

Week 1 – Entry of human factors and ergonomics; Criteria of HF (chapter 1) TMP

Week 2 – Elements of HF analysis (chapter 2) TMP

Allocation of Function, Human Error & Reliability

Week 3 – Elements of HF analysis (chapter 2) TMP

Usability Testing

Week 4 – Cognition (Chapter 6) TMP

Human Memory; Cognitive workload;

Dynamic Decision & Situation Awareness; Cognitive Task and workload analyses

Week 5 – Cognition (Chapter 6) TMP

Cognitive Analysis of man-machine system; Human Error & Reliability

Week 5 – Psychomotor skills and controls (Chapter 7) TMP

* Week 6 – auditory display (chapter 5) TKC

Recess week Sep 22

* Week 7 – mid-term test Oct 1 TKC and TMP

Week 7 – Visual displays (Chapter 4) TMP

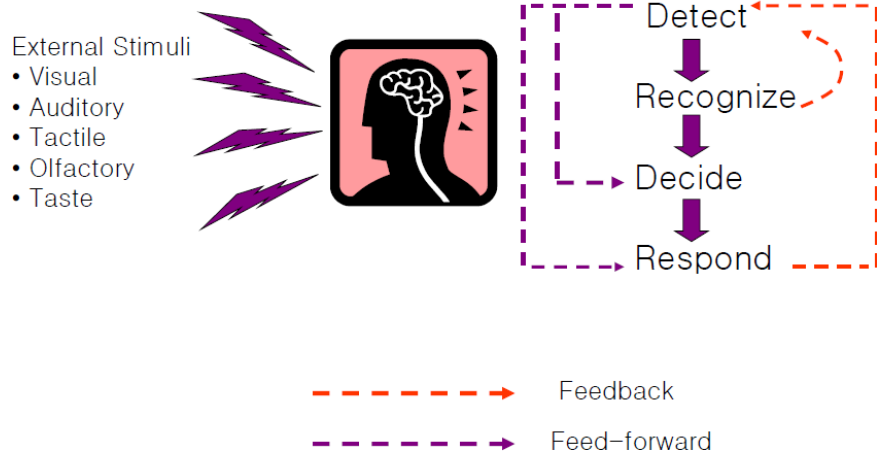
From last week:

Allocation of Function

- First, define system goals
 - must first have clear knowledge of user population (physical & cognitive limitations; education level; expert, etc?)

From last week:

Simplified model of Human Information Processing



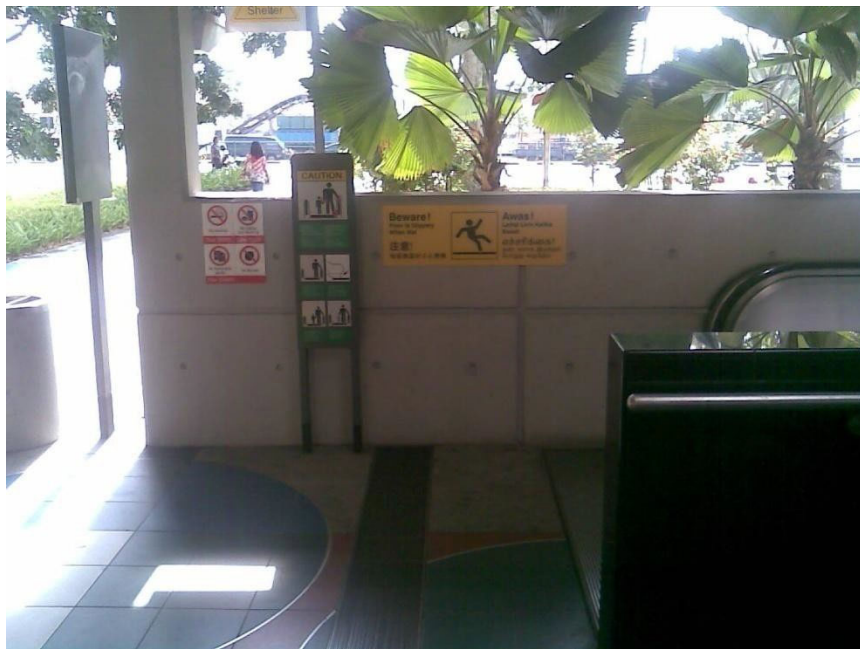
"I find this hard to read"

"This is hard to operate" ...etc.

How do you identify the contributing factors?

What questions do you need to ask to determine root causes?

What criteria do you apply to show that yours is indeed a solution to the problem?



Do people slip because they did not read these information displays?

Do these signs solve the problem of slippery floors?

Walkway suit 'resolved'

Paralysed man, Sembawang Town Council agree to confidential terms

By **SELINA LUM**

THE lawsuit against the Sembawang Town Council brought by a former resident who became paralysed after falling in a sheltered walkway has come to an abrupt end.

Lawyers for both sides would only tell The Straits Times yesterday that the matter has been "resolved" and that the terms are confidential.

The outcome came after the case was heard in the High Court for two days, with only the plaintiff's four witnesses taking the stand.

Mr Aw Kian Chow, 55, had sued the town council for negligence, seeking unspecified damages for the injuries he suffered, pain and suffering, loss of earnings and medical expenses.

Mr Aw, then a freelance accountant, was walking home one rainy evening in August 2008 when he slipped and fell

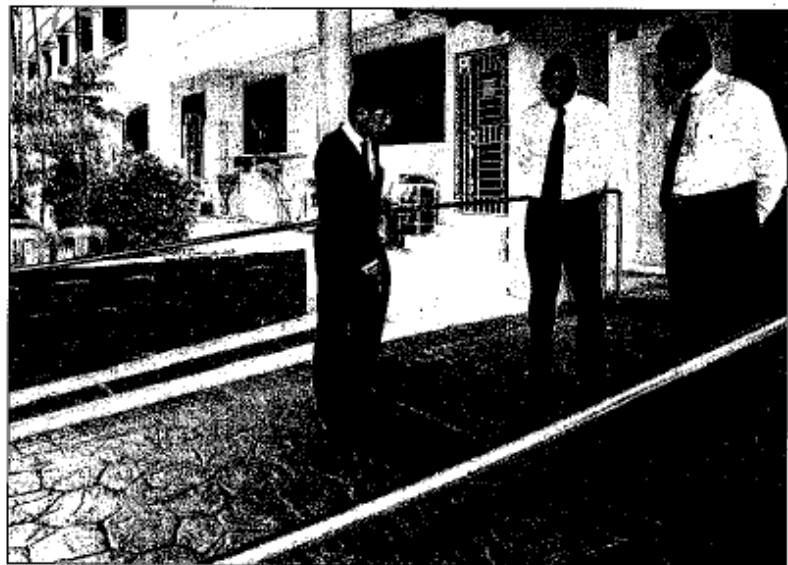
at the walkway between Block 415, Block 415A and Block 419 in Sembawang Drive.

He injured his spinal cord and is now a tetraplegic - losing the use of all limbs and torso. Confined to a bed, he requires ventilator support, artificial life support and two caregivers to attend to him.

Mr Aw, represented by Mr N. Srinivasan, alleged that the town council had failed to properly maintain the walkway to ensure that it was safe for residents. But the town council, represented by Mr P.E. Ashokan, said the walkway was properly maintained and that its contractor had used a proper material to ensure safety.

On Monday, the hearing, which had been scheduled for five days, started with Mr Aw telling the court from a trolley bed that water overflowed on the walkway when it rained heavily.

On Tuesday, Mr Aw's wife,



Justice Choo Han Teck (left), who heard the case, inspecting the walkway where Mr Aw Kian Chow fell in 2008. Looking on are Mr Aw's lawyer, Mr N. Srinivasan (centre), and the town council's lawyer, Mr P.E. Ashokan (right). The hearing ended after two days. ST PHOTO: SEAH KWANG PENG

Madam Angeline Zeng, 43, and Mr Norfazli Satle, 26, a passer-by who attended to Mr Aw after he fell, also said the walkway was slippery when it rained heavily. The other witness, engineer Eng Aik How, who carried out a slip-resistance test on the walkway, said

there was a "moderate" contribution of the surface to the risk of slipping when wet.

There was no hearing on Wednesday as parties were in talks. Yesterday, a brief closed-door hearing was held in the judge's chambers.

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Do these information displays facilitate drivers?

How much response time do drivers have to make lane changes safely?

Usability testing

- 1) Identifying issues which affect system performance
- 2) Establishing baselines / benchmarks

Usability Testing

- Takes up much time*
- Need proper planning and preparation
- Different methods needed to gather relevant information
- Do not combine all methods into one session
- Choose your subjects carefully

Maintenance

- Revise the research plan every time new knowledge comes in.
- Everything is subject to change as your team understanding of the user grows.
- The research goals, especially, should be reevaluated, refined, and rewritten to take every piece of additional knowledge into account.

Maintenance

- Every piece of research you do is likely to affect your understanding of a number of different research goals
- All knowledge about the user' experience should be consolidated whenever possible and shared with stakeholders.

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