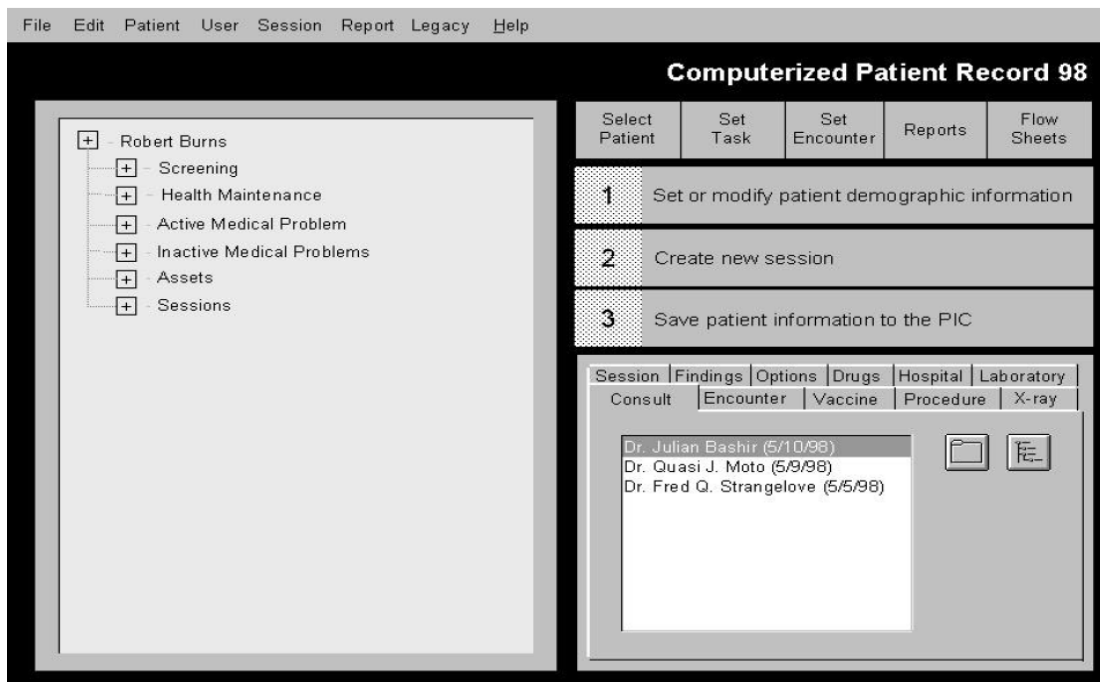


Bad example of UI design

1. Patient record system

This is a system for managing the patient records on computer. In this specific user interface, the physician should be able to arrange an appointment for the patient and be able to check the status of the patient by browsing the left tree-like menu. Besides, the physician can see report from other doctors at right-bottom of the interface.



The left tree-like menu requires many clicks to unfold the tree in order to find out needed information.

Right-bottom menu listed too many options in one page without classification. It is difficult for the users to collect necessary information in short time.

The left tree-like menu may be changed to a frame which places major information with an link option to see detailed information by clicking it so that the user can access patient information more conveniently.

The left-bottom report label can be arranged visible or invisible according to the specific patient to reduce the time cost of finding information.

2. The card payment system in Shaw's (near prudential centre)

The system calculates the amount of money customers have to pay by debit/credit card. At the end of the interaction, the system asks whether the customers need cash-back on one screen and asks whether the final amount of money is correct.

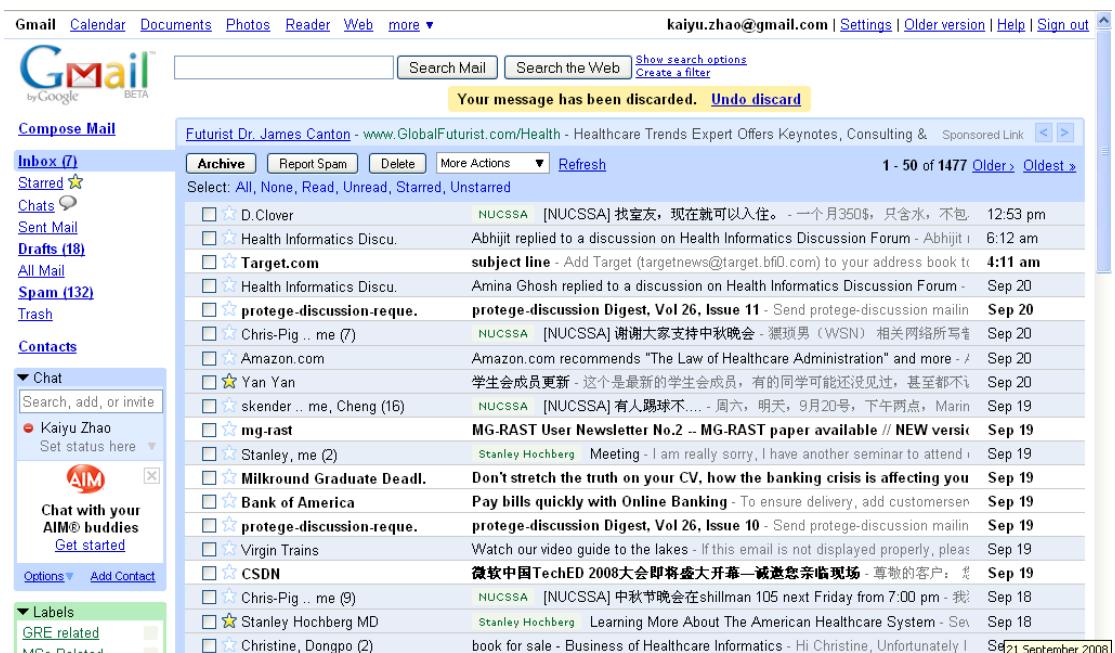
Normally, the answers from customers are “No” and “Yes” which means no cash-back and amount is correct. However, the design of the interface places “No” and “Yes” at fixed position of the screen. The user may touch the “No” for no cash-back more than once due to slow reaction of the system, thus the system accepts “No” as the final answer from the customers indicating the money is not correct. The payment is cancelled and has to be redone again. This design slows down the payment.

The icons of “Yes” (and “No”) should be placed in different positions of each of the two screens to avoid user errors. Besides, the system reaction time should be reduced.

Good example of UI design

3. Gmail web page design

This is the main page of Gmail interface for checking incoming email.



The screenshot displays the Gmail web interface. At the top, there are navigation links for Gmail, Calendar, Documents, Photos, Reader, Web, and more. The user's email address, kaiyu.zhao@gmail.com, is shown along with links for Settings, Older version, Help, and Sign out. The Gmail logo is prominently displayed. Below the logo, there is a search bar and a notification that says "Your message has been discarded. Undo discard". The main content area shows a list of emails in the inbox, with columns for checkboxes, sender names, subject lines, and timestamps. The left sidebar contains navigation options like Compose Mail, Inbox (7), Starred, Chats, Sent Mail, Drafts (18), All Mail, Spam (132), Trash, and Contacts. There is also a chat window for Kaiyu Zhao and a section for labels like GRE-related.

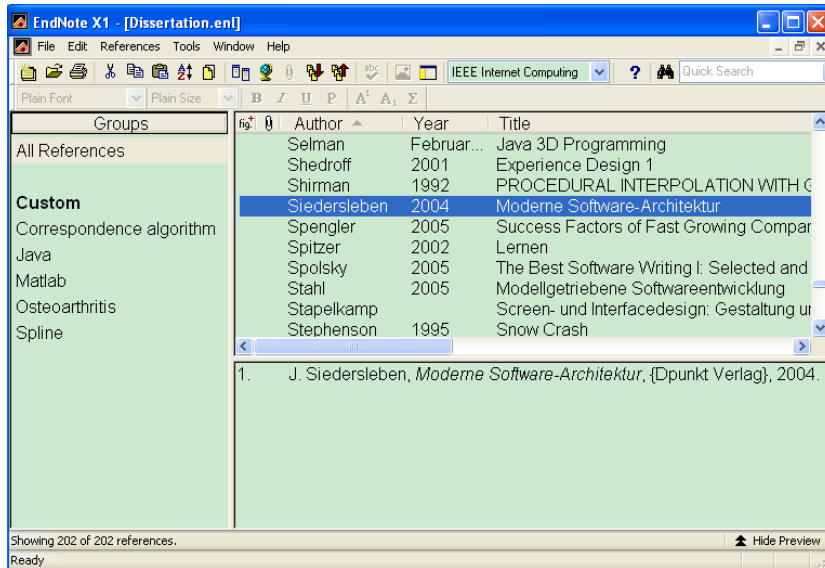
The “undo” function allows users undo one step of operation that s/he did previously, such as deletion, moving and discarding to avoid data loss caused by user’s mistake.

Another good feature is it can automatically check new mail without click “get mail” or “refresh” which saves time and the user won’t miss urgent mail.

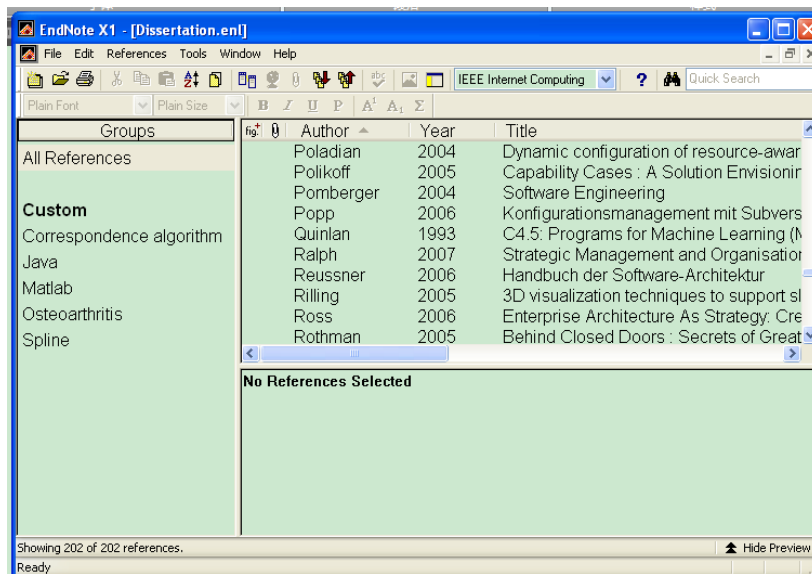
The filters can automatically group mails from specific contact, and the user can see all the previous conversations from him/her by one click on the label.

4. EndNote X, main interface of the collections

The main interface of the collections allows users inserting reference to word document, adding new references to the collections and grouping them.



With reference selected.



No references selected.

Some of the icons on top turn gray when there are no references selected to avoid user mistake.

Many of the common functions can be found on the quick menu by right clicking on the reference or the group which is convenient.