Eight Golden Rules

1. Strive for consistency
   - Terminology; commands; etc.

2. Enable frequent users to use shortcuts
   - Abbreviations; macros; etc.

3. Offer informative feedback
   - Give feedback for *everything*.
   - Major actions get major feedback.

4. Design dialogs to yield closure
   - Group actions; closure at end of group.
   - Closure provides memory "relief".

5. Offer simple error handling
   - Detect and allow simple correction.

6. Permit easy reversal of actions
   - Undo encourages exploration

7. Support internal locus of control
   - Users initiate, not respond.

8. Reduce short-term memory load
   - 7 + or - 2 "chunks" of info in STM
   - Let the computer remember
Data Entry Guidelines

- Consistency of data-entry transactions
  - keep actions required the same

- Minimal input actions by user
  - prefer single action (keypress/mouseclick)
  - select from list
  - avoid device changes (hand mvt.)

- Minimal memory load on user
  - don’t make person remember codes etc.

- Compatibility of data entry with display
  - enter it the way it’s displayed

- Flexibility for user control of data entry
  - allow experienced users to control order, and perhaps format, of data entry.
Data Display Guidelines

- Consistency of data display
  - Terminology; formats; fonts; colors; etc.

- Efficient information assimilation by user
  - task related, familiar formats.
  - neat presentation.

- Minimal memory load on user
  - encourage closure.
  - group entry.

- Compatibility of data display and entry
  - display it the way it’s entered.
  - e.g., left-right, up-down.

- Flexibility for user control of data display
  - choose data to be displayed to match current task.
  - i.e., it should be easy to use.