

Synopsis of Chapters

Chapter 1 Introduces the two main themes of the thesis and describes the background to the first theme (the second theme is introduced in Chapter 4).

Chapter 2 (Experiment 1) compares the use of summary principles and the heuristics by novices and experienced evaluators on exploratory tasks.

Chapter 3 (Experiment 2) compares the use of the full principles set and the heuristics by novices given prior training on exploratory tasks.

Chapter 4 Describes the theoretical basis of cumulative problem curves (the second main theme of the thesis) and derives these curves for Experiments 1 and 2.

Chapter 5 (Experiment 3) compares the use of subsets of both the full principles set and the heuristics by novices on defined tasks.

Chapter 6 (Ticket Vending Machines) relates the results from the previous experiments to an earlier study by the author.

Chapter 7 (VP-Lab) examines the use of usability principles in the development of an internet-based research database.

Chapter 8 Summarises and discusses the conclusions drawn from the thesis.

