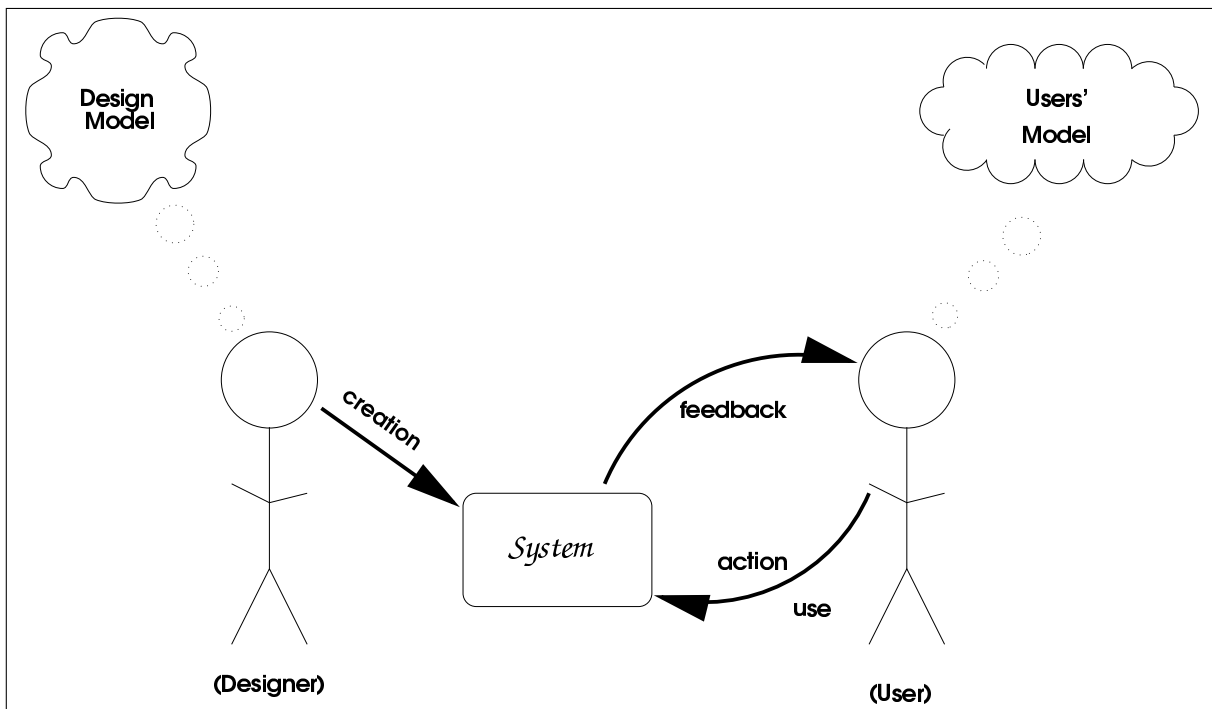


Mental Models and Interactions

CS 4163

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The only communication between the user and designer is through the system. By making a (fundamental) design model *clear* and *consistent* the designer can help the user to form a useful mental model of the system. The user will use that model to reason about how the system will act in response to their actions. [1, p. 16]

'The most important design tool is that of coherence and understandability, which comes through an explicit, perceivable conceptual model... [T]he art of the designer is to ensure that the desired, relevant actions are readably perceivable.' [2, p. 41]

References

- [1] Donald A. Norman. *The Psychology of Everyday Things*. Basic Books, 1988.
- [2] Donald A. Norman. Affordance, conventions, and design. *interactions*, 6(3):38 – 42, may + june 1999.