

The Psychopathology of Everyday Things

Lecture 02 of *Researching People-Centred Design* with Tim Maciag



University
of Regina

Faculty of
Engineering and
Applied Science



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Outline

- Doors...really?!? ...???
- High-functionality applications
- Types of design
- Complexity of modern devices
- Human(People)-Centered design
- Conceptual & mental models
- The challenge of great design

Question/Discussion

- Opening a door

Doors?!? ...c'mon dude! ..but ya...doors!

- P. Anghelides. A Handle on Good Design (2014). Online: <https://peteranghelides.wordpress.com/2014/03/08/a-handle-on-good-design/> (Accessed Jan 2019)

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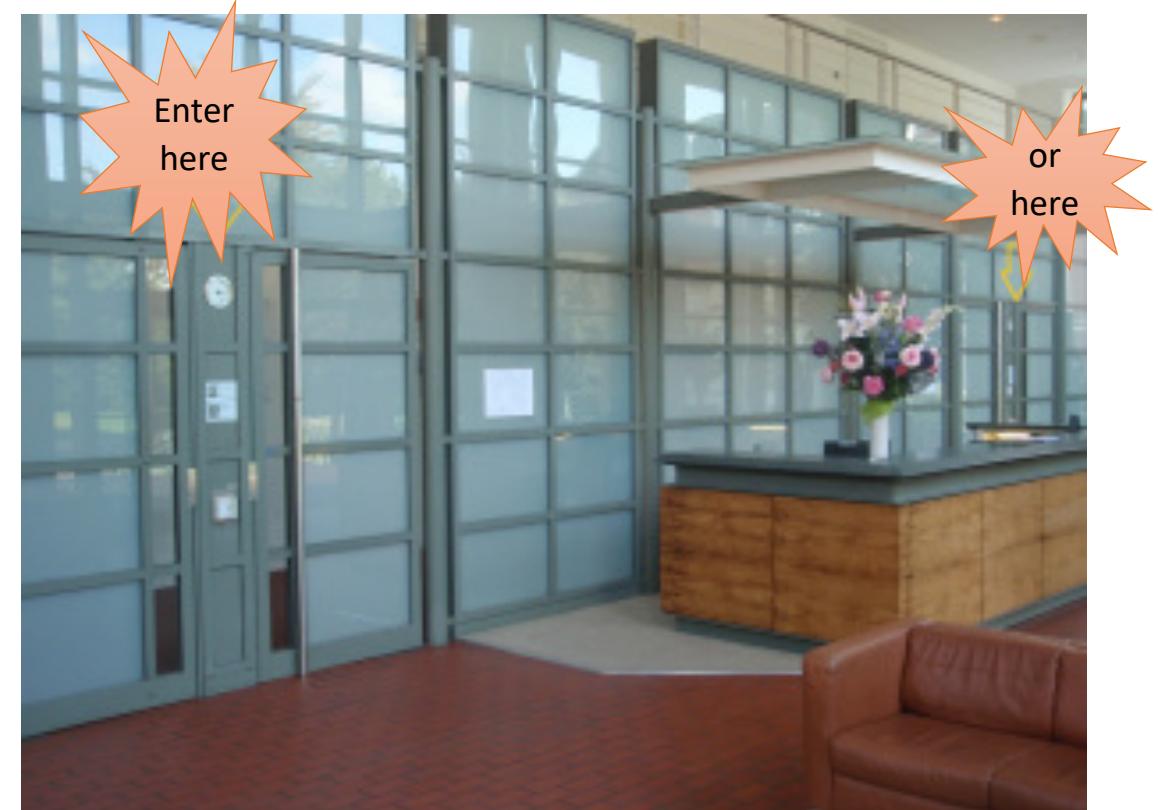
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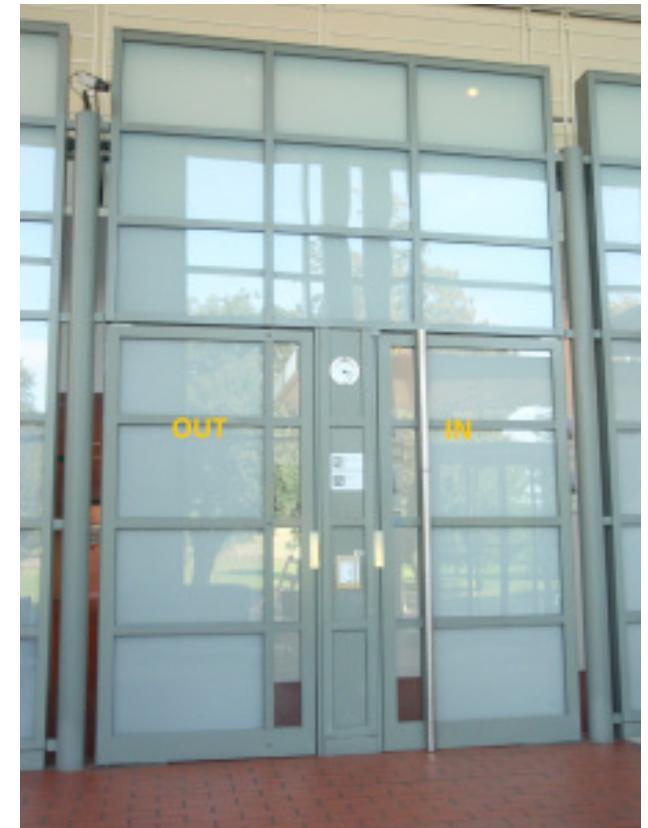
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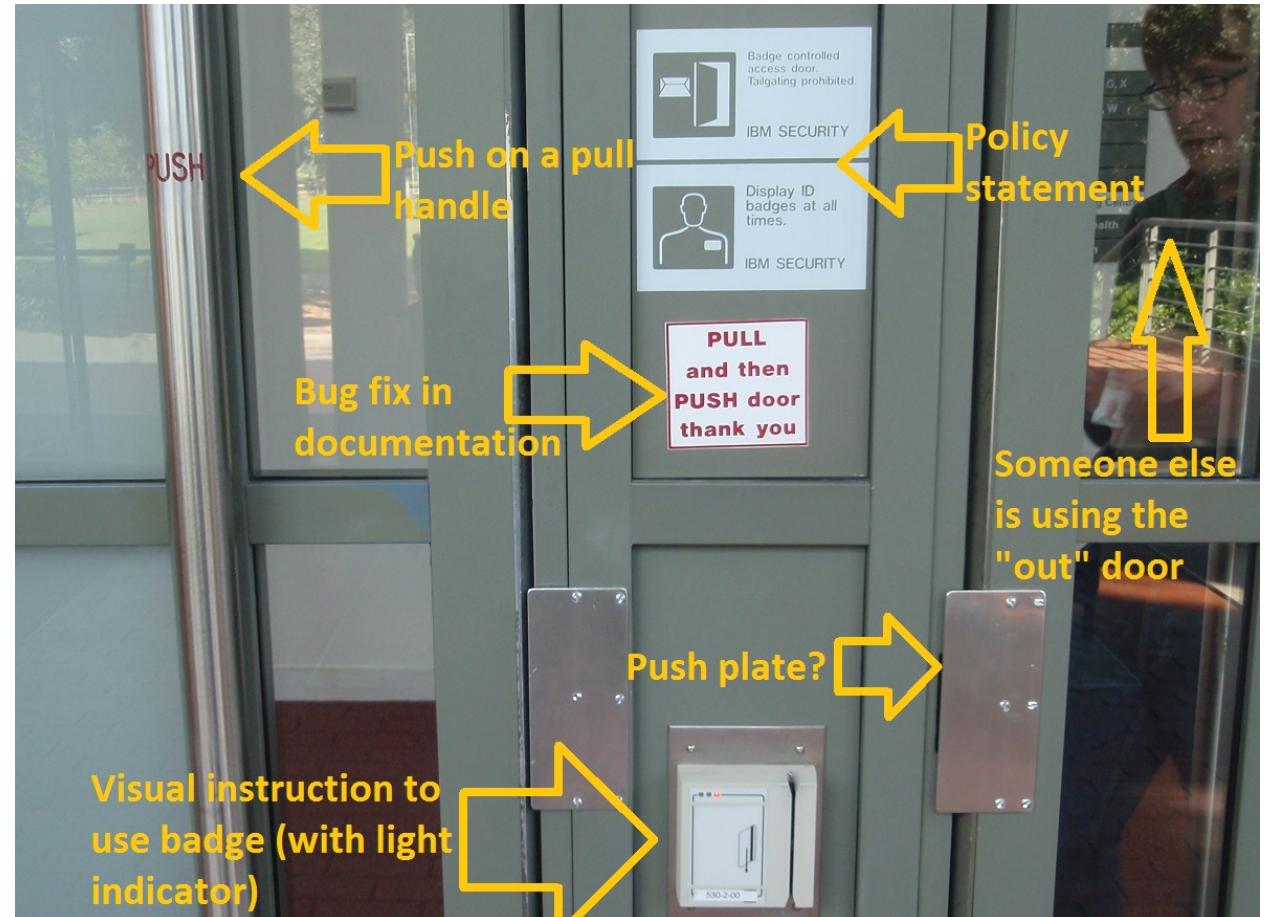
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- Doors are entry/exit points
 - User interfaces are the doorways of your applications



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About good design

About good design

- Discoverability – Can folks figure out...
 - ...What actions are possible
 - ...How to perform them
 - E.g. ATM machine
 - About visibility of relevant components and how to use them
- Understandability – Can folks understand...
 - ...What it all means
 - ...How the device/interface is to be used
 - ...What the different controls/settings mean
 - E.g. Again, an ATM machine



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 - E.g. Again, an ATM machine
- What about more complex systems?

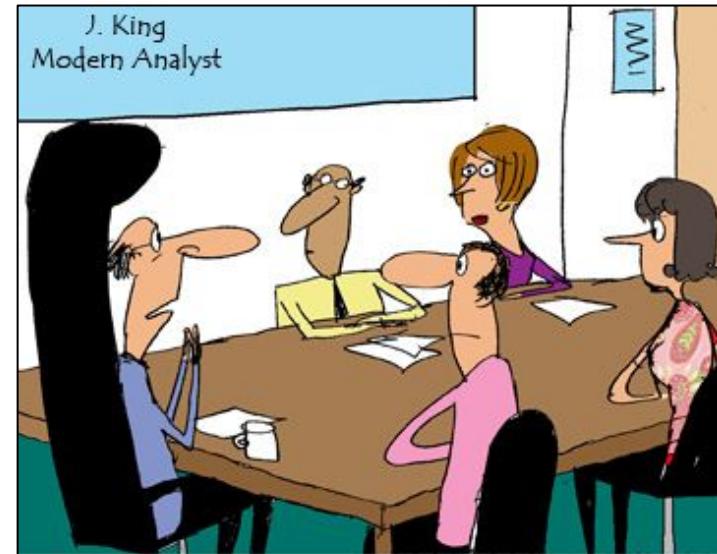


High-Functionality Applications (HFAs)

- G. Fischer. User Modeling in Human-Computer Interaction. *User Modeling and User-Adapted Interaction*. V11, n1-2. Pg. 65-86. 2001. Online: <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.43.6025&rep=rep1&type=pdf> (Accessed Jan 2019)
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High-Functionality Applications (HFAs)

- Serving the needs of large and diverse user populations

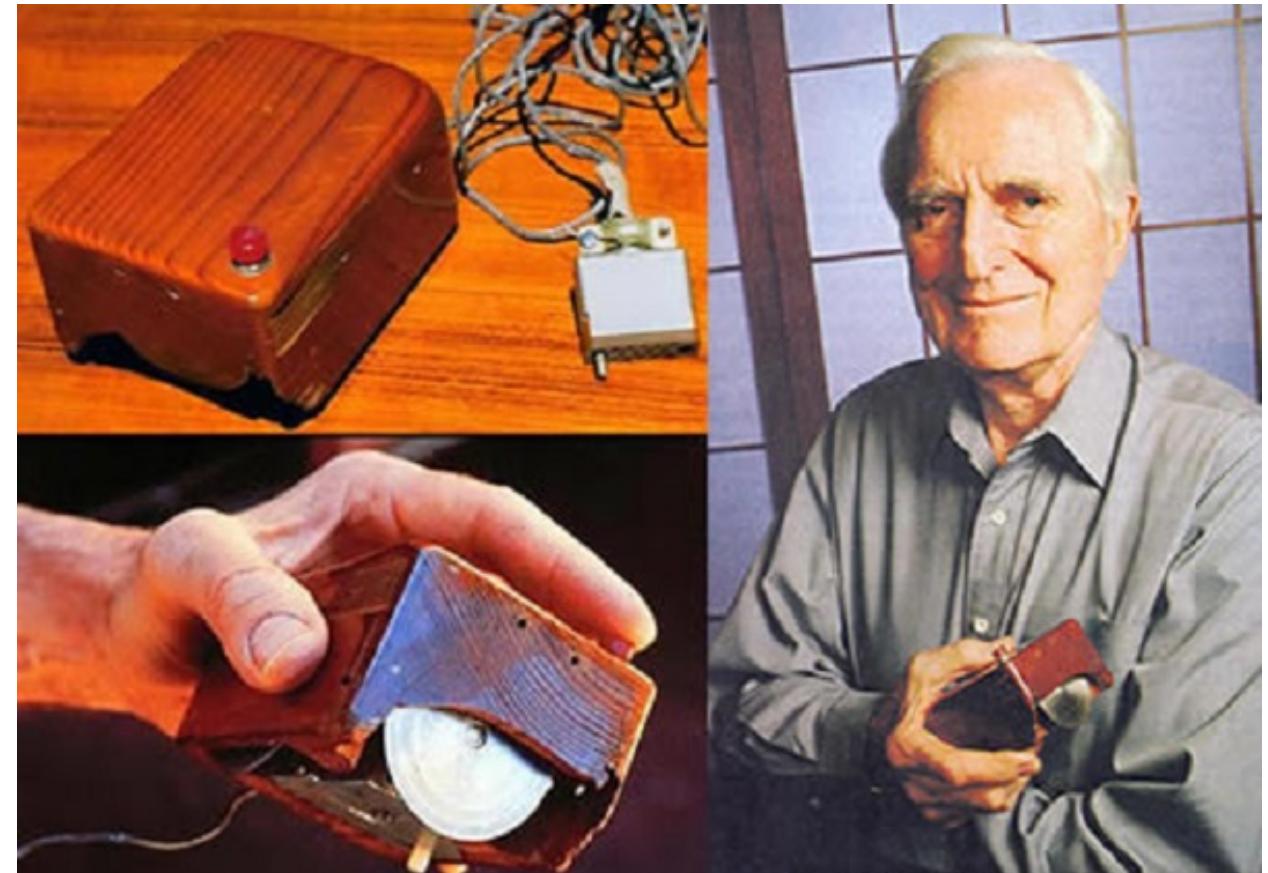


"Our main goal is to please our stakeholders... except when their processes are complex... or when they have too many requirements... or when they are hard to deal with."

- G. Fischer. User Modeling in Human-Computer Interaction. User Modeling and User-Adapted Interaction. V11, n1-2. Pg. 65-86. 2001. Online: <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.43.6025&rep=rep1&type=pdf> (Accessed Jan 2019)
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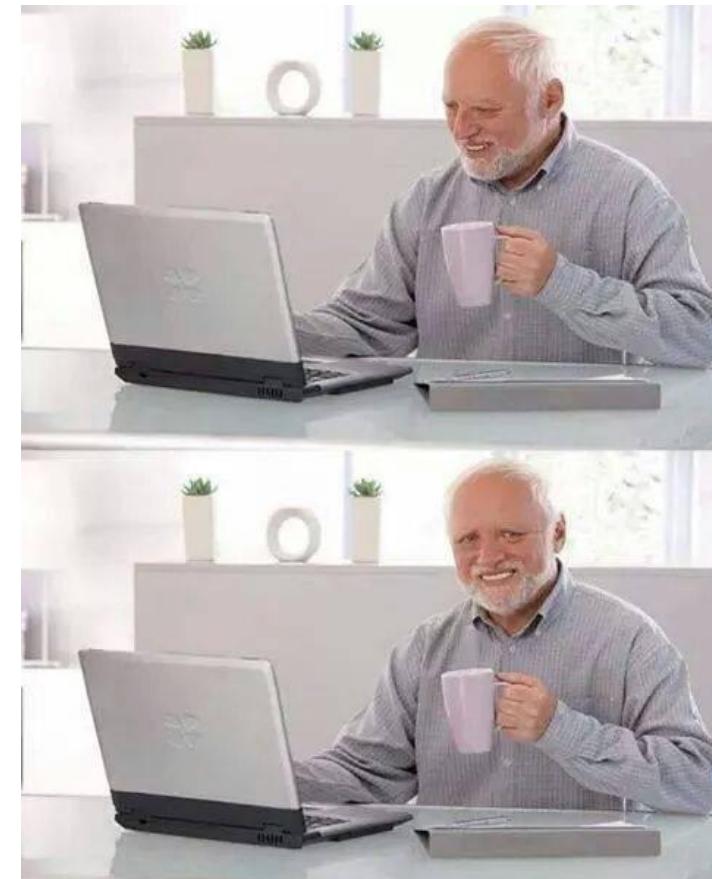
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High-Functionality Applications (HFAs)

- Serving the needs of large and diverse user populations
- Understanding ease of use, Thresholds & ceilings
 - High threshold, low ceiling
 - High threshold, high ceiling
 - Low threshold, low ceiling
 - Low threshold, high ceiling



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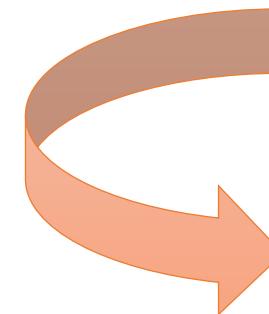
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- Types of users and their knowledge
 - Clifford Nass's 2 groups of users
 - Jef Raskin's 1 type of user



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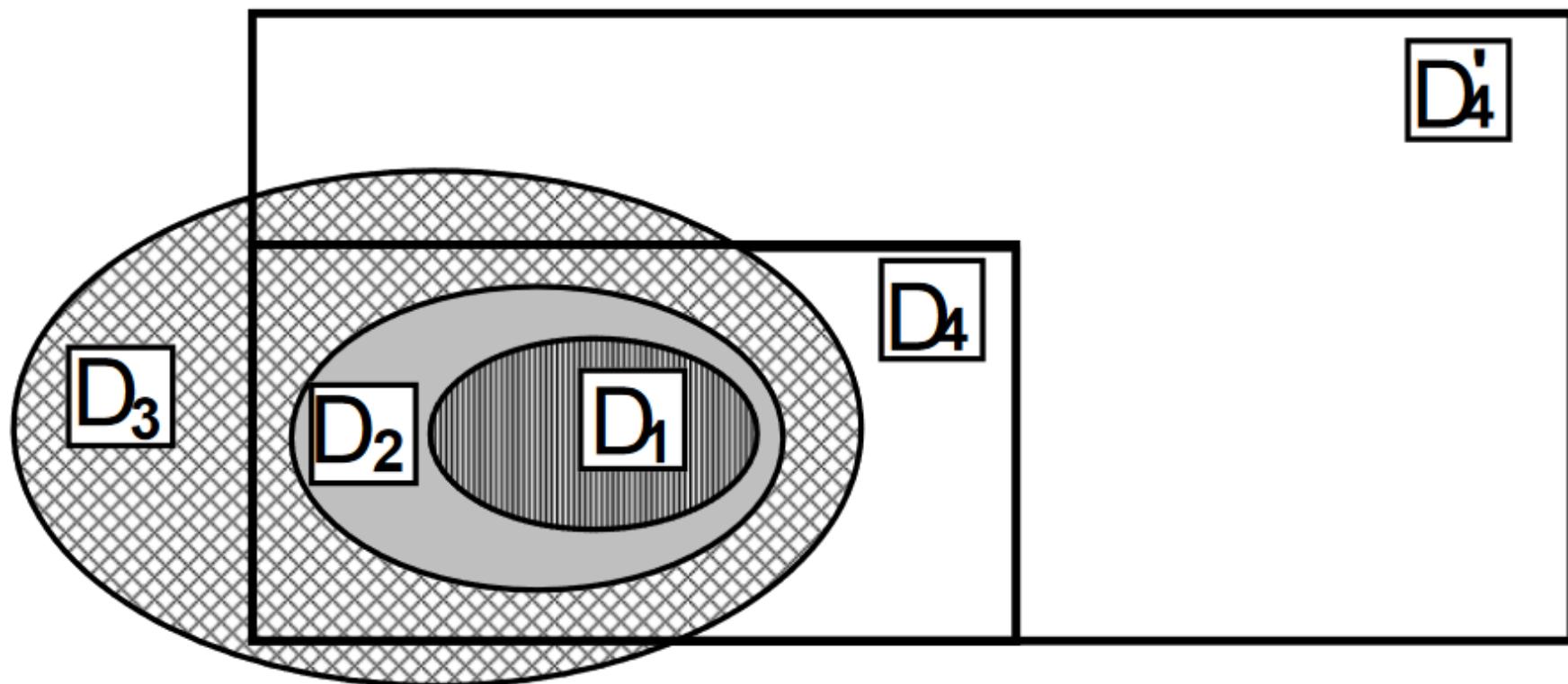
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HFAs



Question/Discussion

- Discoverability
- Thresholds and ceilings

The design of everyday things *(cool book title!)*

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- “All artificial things are designed”
 - Physical devices
 - Electronic (digital) stuff and things (the intangibles)
 - E.g. Databases (M), software interfaces (V & C)

HOW DESIGN IS MADE



HOW CLIENTS THINK
DESIGN IS MADE



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- Industrial
 - Form and material

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- Interaction
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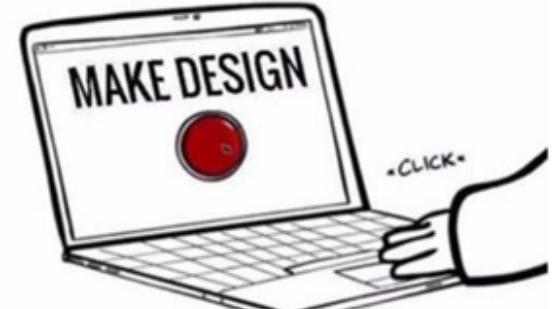
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 - Form and material
- Interaction
 - Understandability and usability
- Experience
 - Emotional impact and delight

HOW DESIGN IS MADE



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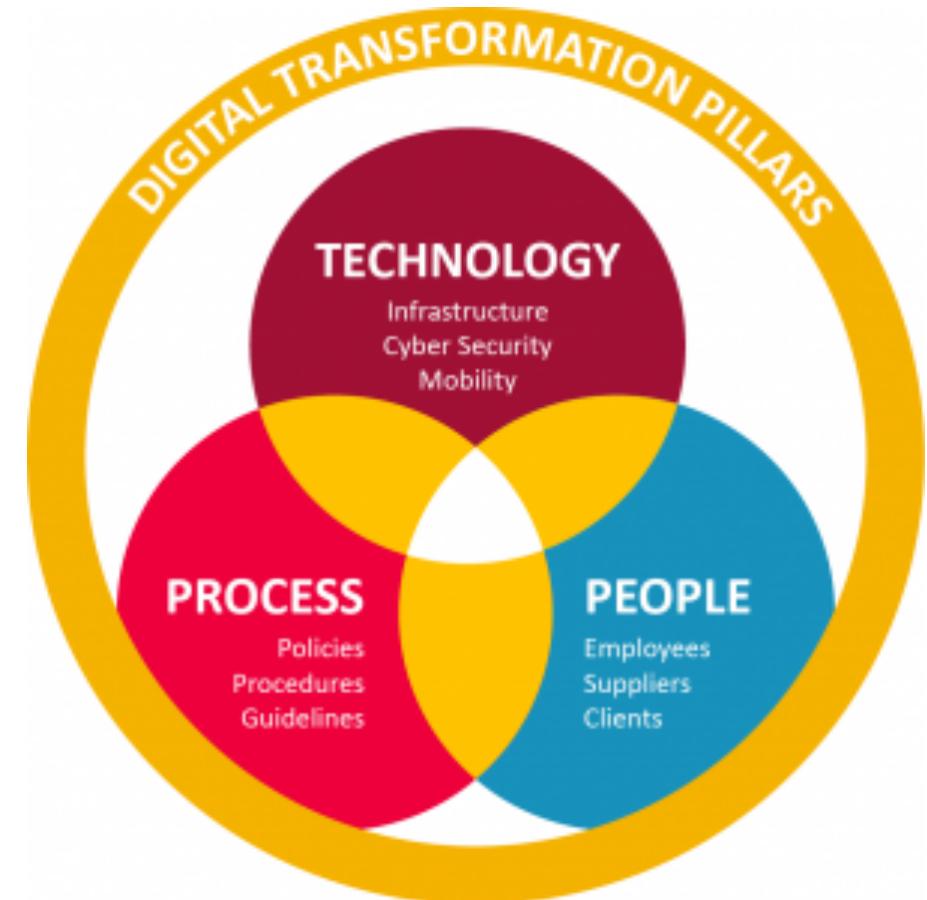


The complexity of modern devices

- S.Kochhar et al. Interaction Paradigms for Human-Computer Cooperation in Graphical-Object Modeling. In proc. Graphics Interface. 1991. Online: <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.53.4968> (Accessed Jan 2019)

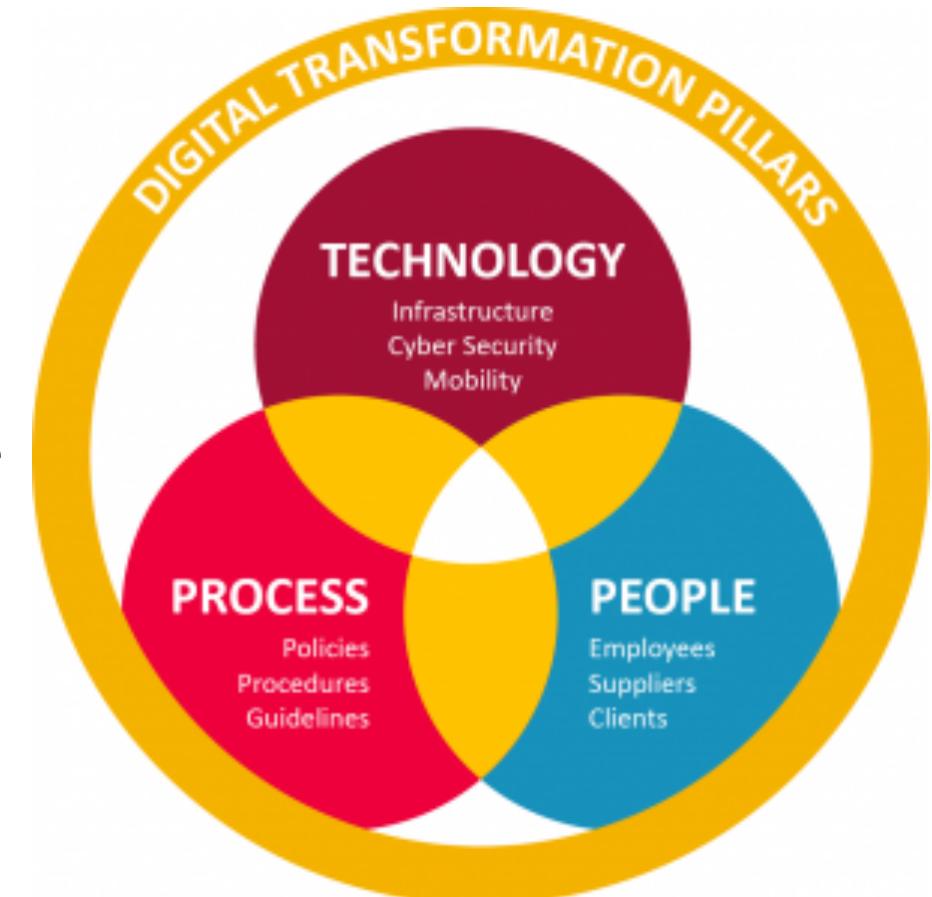
The complexity of modern devices

- Focus on the interplay between people and technology (and process!)
 - Augmenting our capabilities
 - Manual, Augmented, Automatic
 - An effort in Knowledge Management?
 - ENSE 405: Designing Apps for Collaboration & Learning



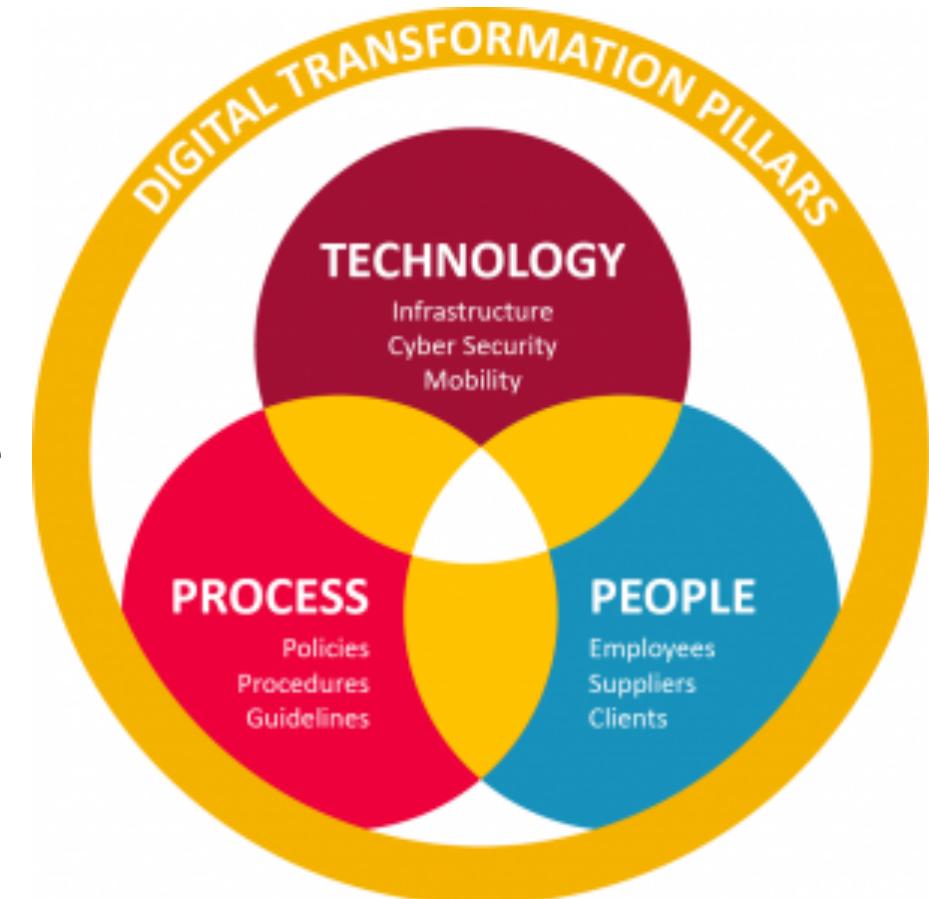
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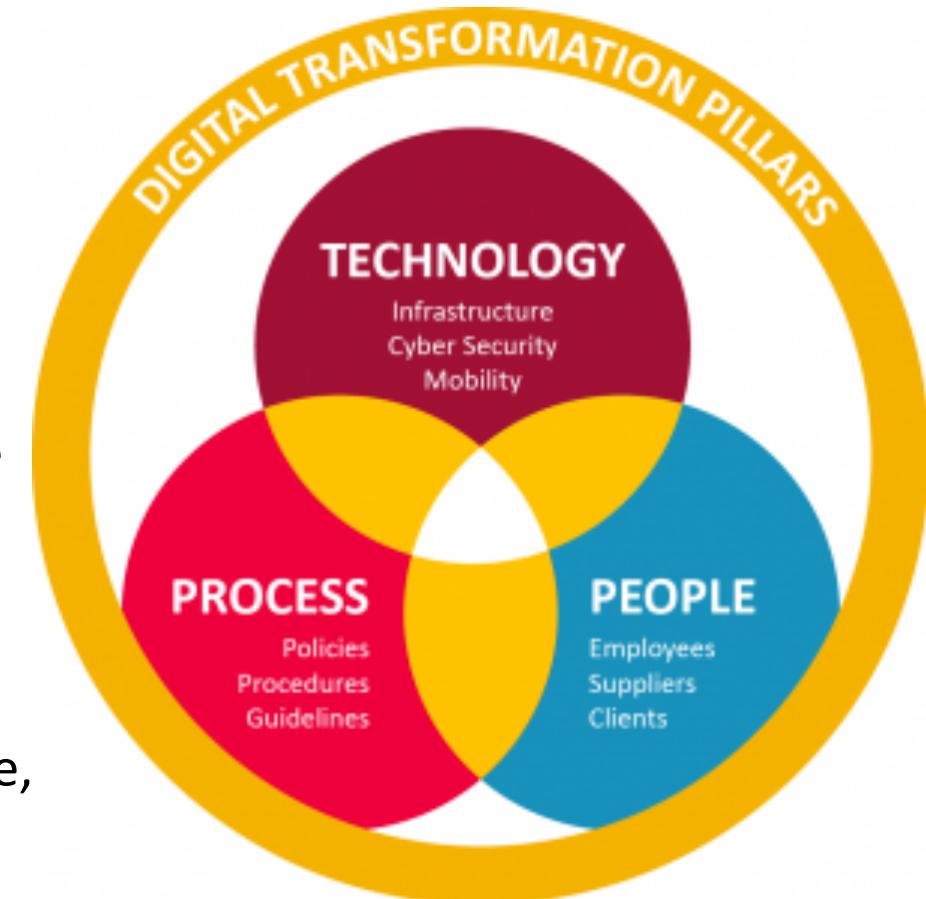
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 - [Three mile island accident](#) & another story from Don



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- The Goal: Integration of the discoverable, understandable, useful, usable, and (**newish**) desirable



Human(People)-Centered Design (HCD)

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- J. Raskin. The Humane Interface. Addison-Wesley. 2000.

Human(People)-Centered Design (HCD)

- Roles & specializations
 - Re-iterate: 80% people, 20% design

TABLE 1.1. The Role of HCD and Design Specializations	
Experience design	These are areas of focus
Industrial design	
Interaction design	
Human-centered design	The process that ensures that the designs match the needs and capabilities of the people for whom they are intended

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Human(People)-Centered Design (HCD)

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- Utility
 - Perceived usefulness



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The image shows a composite of two screens. On the left is a code editor displaying LaTeX pseudocode for an algorithm. On the right is a text-based algorithm description.

Algorithm 1 Sample Algorithm

```
1: i  $\leftarrow$  1
2: while i  $>$  10 do
3:   statement
4:   if condition then
5:     statement
6:   else
7:     statement
8:   end if
9: end while
10: end while
```

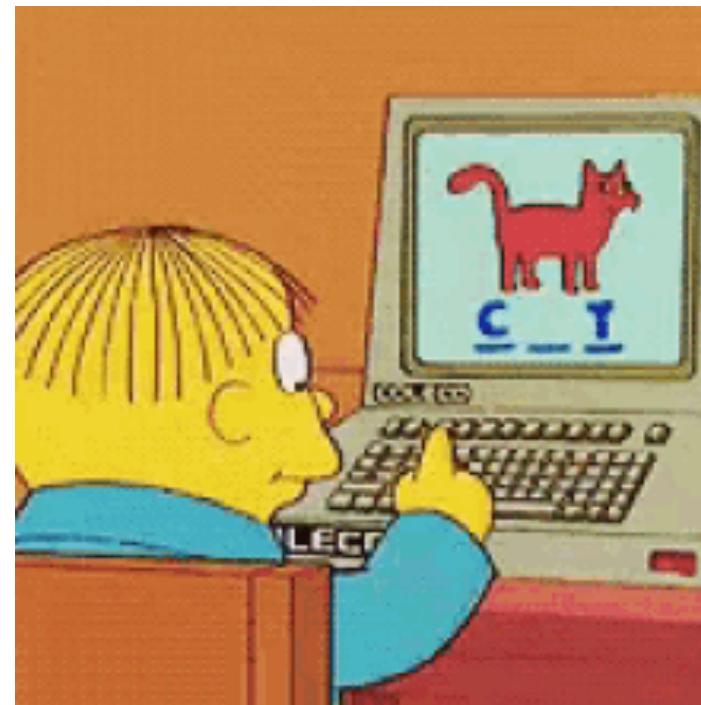
```
\documentclass{IEEETran}
\usepackage{algpseudocode}
\usepackage{algorithm}

\begin{document}
\begin{algorithm}
\caption{Sample Algorithm}
\begin{algorithmic}[1]
\State $ i \gets 1 $
\While { $ i > 10 $ }
\State statement
\If {condition}
\State statement
\State statement
\Else
\State statement
\EndIf
\EndWhile
\end{algorithmic}
\end{algorithm}
\end{document}
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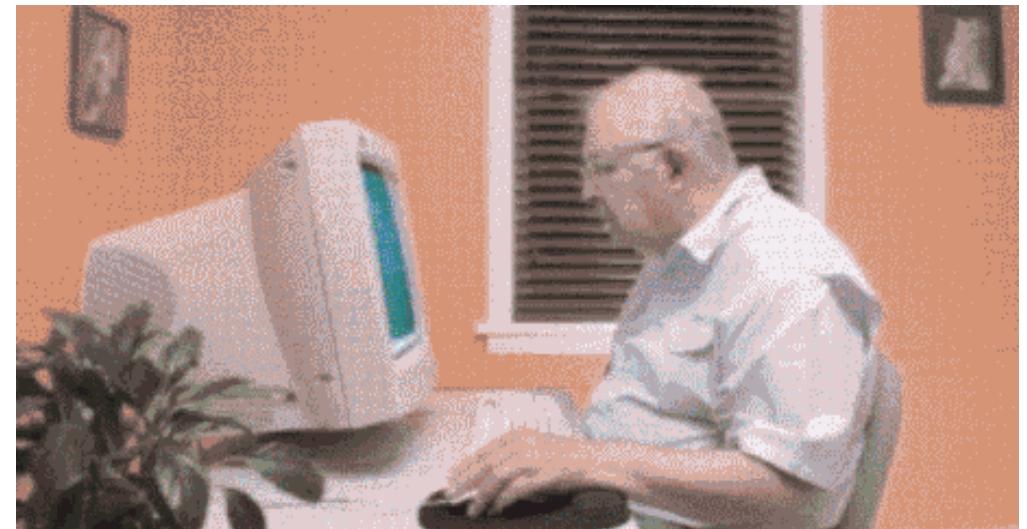
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 - Learnability
 - Efficiency
 - Memorability
 - Errors



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- Desirability/“Delight”
 - Satisfaction/Pleasurable experiences



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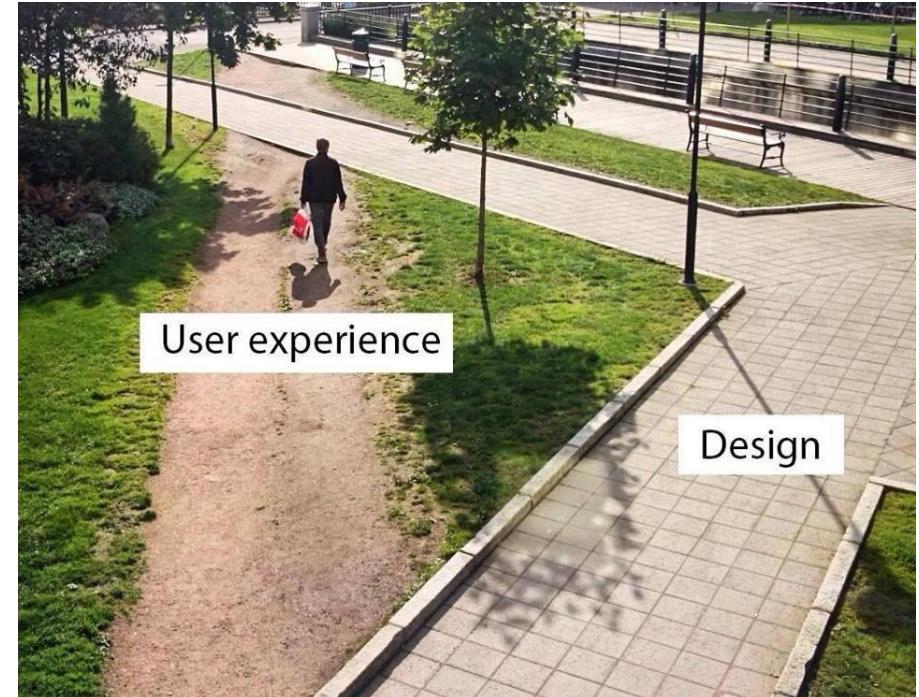
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 - Determines how people remember their interactions (positive, frustrating/confusing)



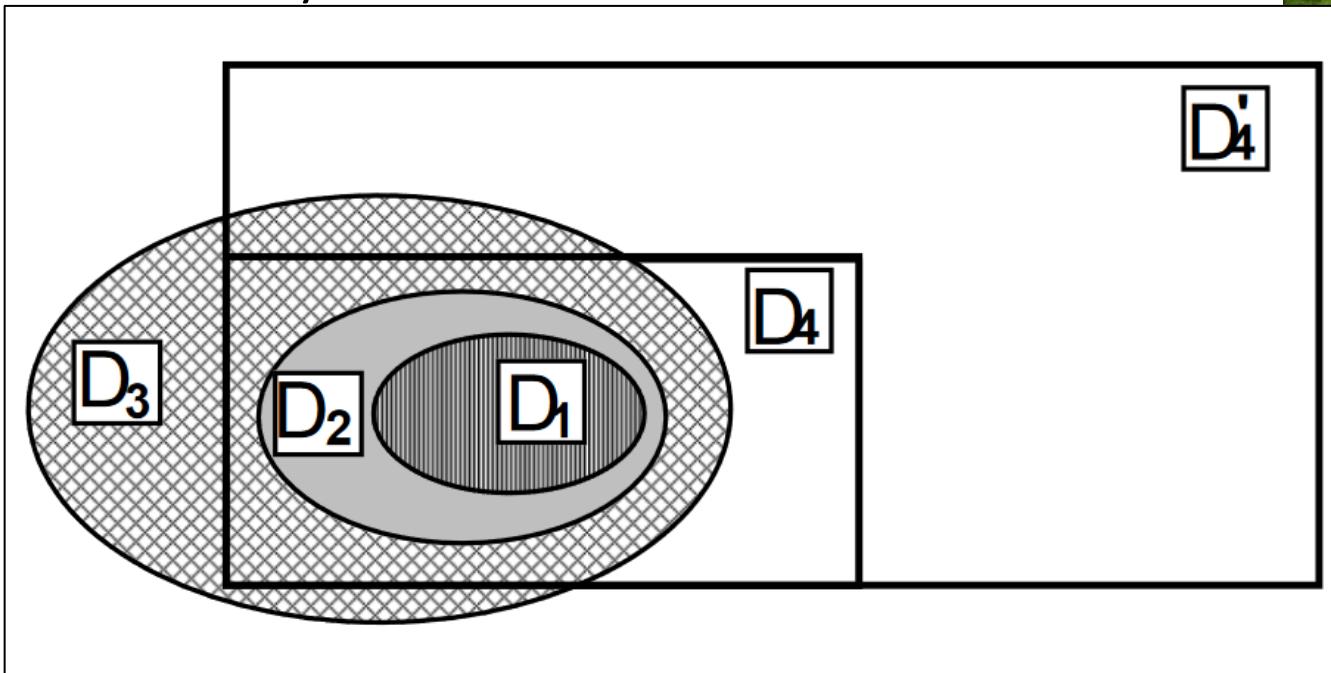
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Human(People)-Centered Design (HCD)

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 - Perceived usefulness
- Usability



(ineffective, frustrating/confusing)

Back to understandability & discoverability

- Opinion piece on Reddit. "Affordance vs. Signifier? Is it worth the debate? (2016). Online: https://www.reddit.com/r/userexperience/comments/2shszb/affordance_vs_signifier_is_it_worth_the_debate/ (Accessed Jan 2019)
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- Understanding
 - Leads to a feeling of control, mastery, pride
 - Highly emotional but powerful!



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The screenshot shows a password input field with four dots and a red progress bar indicating a 'Weak' password strength. Below it, a 'Confirm password' field shows a series of dots. A message states 'Passwords match: no'. A section titled 'To make your password stronger:' lists four tips: 'Make it at least 6 characters', 'Add uppercase letters', 'Add numbers', and 'Add punctuation'. At the bottom, a note says 'To change the current user password, enter the new password in both fields.'

Password
Password strength:
Weak

Confirm password
Passwords match: no

To make your password stronger:

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To change the current user password, enter the new password in both fields.

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Conceptual & mental models

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- A (simplified) explanation of how something works



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- Created by designers & users in collab
 - Formed through software process, experience, training, instruction
- Why the 80/20 rule is so critical
 - Communication with our clients/users
 - Designer/User models should overlap



The challenge of great design

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- Great design requires...
 - Great designers
 - Pragmatic programmers
 - Great management & leadership

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- Great design requires...
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 - Pragmatic programmers
 - Great management & leadership
- Satisfying the customer & skilled workers
 - Multiple disciplines working together
 - Support your staff, colleagues & they will do the same for you

The challenge of great design

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 - Great designers
 - Pragmatic programmers
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- Satisfying the customer & skilled workers
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 - Support your staff, colleagues & they will do the same for you
- Simon Sinek, “[Why good leaders make you feel safe](#)”
 - Leaders are not only those at the top of hierarchies!

Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

SOURCE MORE THAN SOUND, LLC, 2017

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Question/Discussion

- Perceived affordance
- Gestalt

Image refs

- Door push/pull, <https://www.vanseodesign.com/blog/wp-content/uploads/2010/08/door-pull-or-push.jpg>
- Glass doors, <http://uxme.co.uk/wp-content/uploads/2014/12/glassdoors.jpg>
- Norman doors, <https://ergomania.eu/wp-content/uploads/2017/10/don-norman3.png>
- Discover, <http://weknowmemes.com/wp-content/uploads/2012/06/that-moment-when-you-discover-theres-no-ministry-of-magic.jpg>
- Coffee, <https://i.pinimg.com/736x/10/65/ca/1065cafddff084a6de925f91582d1861--jacques-product-design.jpg>
- ATM, http://www.uandblog.com/uandblog-adminpanel-superadmin/images/withdraw_money_from_ATM_machine_7steps_3_UANDBLOG.jpg
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