Doors Observation

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As I work all day and own my own business. I have observed many people leave my store through our single normal door. It is amazing the number of people who don't really <u>look</u> at the door as they go out. I mean, really look. I have a bell hanging on the door so I can hear them come in if I am in the back room. The bell attachment broke years ago. I decided to replace it with rubber bands since they were on hand. There were few places to attach the bell; the top of the arm which it would come off of, the lock which would put it more on the level with the knob or on the knob itself. The knob won. I have to say, at least once a day someone grabs the bell instead of the knob when trying to wrench the door open. It is not even on the level of where the knob should be since it is quite a bit lower. We also have had a few people stand outside and knock on the door which I thought that was odd since it is a business, just come right in. Perhaps we need a sign signifying to 'come in'.

What helps someone figure out how to use a door? There are no signs or signifiers to indicate how to use.

How often did the people you observed use doors correctly? About 95% of the people knew how to use the door without signifiers
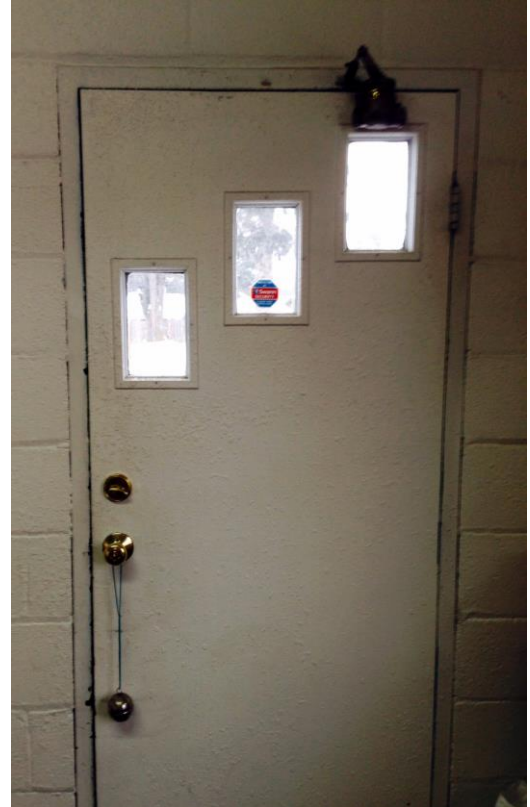
Why? They are familiar with this kind of door.

 How often did the people you observed use doors incorrectly? Only the ones who grabbed the bell.

What caused this? The bell was the lowest thing the saw on the door in their peripheral vision. The bell is also about the same size as the knob.

Did you observe any unique situations arise between people and interaction with doors? None other than the ones who knocked.

What did you learn from your observations that helps you understand interaction design better? Do not put the bell anywhere near the knob.

Another door I have had a chance to observe would be the one at my husband's work. The small local grocery store that he manages has automatic sliding doors. These seem to work perfectly. I have noticed that if the people on the inside are loitering too close to the doors, it keeps opening

and closing. For instance, if the produce guy/girl is filling the front table, the door sensor acknowledges the produce cart and keeps opening. This is opposed to his old store which had a tendency to open late if the person leaving was in a hurry. I always had to wave my hand out in front of me to get it to move faster. That would have been acceptable timing if the person were moving slowly or had a basket full of groceries. Both sets of doors do/did have an issue opening if they have been bumped off track. The customers had no problem using the doors since they were automatic unless the electricity went out.

What helps someone figure out how to use a door? None are needed since the doors open automatically.

How often did the people you observed use doors correctly? Most of them

Why? The doors were used correctly.

How often did the people you observed use doors incorrectly? None, it worked fine.

What caused this? They are automatic.

Did you observe any unique situations arise between people and interaction with doors? Not that I observed.

What did you learn from your observations that helps you understand interaction design better? Nothing