

# Evaluating UX (user experience)

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We were asked to evaluate something (anything) from our environment for its user experience (UX) by examining some of the following dimensions:

**Intuitiveness, efficiency, ergonomics & comfort, accessibility, affordance & signifiers, safety & errors, aesthetics, responsiveness & feedback, context.**

I selected to look at the UX of my LG microwave.



So let's examine the following dimensions:

## **Intuitiveness**

The front buttons are easy to navigate and understand. You have a start and a stop touch buttons which are easy to understand and don't need explaining. Every time the start button is touched it adds 30 seconds to the timer (this is indicated under the word "start"). If you want a specific amount of time then the "+" and "-" slider can be used for that.

The more advanced cooking or heating options can be reached by opening the door and selecting from the touch buttons (see 2<sup>nd</sup> image) – This part was not very intuitive and required referring to the user guide.

### **Efficiency:**

Extremely efficient when it comes to simple microwave tasks such as using default or standard options to quickly heat a meal. One touch and the microwave starts giving you 30 seconds on the timer, push start again and you get an additional 30 seconds and so on!

### **Ergonomics & Comfort:**

Interaction with the touch buttons can sometimes be tricky when you have to touch the same button a few times because the touch sensor is not very sensitive.

The microwave door opens and closes easily without having to pull too hard which can be a problem on some smaller microwaves where you unintentionally move the device when trying to open a hard-to-open door.

### **Affordance and Signifiers:**

I have to mention this one: the touch buttons don't look like buttons and don't have a frame around them or a different color, so when looking at them you don't really know if you're looking at a button or the description of what this device can do!

### **Aesthetics:**

Very pleasing to look at especially with the reflective front that looks like a mirror but of course can get dirty very easily!

### **Responsiveness and Feedback**

Touch buttons make a sound and show feedback on the display when they successfully register a touch so you know if you successfully activated/selected something or not.

The microwave plays a sound when it's done heating or cooking and repeats the sound or the chime if the door is not opened to remind the user to come get their food.