Chapter 11 – Extra Slides

Quality of Service
Key Points – Quality of Service

• QoS is not always intuitive.
  – E.g., sometimes slower is better.
• QoS is subjective
  – E.g., opinions based on one-time experiences.
• QoS is situation and user-dependent
  – E.g., complexity and urgency of task, as well as personality and lifestyle of end users, user model of computation
• QoS can be improved through translucency in interfaces
  – E.g., (accurate) progress bars and other visualizations
• QoS issues in interface design affect need (or lack thereof) for technological QoS
  – E.g., relevance of packet loss in networking protocols
• What are end users willing to pay for?
  – E.g., service and component oriented technological models of QoS
Example Situations

• Installing New Software
• Reading Newspapers On-line
• Reading Email
  – From home computer
  – From “foreign” computer
• On-line Backing
• Talking with a customer representative
• Etc.
Ex: Connecting a Wireless Network
See “Walkthrough” in User Guide

Discussion

• What role do mental models play in end users’ quality of service?
Mental Model

• “A mental model is an explanation in someone's thought process for how something works in the real world. It is a kind of internal symbol or representation of external reality, hypothesised to play a major part in cognition.”

• Wikipedia entry for mental model February 23, 2006, 9:45 a.m.
Re-examine the Linksys Guide w.r.t. Mental Model
Discussion

- What role does metaphor play in end users’ quality of service?
Metaphor

• “In cognitive linguistics, metaphor is often seen as a basic cognitive function, that humans naturally see common traits in subjects which are factually distinct, and such behavior may be required for comprehension and learning.”

• Wikipedia, February 23, 2006 at 10 a.m.
Re-examine the Linksys example w.r.t. metaphor
Discussion

• What role does the information processing theory play in end users’ quality of service?
Information Processing Theory of Human-Computer Interaction

• Users’ Tasks
• Users’ Experience
• System’s Interface
Linksys example again?

Another suggestion?