 2 Allow users to recover from error and minimize the effort required to do so
- 3 Provide meaningful, in-context error messages that include recovery instructions



### Empower Users

The flexibility to attempt novel actions without the fear of repercussions encourages user exploration and improves the transition from novice to expert.

- 1 Provide clear, visible navigation structures
- 2 Support multiple paths to a goal
- 3 Have a familiar, "safe" location to which users can always return



### Save Users Time and Effort

Don't make tasks unnecessarily difficult for the user. Provide support for improved efficiency for expert users.

- 1 Use smart defaults to reduce user effort
- 2 Provide shortcuts for expert users and guidance for novice users
- 3 Structure your layout so that users can quickly and efficiently complete tasks



Learn more about how we can help.

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