

What was interesting about the article?

I particularly liked the critiquing system that allows the user to progress from a “novice” to an “expert”. Having more advanced functionality with more experience makes sense because if someone just jumps into a program with basic functions as well as advanced it could seem somewhat overwhelming.

What wasn't interesting about the article?

I would've liked to see more information about the particular problems that were brought up in the article and learn more about what can be done to fix these problems.

Main Message

The main message of this article is to bring light on the challenges that HCI has and how gaining this information for fixing the problems will be a beneficial resource in the future.

Application that uses User Modeling Component

I remember when I first got my new Powerbook that a tutorial program came up and told me how to use my computer better. At the time I didn't really know too much about Tiger. This really helped me to adapt better and learn more about my new computer. The only downside is if someone is familiar with the new interface and wants to skip it they have to spend time clicking next, or close to get out of the tutorial which is somewhat unnecessary.

How was the information in the user model accumulated?

I'm sure Apple showed the new beta OS to various people and took note of what the people missed and compared those to what they thought the “basics” of the system were and then implemented those results into the tutorial program which runs at start up of the new computer.

User Modeling for Swiki

I believe that it could be helpful for people who haven't ever used a Swiki. It could show the user all the different features and what they do, how to make a basic web page on the Swiki. Or even some type of roll over that tells what the function will do. I know that when I first use something I usually browse each menu and see what all it can do, or even just leave my mouse pointer on something to read what the small popup window says.