

Examples for CS 443/543

By Anthony Hornof - last updated October 25, 2023

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The UO CS Website Got Harder for Students to Use on 12-1-22

(Images collected 10-25-2023 by A.Hornof.)

This example illustrates a number of different points:

- The new Computer Science web pages do not support common user tasks.
- The new CS web pages are an example of how the “user experience” (the user’s subjective impression) is given a higher priority than ease-of-use.
- It is important to provide the user with feedback that they are making progress towards their goal. Otherwise, at some point, they will simply give up.
- A well-organized visual hierarchy of textual information can be scanned quickly and easily.

The user’s goal is to download a “Prerequisite Override Request Form”.

Prior to December 1, 2022, students could download the form with three clicks and also, it turns out, receive continual feedback along the way that they were making progress towards their goal.

In the following screenshots, **the red arrows** indicate where the user clicks.

Home | Computer Science

https://www.cs.uoregon.edu/web-backup/c 80%

Teaching at UO UO Websites Miscellaneous Teaching Archived Finances Class Schedule Sea...

UNIVERSITY OF OREGON APPLY VISIT GIVE

CAS Computer Science

Home Research Undergraduate Graduate People Activities Employment Prospective Students

PUBLIC TALKS WELCOME CENTERS AND INSTITUTES

News Archive

Welcome Fall 2022 CS/MACS Undergraduates
 Read on for information about resources for Computer Science students (classes, advising, student spaces, student organizations and activities).
 ...

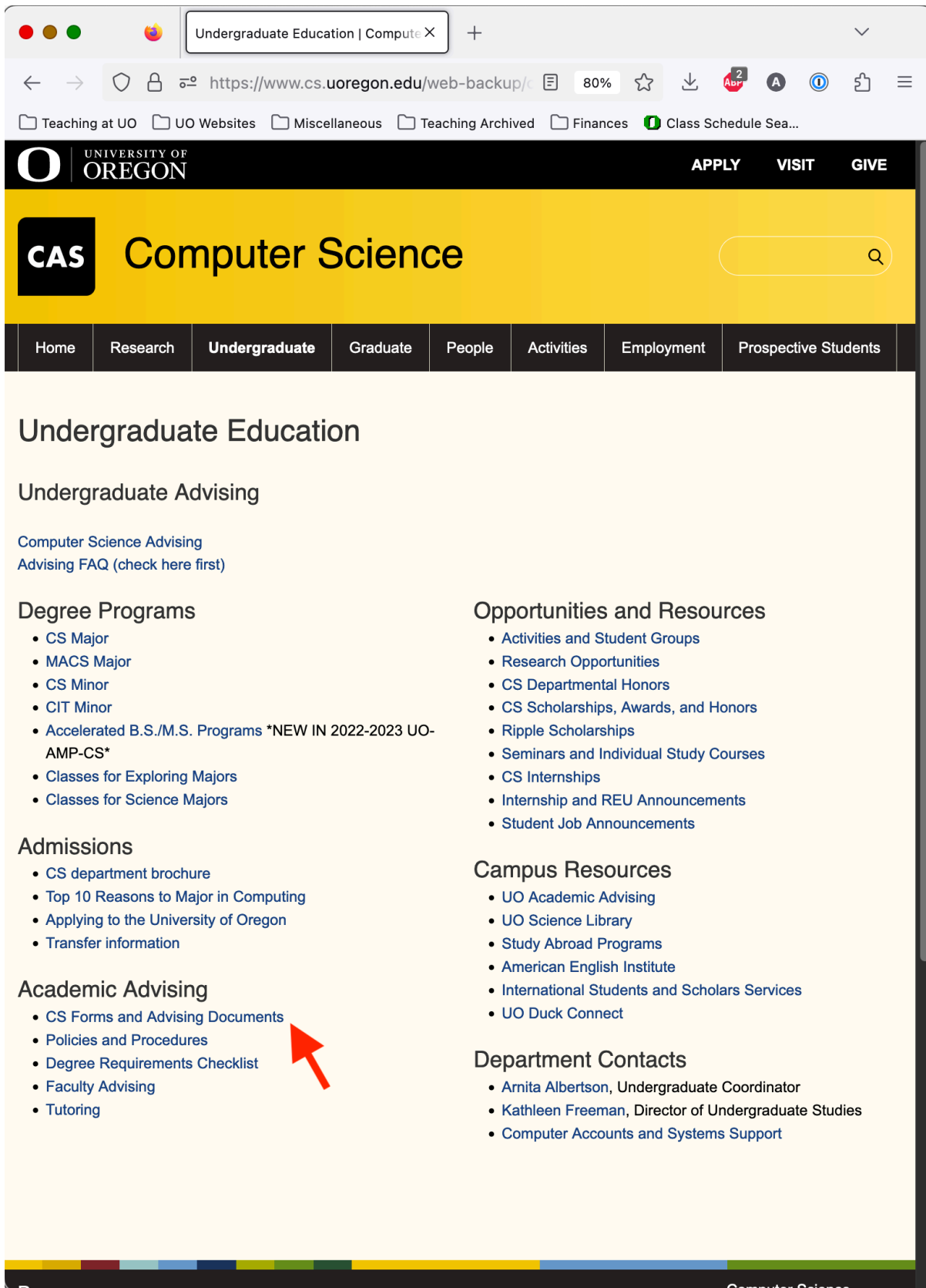
Computer Science Hosts Week-Long Summer SAIL Camp
 Faculty from the Computer Science (CS) department and staff from the Allan Price Science Commons & Research Library (PSC) combined to host 12 computer science Summer Academy to Inspire...

Prof. Lei Jiao Receives NSF Funding to Boost Edge AI with Streaming Data
 Lei Jiao, Assistant Professor of Computer Science at the University of Oregon, will lead a new National Science Foundation (NSF) project titled "...

Professors Rejaie and Durairajan Receive \$1M+ from NSF to Push the Frontiers of Runtime Programmable Dataplanes
 Professors Reza Rejaie and Ram Durairajan (picture on the right), co-directors of Oregon Networking Research Group (ONRG) and faculty members in the CS...

https://www.cs.uoregon.edu/web-backup/cs.uoregon.edu/undergraduate-education.html

UO CS Home Page Prior to 12-1-2022. The user is looking for a “Prerequisite Override Request Form”, and so the user clicks on “Undergraduate”....



The page contains a lot of information, suggesting that progress is being made. All of the information is accessible with quick eye movements rather than slow scrolling or clicking. The “Academic Advising” heading looks relevant. The user clicks on “CS Forms and Advising Documents”....

The screenshot shows a web browser window displaying the University of Oregon Computer Science website. The browser's address bar shows the URL <https://www.cs.uoregon.edu/web-backup/c>. The website header includes the University of Oregon logo and navigation links for 'APPLY', 'VISIT', and 'GIVE'. Below the header is a yellow banner with the 'CAS Computer Science' logo and a search bar. A dark navigation bar contains links for 'Home', 'Research', 'Undergraduate', 'Graduate', 'People', 'Activities', 'Employment', and 'Prospective Students'. The main content area features a dark sidebar with a 'UNDERGRADUATE' section containing various links. The main content area is titled 'CS Forms and Advising Documents' and contains several sections of text and links. A red arrow points to the 'Individualized Study Approval Form' link in the 'CS Forms' section.

UNDERGRADUATE

- [CS Major Overview \(Sample Path\)](#)
- [CS Major](#)
- [CS Minor](#)
- [CIT Minor](#)
- [Classes for Science Majors](#)
- [Classes for Undeclared Majors](#)
- Documents and Forms**
- [Faculty Advising](#)
- [Faculty Advising Schedule](#)
- [MACS Major](#)
- [Policies and Procedures](#)
- [Transfer Information](#)
- [Tutoring](#)
- [Undergraduate Research Opportunities](#)

CS Forms and Advising Documents

Students may begin the Introductory Sequence during Fall or Winter of their freshman or sophomore year. These pathways are suggestions for moving through the curriculum requirements. Other course orders are possible.

[Preparing for CS/MACS Major](#)

Computer Science Major Example Degree Plans

- [Year One Winter Start](#)
- [Year One Fall Start](#)
- [Year Two Fall Start](#)
- [Transfer Students - Major Transfer Map \(MTM\)](#)
- [CS/DSCI Double Major](#)

Computer Science Minor Programs

- [Computer Science Minor Curriculum Path](#)
- [Computer Information Technology minor overview](#)

Math and Computer Science (MACS) Major Program

- [MACS 3-year Curriculum Path](#)
- [MACS 4-year Curriculum Path](#)

CS Major Concentration Tracks

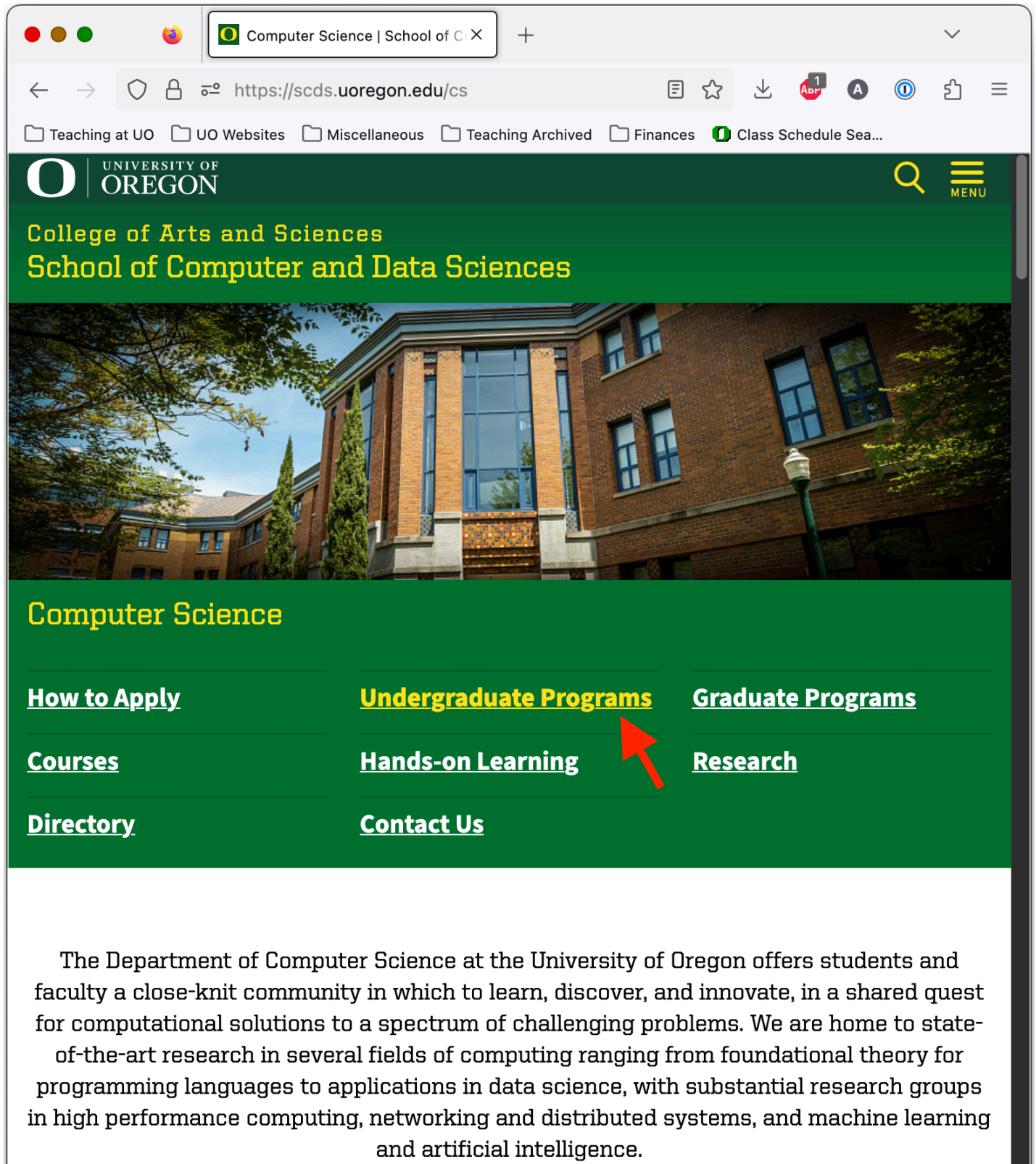
- [Computer Networks](#)
- [Computer Security](#)
- [Foundations](#)
- [High Performance Computing/Computational Science](#)
- [Machine Learning/AI/Data Science](#)
- [Software Development](#)

CS Forms

- [Petition to the Undergraduate Education Committee](#)
- [Prerequisite Override Request Form](#)
- [Individualized Study Approval Form](#)
- [Degree Requirements Checklist](#)
- [CS Major Progress Review](#)

The well-structured page can again be scanned with quick eye movements, to arrive at the target. The user clicks, and sees the PDF. Success!

Starting in Dec., 2022, for students to download a “Prerequisite Override Request Form”, they need to make four clicks, and do endless scrolling through photos and stories intended to recruit students to the program. The process does not communicate to the user that they are making progress towards their goal.



UO CS Home Page since 12-1-2022. The user is looking for a “Prerequisite Override Request Form”. The user clicks on “Undergraduate Programs.”....

Undergraduate Programs | Com | X

https://scds.uoregon.edu/cs/undergraduate-progre

Teaching at UO | UO Websites | Miscellaneous | Teaching Archived | Finances | Class Schedule Sea...

UNIVERSITY OF OREGON

College of Arts and Sciences
School of Computer and Data Sciences

Computer Science

[How to Apply](#) [Undergraduate Programs](#) [Graduate Programs](#)

[Courses](#) [Hands-on Learning](#) [Research](#)

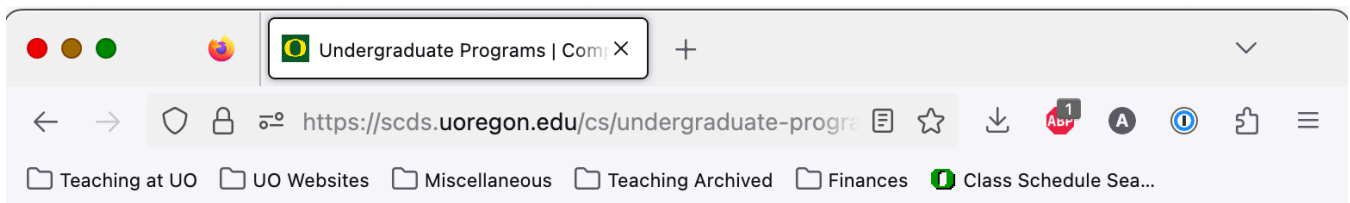
[Directory](#) [Contact Us](#)

Undergraduate Programs

Why Study Computer Science?

Participate in a thriving intellectual and professional community; learn to build usable and useful computational systems and tools; develop skills to solve complex problems; gain expertise in a highly marketable field; prepare yourself for valuable work in almost any type of industry.

No new command options have appeared. Nothing. Zero.
Somehow, the user has to figure out that they need to start scrolling....



What you can do with a Computer Science degree

A Computer Science major can prepare you to work in many fields. Computer science is a rapidly-growing field, and graduates are in demand in the job market and for graduate school. Learn about possible careers and hear from alumni.

[Explore Careers](#)

CS Majors and Minors

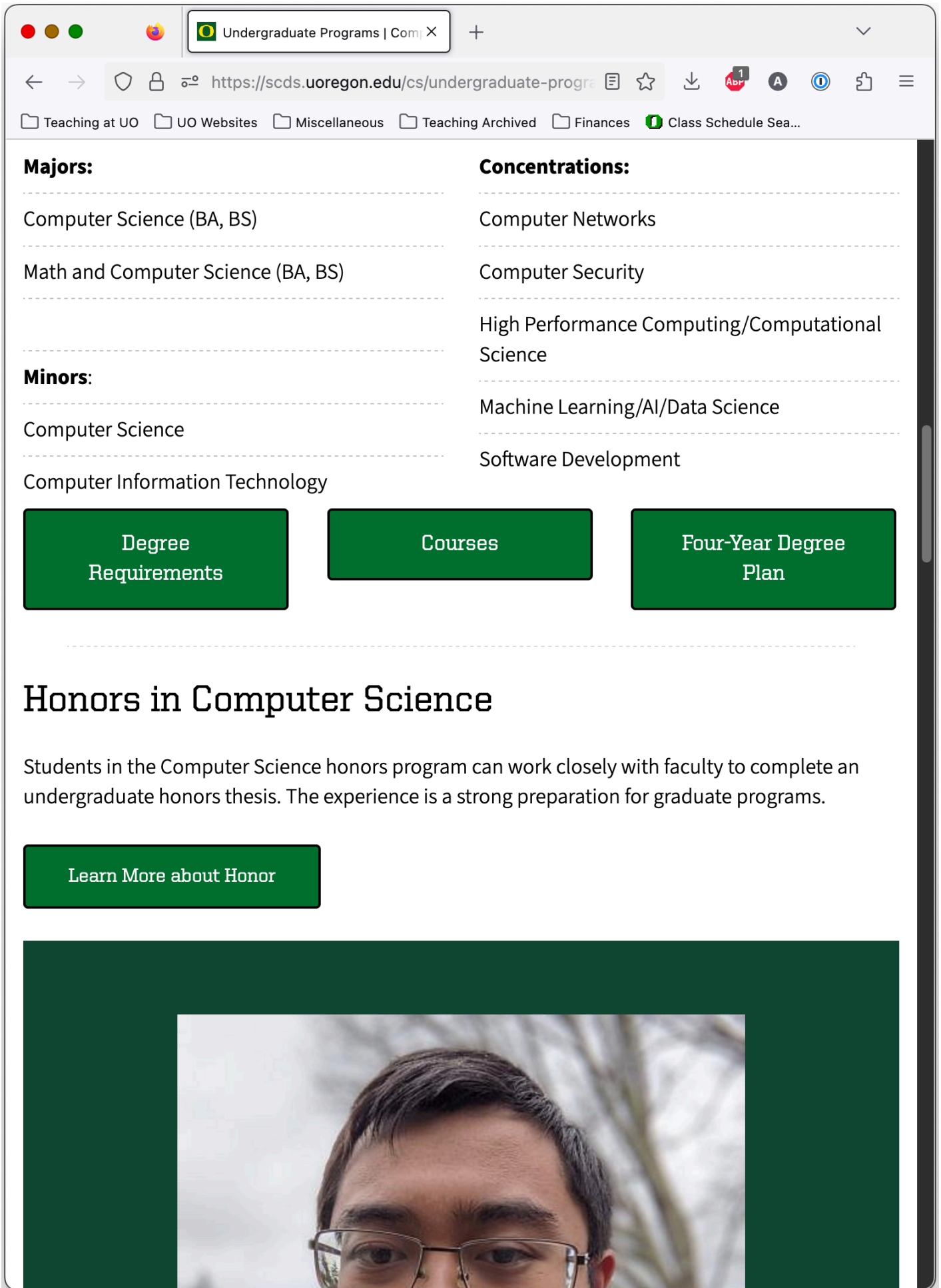
Computer Science majors enjoy a liberal arts setting in the UO's College of Arts and Sciences. Most students graduate in four years, and can combine the CS major with a minor or an additional major such as Data Science, Math, or Psychology. They may also pursue our honors program.

Our students have many hands-on opportunities including undergraduate research and study abroad, career/internship seminars, student computer labs and meeting rooms where students can gather for work and co-curricular activities.

Majors:

Concentrations:

One button has appeared. It is not relevant to the goal.
Somehow, the user has to decide to keep scrolling....



Four buttons. The student reads them. None are relevant. Keep scrolling....



“I’ve really enjoyed my time here. I’ve had great professors who really care for their students, and I’ve had opportunities to do research as well, even as an undergraduate. I’m proud to be a part of this computer science department.”

—Andy Nguyen,
Computer Science major, 2023

Accelerated B.S./M.S.

Computer Science undergraduate majors at the UO have the opportunity to graduate with B.S. and M.S. Computer Science degrees in a five-year program.

[Explore Accelerated B.S./M.S. degrees](#)

A button appears! Not relevant. Keep scrolling....



Real-World Experience

A major in computer science exposes you to research, internships, study abroad opportunities and more. Gaining real-world experiences such as programming is the key for students preparing for job roles such as software engineers, data analysts, and research scientists in computer and information industries.

Hands-On Learning

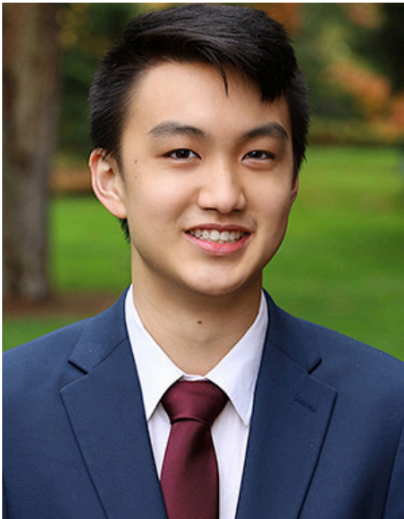
CIT Minor Gives a Major Advantage

In addition to the minor in Computer Science our department offers, the CIT Minor program focuses on expanding the base technical expertise of non-CS students at the University of Oregon. The minor curriculum includes learning to create web applications from start to finish, working with databases, security and network topics, fundamental computer topics and skills, and acquiring many of the practical software and information technology skills required in today's workforce.

Same. Keep scrolling....

many of the practical software and information technology skills required in today's workforce.

Explore our Minors



"I definitely feel like having the CIT background made me a better candidate and fit for the position I was interviewing for because many of those people had degrees in MIS (Management Information Systems)."

—Ethan Wong,
Business Administration
major and CIT minor, 2023



"Many of the jobs that I'm applying for require experience using React; I also recently did a one-day hackathon where at least half of the projects were using React. The Web App Development class has probably been my career launcher."

—Lindsay Marean,
Linguistics and CS major, CIT
minor, 2021



"This minor and the structure of your classes has given me a new perspective on learning, and how to work through problems, that no other individual class has ever succeeded in. It's directly allowed me to pursue a job I would have never been able to, and has been the most valuable part of my college career so far."

—Daniel Knutsen,
Business Administration
major, CIT minor, Fall 2022

Scholarships and Awards

Same. Keep scrolling....

Scholarships and Awards

Learn about ways to apply for funding like scholarships and fellowships through the Department of Computer Science, as well as the College and University.

[Explore Scholarships and Awards](#)

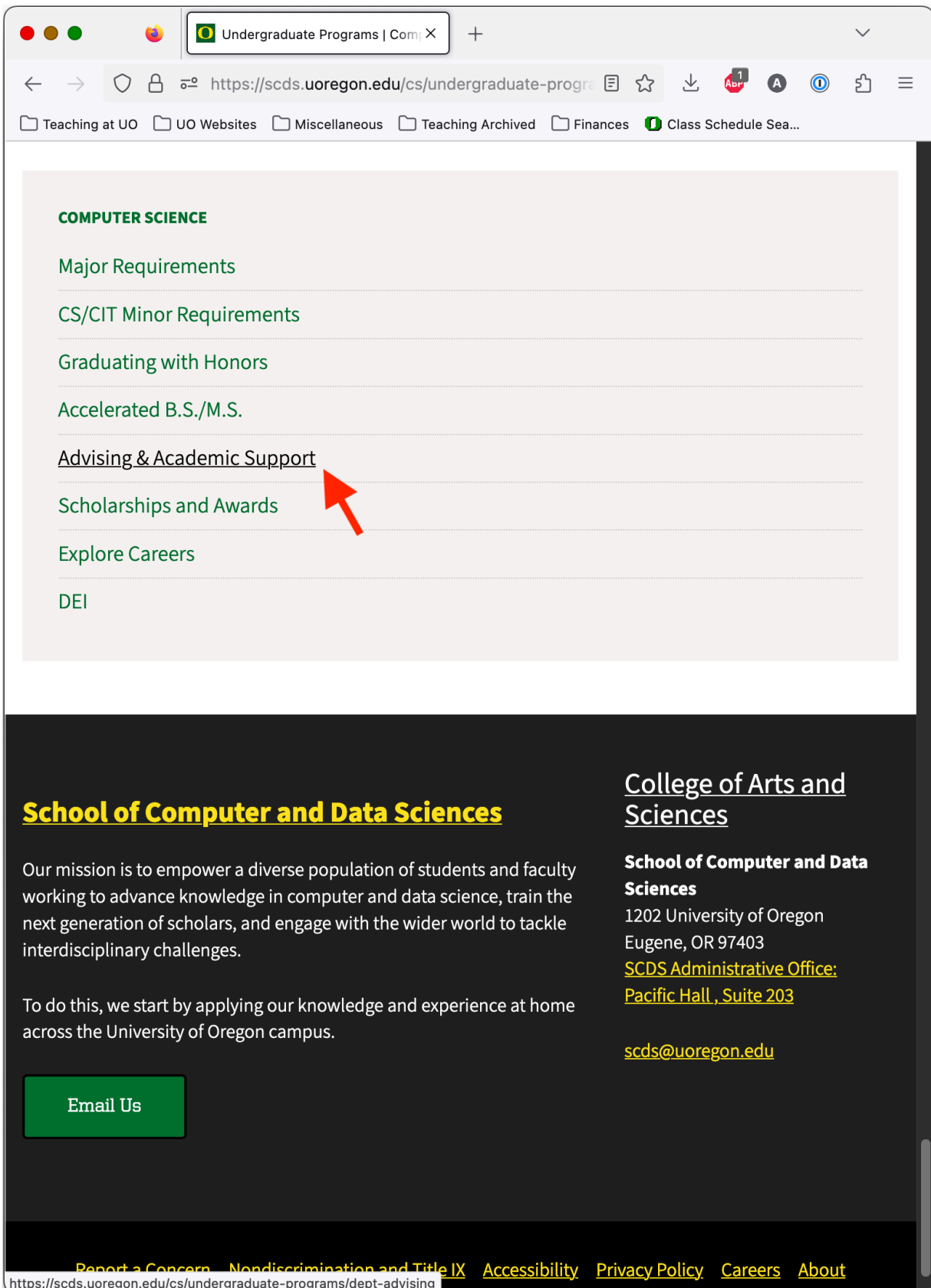


Advising and Academic Support

CS advisors are here to help our students. Schedule an appointment with a faculty advisor, find important department forms and get answers.

[Departmental Advising and Support](#)

Same. Keep scrolling....



Finally, if the user has hung in there through all of that scrolling, they arrive at eight potentially useful links.

Note that there will be a greater cost to look into this “Advising & Academic Support” link compared to the cost of looking into the “Academic Advising” heading in the previous version of the website. The user clicks....

Departmental Advising & Support

UNIVERSITY OF OREGON

College of Arts and Sciences
School of Computer and Data Sciences

Computer Science

[How to Apply](#) [Undergraduate Programs](#) [Graduate Programs](#)

[Courses](#) [Hands-on Learning](#) [Research](#)

[Directory](#) [Contact Us](#)

Departmental Advising & Support

On this page:

- [Major and Minor Maps](#)
- [Example Degree Plans](#)
- [Academic Policies](#)
- [CS Advising](#)
- [CS Forms and Advising Documents](#)
- [Opportunities and Resources](#)
- [FAQs](#)
- [Transfer Information](#)
- [Tutoring](#)

Major and Minor Maps

<https://scds.uoregon.edu/cs/undergraduate-programs/dept-advising#forms-documents>

The user arrives at *nine* new potentially useful links. The user clicks....

Departmental Advising & Support

https://scds.uoregon.edu/cs/undergraduate-progr...

Teaching at UO | UO Websites | Miscellaneous | Teaching Archived | Finances | Class Schedule Sea...

CS Forms and Advising Documents

Students may begin the Introductory Sequence during Fall or Winter of their freshman or sophomore year. These pathways are suggestions for moving through the curriculum requirements. Other course orders are possible.

[Starting the CS/MACS Major](#)

[Frequently Asked Questions](#)

<p>Computer Science Major Example Degree Plans</p> <p>Year One Winter Start</p> <p>Year One Fall Start</p> <p>Year Two Fall Start</p> <p>Transfer Students - Major Transfer Map (MTM)</p> <p>CS/DSCI Double Major</p> <p>Computer Science Minor Programs</p> <p>Computer Science Minor Curriculum overview</p> <p>Computer Information Technology Minor overview</p> <p>Math and Computer Science (MACS) Major Program</p> <p>MACS 3-year Curriculum Path</p> <p>MACS 4-year Curriculum Path</p>	<p>CS Forms</p> <p>Petition to the Undergraduate Education Committee</p> <p>Prerequisite Override Request Form</p> <p>Individualized Study Approval Form</p> <p>Degree Requirements Checklist</p> <p>CS Major Progress Review</p> <p>MACS Major Progress Review</p> <p>Departmental Honors Program</p> <p>Undergraduate Student Employment Application</p> <p>Prerequisite Flowchart</p> <p>Computer Science Major and Minor Maps</p> <p>Computer Science major map</p> <p>Math and Computer Science major map</p> <p>Computer Science minor map</p>
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https://scds.uoregon.edu/cs-prerequisite-override-form-w2020-fillablepdf Computer and Information Technology minor

Finally, the user has arrived at a page with a lot of useful links, organized with useful headings. The user scans the headings, finds “CS Forms”, and then finds the target form. The user clicks and sees the PDF. Success!

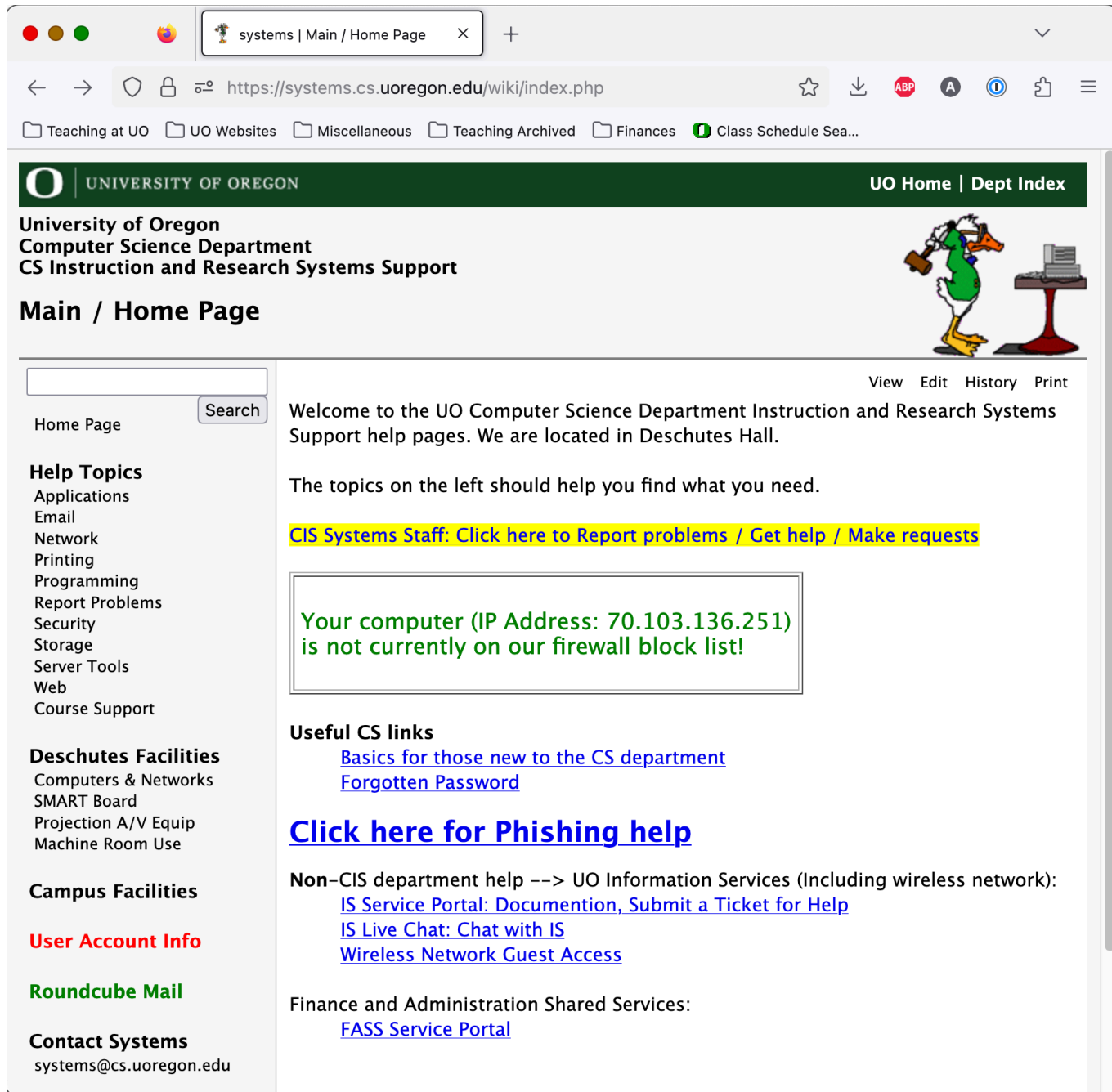
This extended example illustrates a number of different points:

- The new CS web pages do not support common user tasks. I am not aware of any effort that was made in 2022 to try to understand the many common tasks for which students, faculty, and staff use the CS website.
- The new CS web pages are perhaps an example of how the “user experience” (the user’s subjective impression) is given a higher priority than usability (ease-of-use). It is otherwise hard to understand the justification for some of the web pages having zero, or just one, new button.
- It is important to provide the user with feedback that they are making progress towards their goal. At some point, they will simply give up.
- A well-organized visual hierarchy of textual information (including hyperlinks) can be scanned quickly and easily.

The UO CS Website Got Harder for Faculty to Use on 12-1-22

(Images collected 10-25-2023 by A.Hornof.)

The previous CS Departmental website included a link to this page, which contains a wealth of useful technical information:



The screenshot shows a web browser window with the address bar displaying `https://systems.cs.uoregon.edu/wiki/index.php`. The page header includes the University of Oregon logo and navigation links for "Home" and "Dept Index". The main content area features a welcome message, a search bar, and a list of help topics. A prominent message in a green box states: "Your computer (IP Address: 70.103.136.251) is not currently on our firewall block list!". Below this, there are links for reporting problems, useful CS links, and departmental help resources.

University of Oregon
Computer Science Department
CS Instruction and Research Systems Support

Main / Home Page

View Edit History Print

Welcome to the UO Computer Science Department Instruction and Research Systems Support help pages. We are located in Deschutes Hall.

The topics on the left should help you find what you need.

CIS Systems Staff: Click here to Report problems / Get help / Make requests

Your computer (IP Address: 70.103.136.251) is not currently on our firewall block list!

Useful CS links

- [Basics for those new to the CS department](#)
- [Forgotten Password](#)

[Click here for Phishing help](#)

Non-CIS department help --> UO Information Services (Including wireless network):

- [IS Service Portal: Documentation, Submit a Ticket for Help](#)
- [IS Live Chat: Chat with IS](#)
- [Wireless Network Guest Access](#)

Finance and Administration Shared Services:

- [FASS Service Portal](#)

Help Topics

- Applications
- Email
- Network
- Printing
- Programming
- Report Problems
- Security
- Storage
- Server Tools
- Web
- Course Support

Deschutes Facilities

- Computers & Networks
- SMART Board
- Projection A/V Equip
- Machine Room Use

Campus Facilities

User Account Info

Roundcube Mail

Contact Systems
systems@cs.uoregon.edu

This web page is no longer available through the CS website. It is entirely orphaned. You must type in systems.cs.uoregon.edu to get here. You must know this secret to gain access to the info on this web page. This does not support the many faculty, staff, and student's tasks associated with this web page.

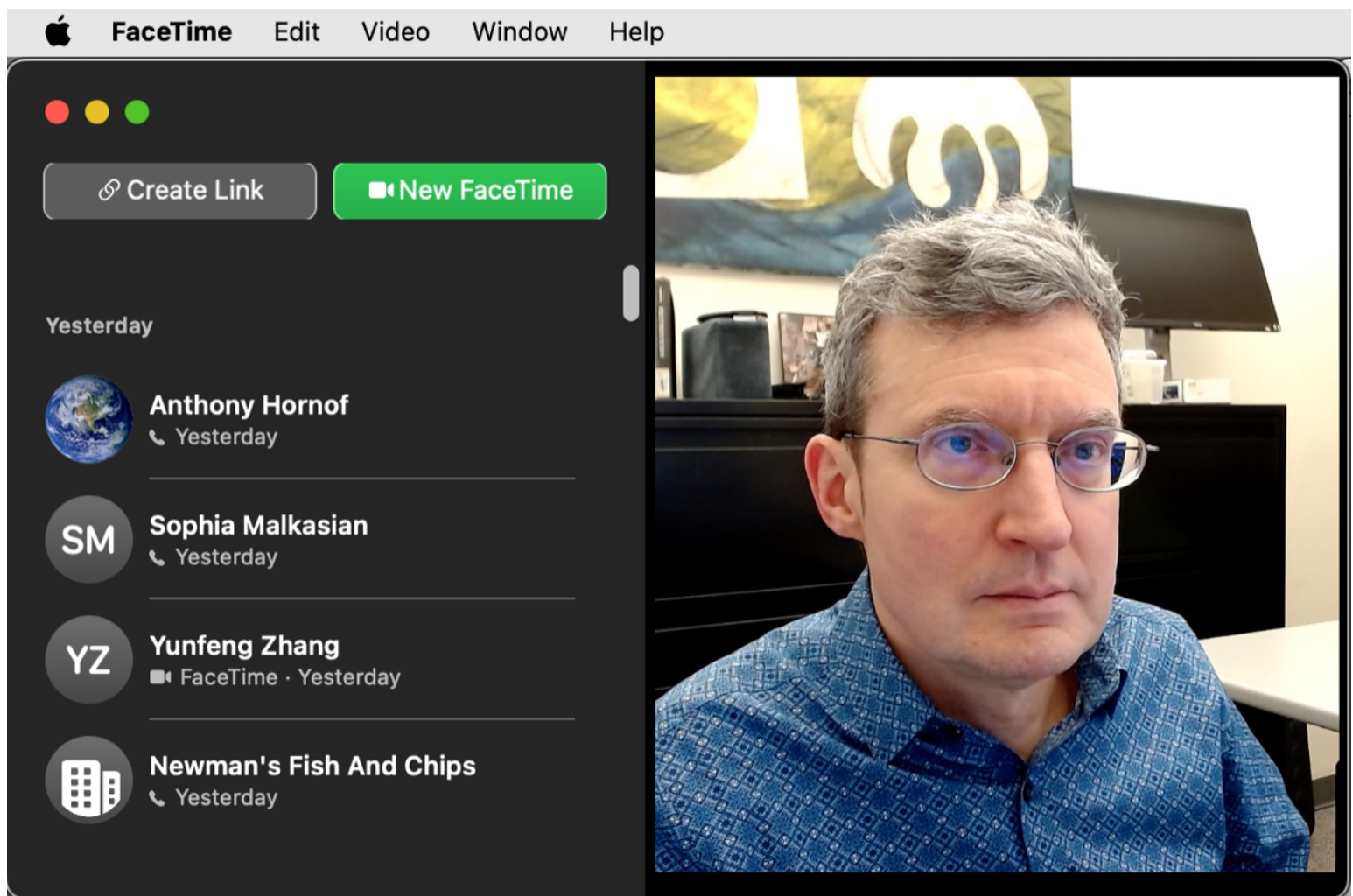
Change your Microphone on FaceTime (and other videoconferencing apps)

(Images collected 10-25-2023 by A.Hornof.)

This example shows:

- How it helps to “speak the user’s language”.
- How consistency helps the user.
- How following typographic, print-based, helps the user.
- How it is helpful to let the user know they are making progress.

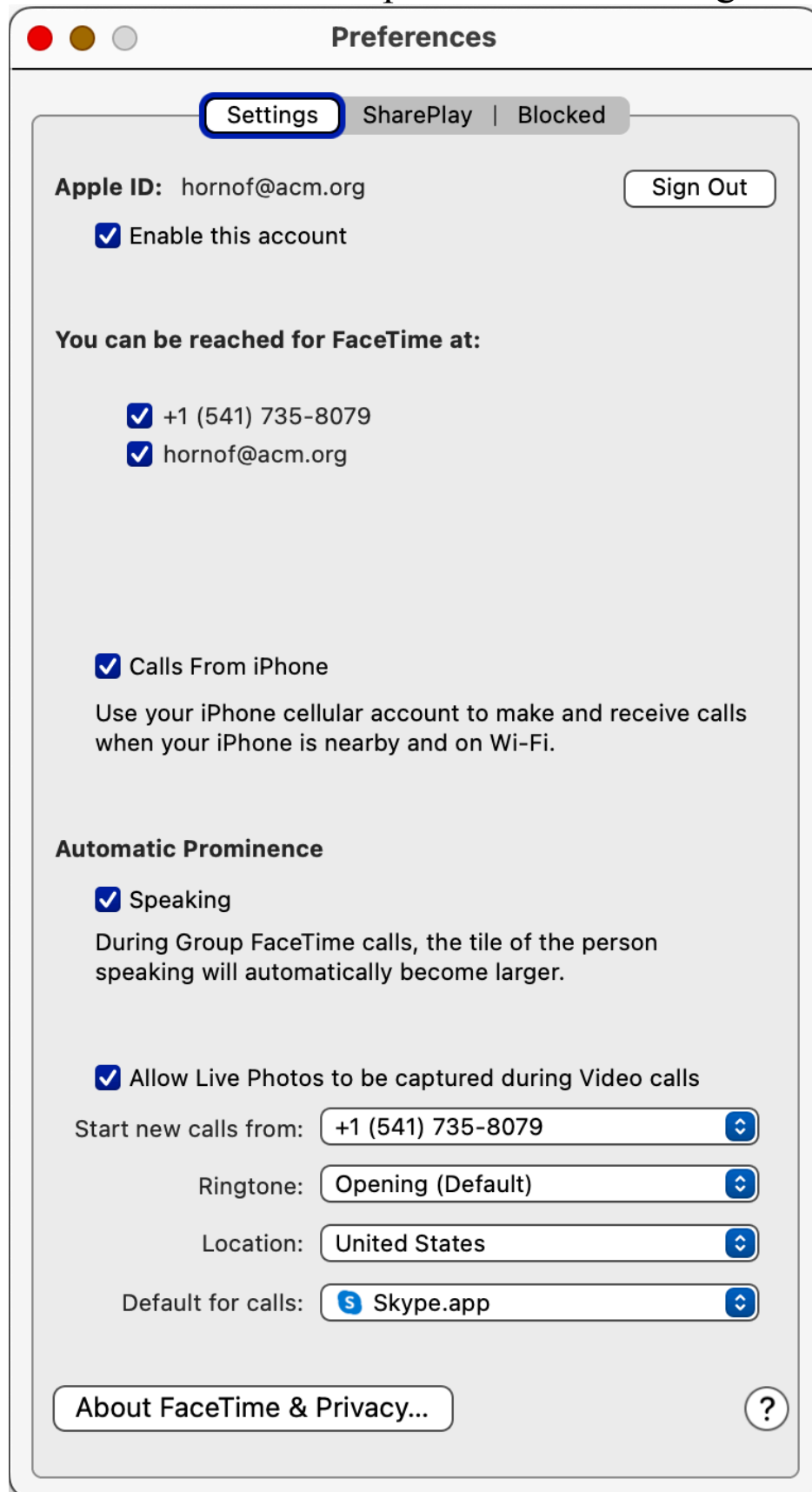
Using FaceTime, you want to change the microphone you are using.



Looking at the interface, there are no clearly visible “audio” commands. Other applications put this under “Preferences” or “Settings”, so you look there.

You try the keyboard shortcut “Command-I”
because this often works on a Mac...

“Preferences” appears. Command-I worked. You were able to re-use some procedural knowledge. This is good.



But there is nothing under “Preferences” to change the microphone. The design of the dialog box permits the user to quickly figure this out, because the design follows typographic, print-based, conventions.

So how do you change the microphone setting? You start looking through all of the menus, and eventually you find it under the “Video” menu.

Which is odd, because other videoconferencing software consider “audio” and “video” as two separate things, with two separate settings.

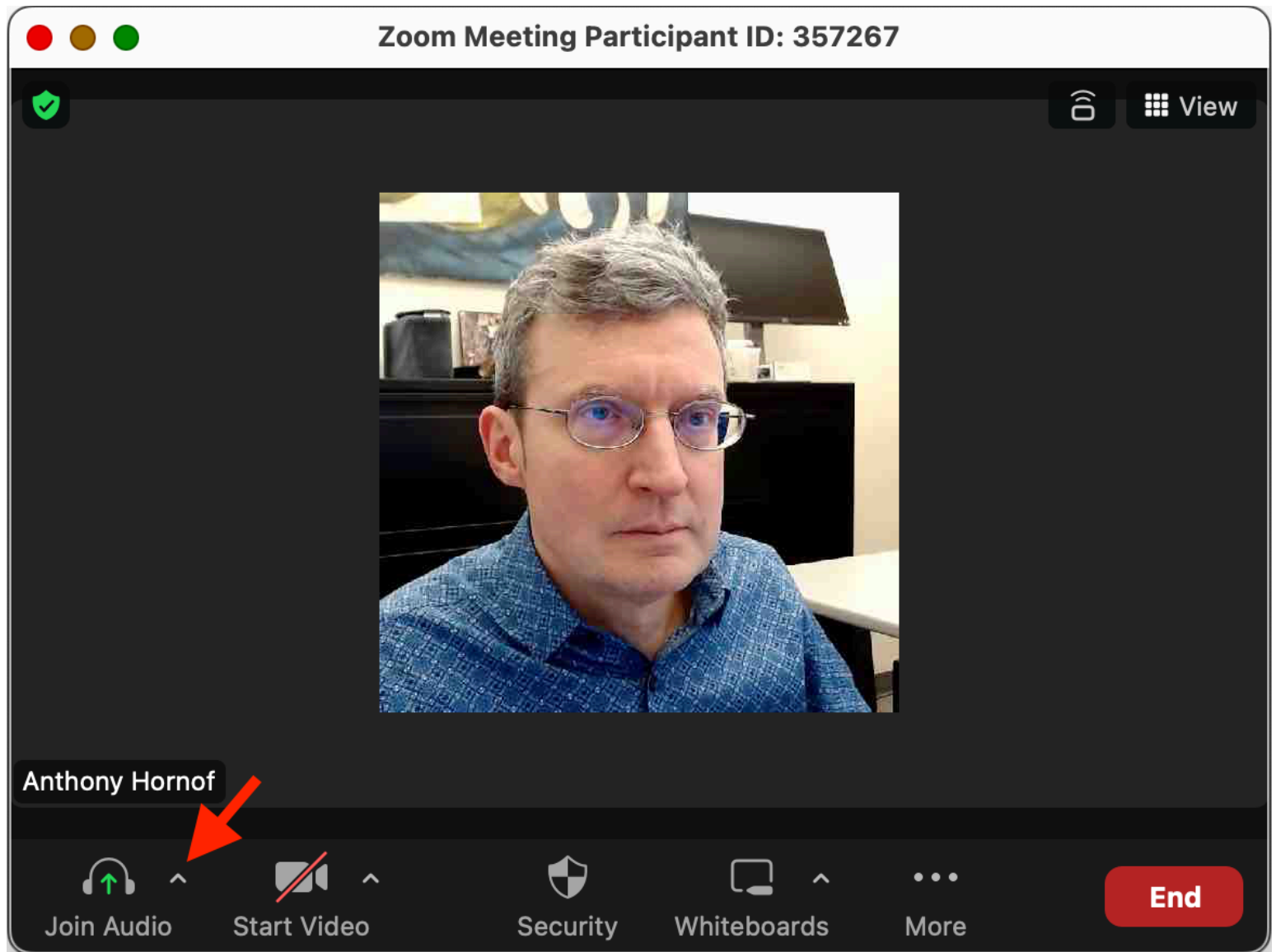
And so, because of this inconsistency, you were unable to re-use that particular knowledge from other applications (that “audio” and “video” have two separate settings).

Though the problem is *somewhat* easily solved, it is made more difficult in real-time because you are also engaged in the actual phone call, and using your “echoic” memory to listen to the other person speaking rather than to read through the menus, to figure out that “audio” might be part of “video”.



In Zoom...

There are separate commands for “Audio” and “Video”. (And the user learns this, and expects it in other applications.) To change the microphone, the tiny up-arrow by “Audio” suggests functionality.



Click on the tiny up-arrow (pointed to by the large red arrow) and....

The user sees that progress is being made.

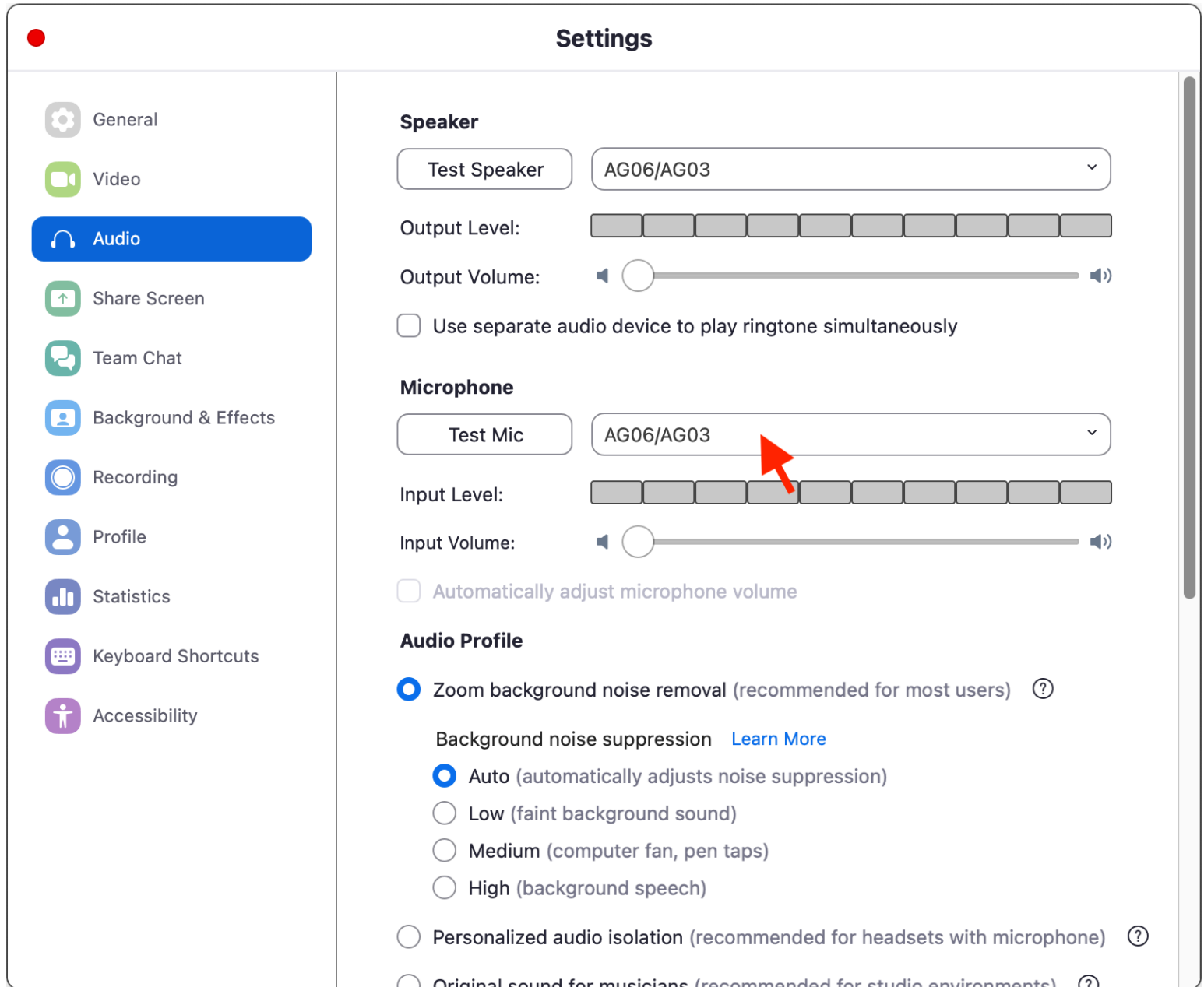


Click on “Audio Settings...” and...

The “Audio” settings appear. (Clearly distinct from “Video” settings.)

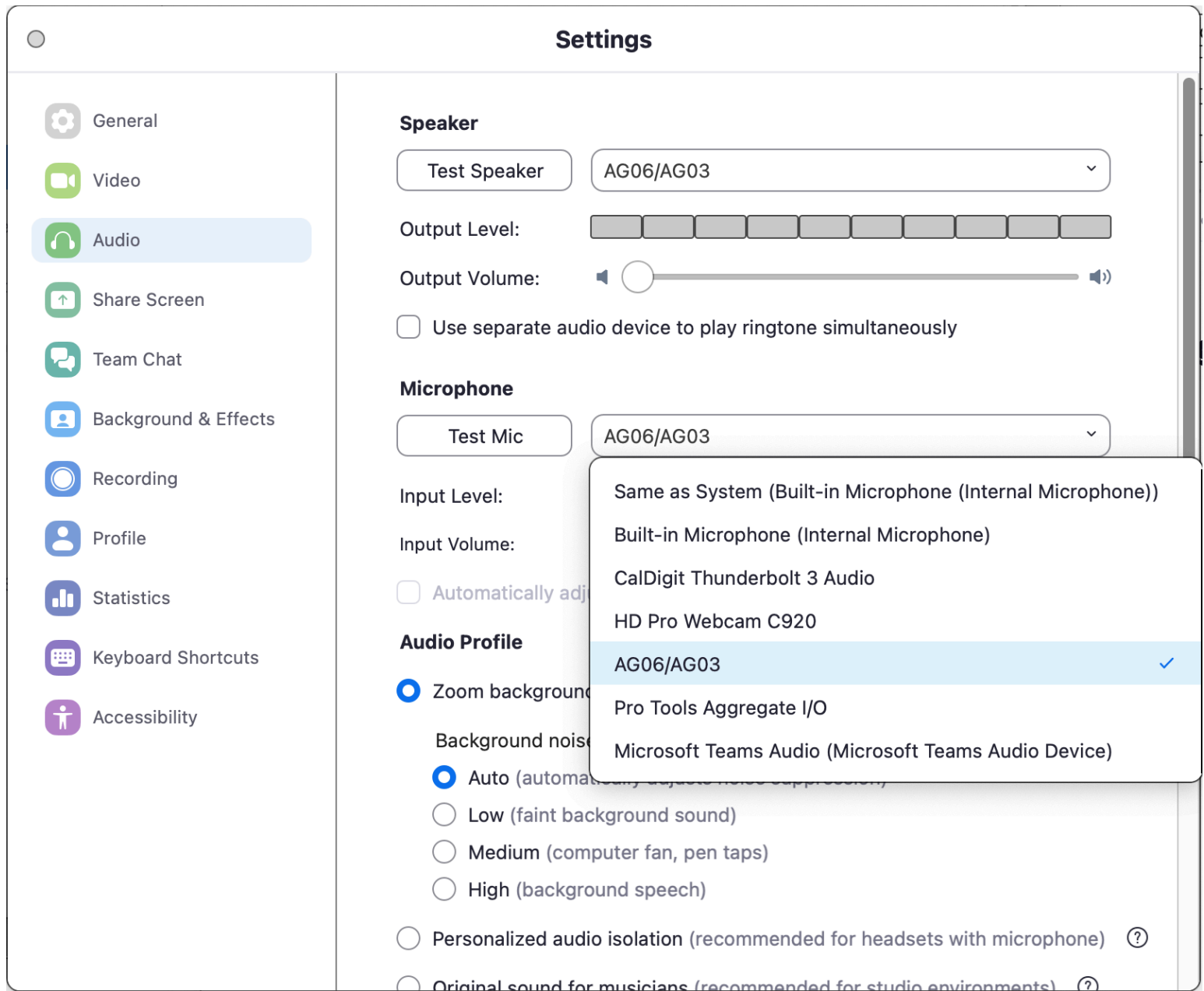
The “Microphone” heading is quickly found, along with a list.

Again, typographic conventions are sort of followed, making it somewhat easy to see the three main headings of “Speaker”, “Microphone”, and “Audio Profile”.



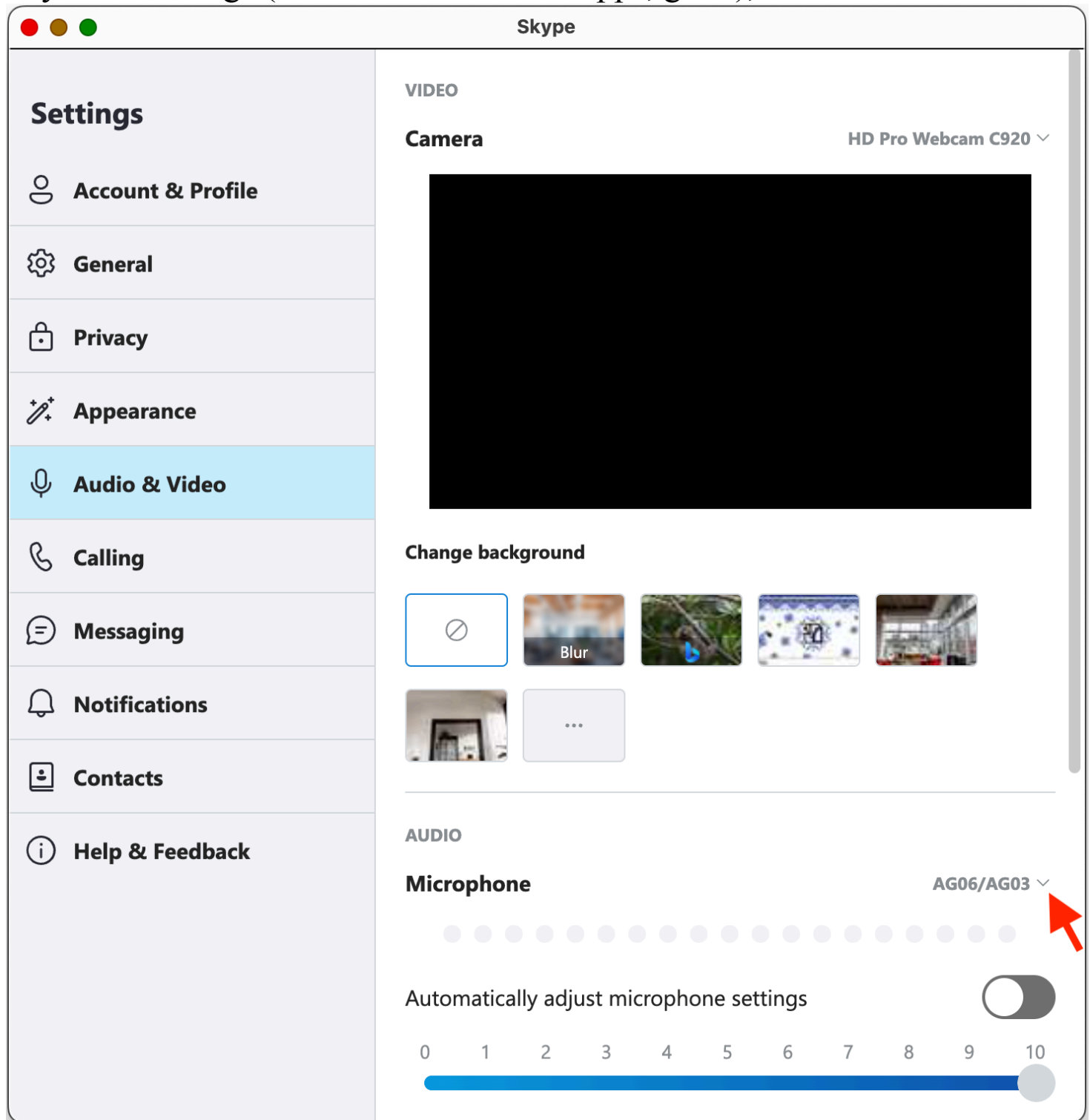
The user clicks on the list and...

A list of microphones appears. The user can select the microphone. Success!!!



In Skype...

There are no clues on the main screen (not shown here), but Command-I takes you to Settings (consistent with other apps, good), and the user sees...

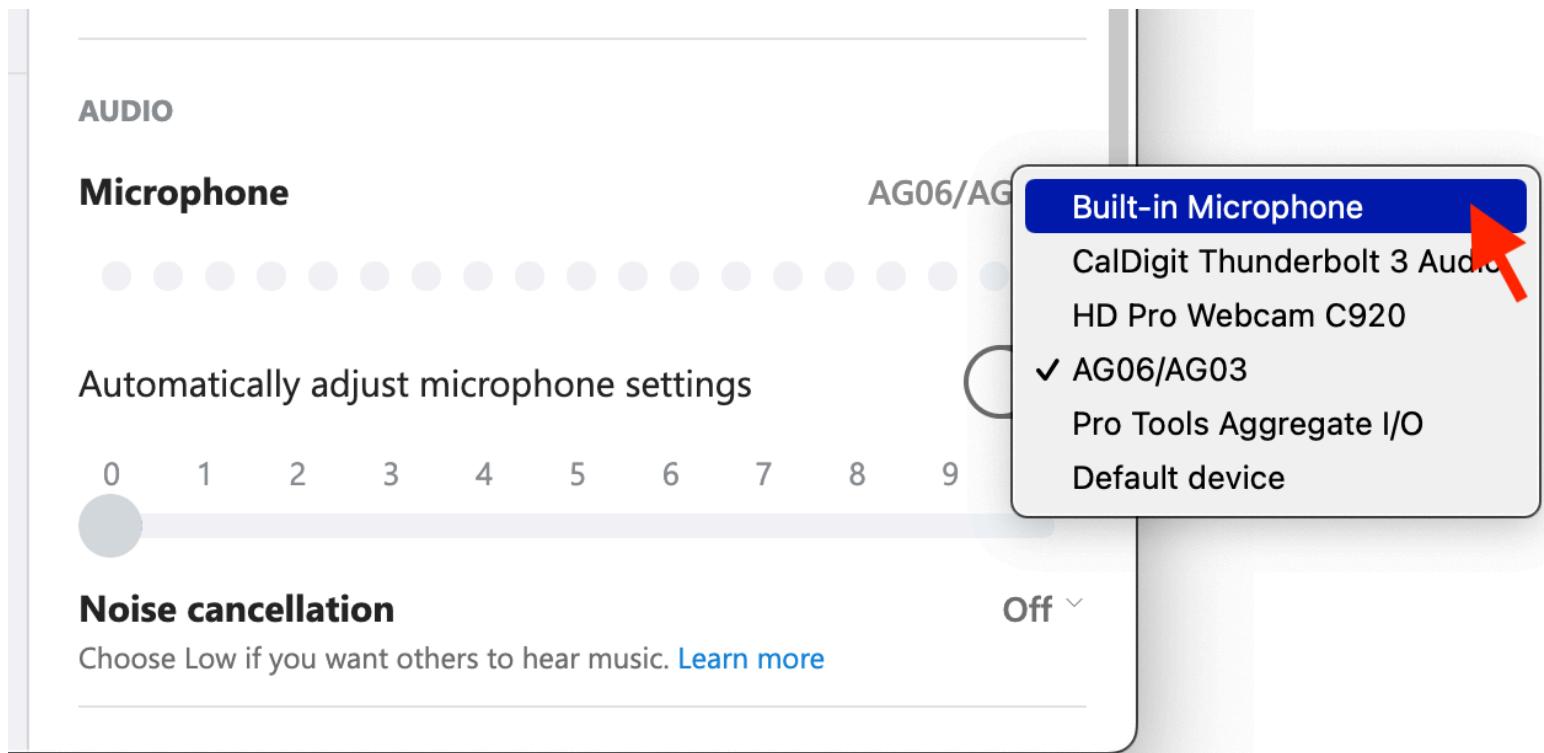


The “Audio & Video” option communicates that both Audio *and* Video will be under this heading, as opposed to just Video.

(Typographical, print-based, conventions were *not* followed. “VIDEO” and “AUDIO”, and perhaps even “Settings”, do not stand out as headings.)

A small down arrow (pointed to by the red arrow) suggests a list. Click here...

And a list of microphones appears, and you can pick one. Success!!!

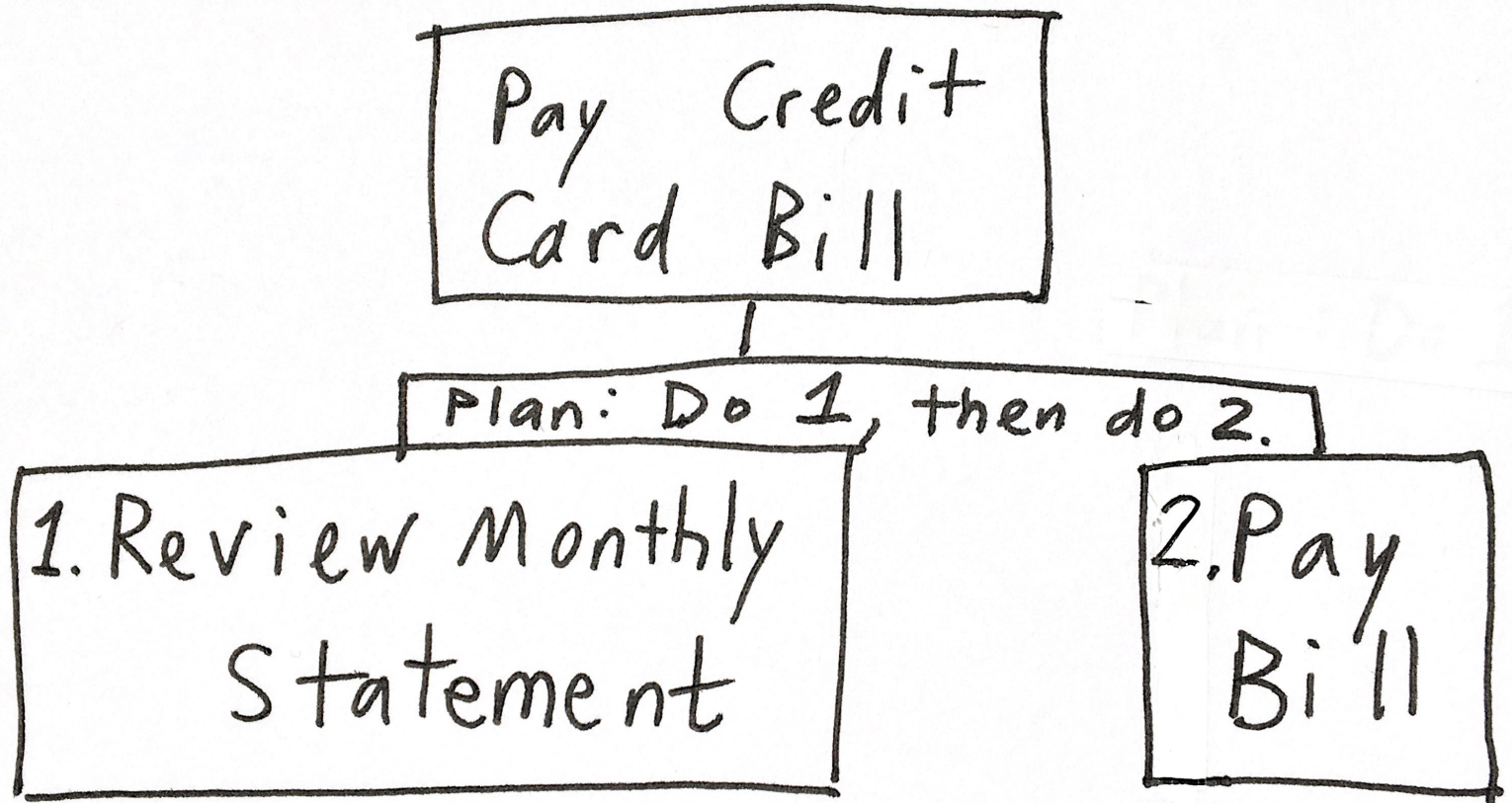


This example shows:

- How it helps to “speak the user’s language”. Users probably think of audio and video are two different things, not that audio is a part of video.
- How consistency across applications helps the user. If all videoconferencing software treated audio as a subset of video, that is what the user would come to expect. But that is not the current convention, or standard.
- How following typographic, print-based, standards for organizing text makes it easier to visually parse the information in a dialog box. Clear headings makes it easier to move your eyes from heading to heading until you find the relevant heading, and then continue your search only within that heading.
- It is helpful to let the user know they are making progress towards their goal.

Bank Account Websites Make it Hard to Pay Your Credit Card Bill

The top-level hierarchical task analysis for paying your credit card bill.



After logging in at Citibank, you see the following.
It is not clear how to do either subtask:

The screenshot shows the Citibank Account Dashboard for user ANTHONY. The dashboard includes a navigation menu, a greeting, and several key sections:

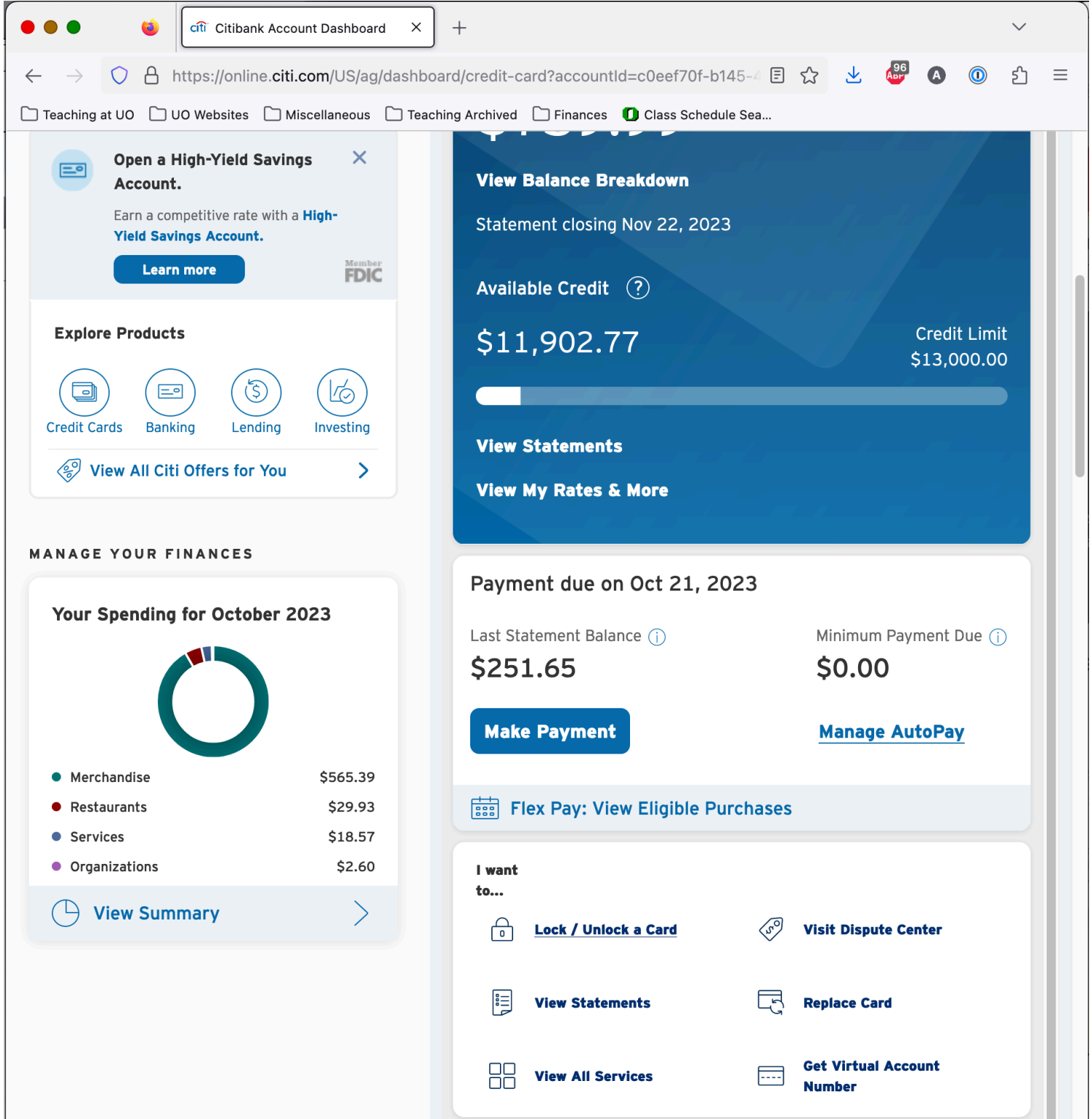
- YOUR FICO® SCORE:** A FICO Score of 830, categorized as "Exceptional" as of 09/26/2023. A progress bar shows the score is between 250 and 900. Below the score, it states "FICO® Bankcard Score 8 based on Equifax data." and provides a "Learn About Your Score" link.
- CITI PRODUCTS & OFFERS:** A section titled "Open a High-Yield Savings Account." with a "Learn more" button and a "Member FDIC" logo. Below this, there are icons for "Explore Products" including Credit Cards, Banking, Lending, and Investing, along with a "View All Citi Offers for You" link.
- Alerts:** A notification about scam activity with a "Learn more" link.
- Citi® Personal Loan:** A promotional card for a personal loan with the following details:
 - Empower Your Plans: Up to \$30,000
 - Fast, Simple, Flexible
 - Lock in a Fixed Rate
 - Zero Fees
 - Check My Rate >
- Citi Double Cash® Card - 5933:** A large blue card showing the current balance of \$759.99. It includes a "View Balance Breakdown" link, the statement closing date of Nov 22, 2023, and the available credit of \$11,902.77 against a credit limit of \$13,000.00. A progress bar indicates the current balance relative to the limit. A "View Statements" link is also present.

If you scroll down a little, “Make Payment” becomes available.
(I did not even see the “View Statements” pseudo-button.)

The screenshot displays the Citibank Account Dashboard for a credit card. The browser address bar shows the URL: <https://online.citi.com/US/ag/dashboard/credit-card?accountId=c0eef70f-b145-4>. The dashboard is divided into several sections:

- FICO SCORE:** Shows a score of 830, labeled as "Exceptional" as of 09/26/2023. A gauge indicates the score range from 250 to 900. Below the score, it states "FICO® Bankcard Score 8 based on Equifax data." and includes a "Learn About Your Score" link.
- CITI PRODUCTS & OFFERS:** Features a promotion to "Open a High-Yield Savings Account" with a "Learn more" button and a "Member FDIC" logo. Below this is an "Explore Products" section with icons for Credit Cards, Banking, Lending, and Investing, and a "View All Citi Offers for You" link.
- MANAGE YOUR FINANCES:** Includes a "Your Spending for October 2023" donut chart showing spending on Merchandise (\$565.39) and Restaurants (\$29.93).
- Credit Card Summary:** Displays "Empower Your Plans" with benefits like "Up to \$30,000", "Fast, Simple, Flexible", "Lock in a Fixed Rate", and "Zero Fees", along with a "Check My Rate" link.
- Citi Double Cash® Card - 5933:** Shows a "Current Balance" of \$759.99 and "Available Credit" of \$11,902.77 against a "Credit Limit" of \$13,000.00. It includes links for "View Balance Breakdown", "View Statements", and "View My Rates & More".
- Payment Information:** States "Payment due on Oct 21, 2023". It shows a "Last Statement Balance" of \$251.65 and a "Minimum Payment Due" of \$0.00. A prominent "Make Payment" button is visible, along with a "Manage AutoPay" link.
- Flex Pay:** A link to "View Eligible Purchases" is located at the bottom of the credit card section.

If you scroll down a little more, “View Statements” becomes available in very small print.



The system does not appear to be well-designed to assist users with this particularly task, and task hierarchy.

After logging in at Wells Fargo, you see the following.
It is not clear how to do either subtask:

WELLS FARGO | Welcome, ANTHONY

Accounts | Brokerage | Transfer & Pay | Plan & Learn | Security & Support

Account Summary

WELLS FARGO AUTOGRAPH VISA® CARD
...9855 | **\$497.08** Outstanding balance

WELLS FARGO REWARDS
...2873 | **23,738** Available rewards balance

Enjoy 21 months of our lowest intro APR with the Reflect® Card

Stock Fractions Buy pieces of your favorite companies

Get score savvy Own the skills to help manage your FICO® Score

My Wells Fargo Deals

- 20% cash back** Expires 11/15/23 (Kindle Unlimited)
- 5% cash back** Expires 11/15/23 (Brilliant Earth)
- \$3 cash back** Expires 11/19/23 (Paramount+)

Secure. Fast. Easy.

Manage your money from virtually everywhere.

*Account Disclosures

Somehow the user is supposed to know to click on three vertical dots that are positioned in a very specific location on the screen:

The screenshot shows the Wells Fargo Account Summary page. At the top, there is a navigation bar with a home icon and the text "Account Summary". Below this, the main heading "Account Summary" is displayed on the left, and a "Customize" button with a gear icon and a menu icon is on the right. The page features two main card sections. The first card is for a "WELLS FARGO AUTOGRAPH VISA® CARD" with an outstanding balance of \$497.08. The second card is for "WELLS FARGO REWARDS" with an available rewards balance of 23. A dropdown menu is open over the second card, listing several options: "View Activity", "Make Payment", "Digital Wallet", "View Statements", "Explore Benefits", "Manage Alerts", and "Find My Deals". At the bottom of the page, there is a "My Wells Fargo Deals" section with three promotional cards: "20% cash back" from kindleunlimited, "5% cash back" from BRILLIANT EARTH, and "\$3 cash back" from Paramount+. A simulated mobile phone screen is visible on the right side of the page, showing a summary of account balances and a FICO score.

Account Summary

Account Summary Customize

WELLS FARGO AUTOGRAPH VISA® CARD
...9855 \$497.08
Outstanding balance

WELLS FARGO REWARDS
...2873 23,
Available rewards balance

- View Activity
- Make Payment
- Digital Wallet
- View Statements
- Explore Benefits
- Manage Alerts
- Find My Deals

Enjoy 21 months of our lowest intro APR with the Reflect® Card

Stock Fractions Buy pieces of your favorite companies

Get score savvy Own the skills to manage your FICO Score

My Wells Fargo Deals ? [More Deals \(9+\)](#)

- 20% cash back Expires 11/15/23
- 5% cash back Expires 11/15/23
- \$3 cash back Expires 11/19/23

Simulated

After logging in at Chase, you see the following.
At least it is clear how to do one of the subtasks!

The image shows a screenshot of the Chase mobile app dashboard. At the top, there is a blue navigation bar with the Chase logo and a menu icon. Below the navigation bar, there are five main menu items: Accounts, Pay & transfer, Plan & track, Investments, and Security & privacy. The main content area starts with a greeting "Good morning". Below this, there is a section for "Credit cards" with an upward arrow. Under "Credit cards", there is a link for "CREDIT CARD (...5688)" with a right arrow, a refresh icon, and two buttons: "Pay card" and "More" with a dropdown arrow. A green checkmark icon is followed by the text "You've scheduled your automatic payment for Nov 20, 2023. See [Payment activity](#) for more info." Below this, the current balance is displayed as "\$503.84" with the label "Current balance" and a "Details" link with a dropdown arrow. To the right of the balance is a small image of a Chase Visa credit card. Below the balance, there is a table with four columns: "Nov 20, 2023" (Payment due date), "\$35.00" (Minimum payment due), "\$503.84" (Last statement balance), and "\$19,473.57" (Available credit). Below the credit cards section, there is a section for "Loans and lines of credit" with an upward arrow. Under "Loans and lines of credit", there is a link for "MORTGAGE LOAN (...5065)" with a right arrow, a "Pay mortgage" button, and a "More" button with a dropdown arrow. Below this, there is a table with three columns: "\$" (Principal balance), "Nov 1, 2023" (Payment due date), and "\$" (Amount due). Each of these values is followed by an empty input box.

Chase

Accounts Pay & transfer Plan & track Investments Security & privacy

Good morning

Credit cards

CREDIT CARD (...5688) [Pay card](#) [More](#)

✔ You've scheduled your automatic payment for Nov 20, 2023.
See [Payment activity](#) for more info.

\$503.84
Current balance
[Details](#)

Nov 20, 2023 Payment due date	\$35.00 Minimum payment due	\$503.84 Last statement balance	\$19,473.57 Available credit
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Loans and lines of credit

MORTGAGE LOAN (...5065) [Pay mortgage](#) [More](#)

\$ <input type="text"/> Principal balance	Nov 1, 2023 Payment due date	\$ <input type="text"/> Amount due
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The user needs to click on “More” to get to statements. Perhaps users will be able to associate “More” with the correct action.

The screenshot shows a banking interface with a 'Good morning' greeting. The main section is titled 'Credit cards' and features a card for 'CREDIT CARD (...5688)'. The card's current balance is \$503.84, with a payment due date of Nov 20, 2023, and a minimum payment of \$35.00. A 'More' button is visible, which has opened a dropdown menu. The menu items include: Account details, Card benefits, Request a credit limit increase, Spending report, Rewards details, Document upload center, Statements & documents (highlighted), Statements, Year-end summaries, Notices & letters, Rewards history, Payment services, Account services, and Update settings & preferences. Below the credit card section, there is a 'Loans and lines of credit' section with a 'MORTGAGE LOAN (...5065)' card showing a principal balance and a payment due date of Nov 1.

There is very little consistency across these three interfaces. It would be much harder to do the task on a smartphone.