Novice versus experienced users

- Experienced users have many ways of accomplishing a goal; improvisation
- Novices want a single specific sequence
- Other differences as well—we will focus on this one today

Example 1: Chemical spill kit

- 1: Gloves
- 2: Powder
- 3: Broom and container
- Do you think it will work well?
- What are the circumstances of use?
- Can we expect this level of usability from software?