Why didn't you tell us this before?

- Wrong level of detail so far
  - Hard to look at usability at idea level

- They leave things out
  - Usability vs. usefulness
  - “Satisfaction” is pretty narrow...

Education
Sound familiar?

• GOMS/KLM (Card and Moran 1980)
• Goals, Operators, Methods, Selection
  – And the Keystroke Level Model Kid
• Basic idea: interactions are decomposable
  – Compute task times from low-level acts
  – Compare alternative interactions

  – But what's missing?
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    »
    »