



FALMOUTH
UNIVERSITY

COMP280: Specialisms in Creative Computing

11: An Introduction to HCI

Register Attendance



Figure 1: Attendance monitoring is in place. It is your responsibility to ensure that you have signed yourself in.

Learning Outcomes

After this session you will be able to:

- ▶ **Explain** what is meant by the term human-computer interaction (HCI)
- ▶ **Discuss** how HCI has changed over the years
- ▶ **Outline** some basic HCI principles as described by Don Norman in his book, *The Design of Everyday Things*

Human-Computer Interaction (HCI)

*"If we didn't have people, everything would work so much better" - **Donald A. Norman***

HCI is..

the study of the relationship between people and technology



Figure 2: **Cyborg Neil Harbisson** with his antenna implant

A Little Bit of History

- ▶ Commonly understood that HCI formally acknowledged as a field of study in 1982
- ▶ driven by the shift from secure cool room computers to personal computer - Apple 2 IBM PC Commodore
- ▶ In essence, non-engineers having access to computers
- ▶ Early computers were pretty daunting to non-engineers
- ▶ HCI was born from the shift from specialist users to day-to-day use by non-engineers

Ivan Sutherland}



Figure 3: [Youtube link for Sketchpad demo filmed in the early 60s](#)

More recently...

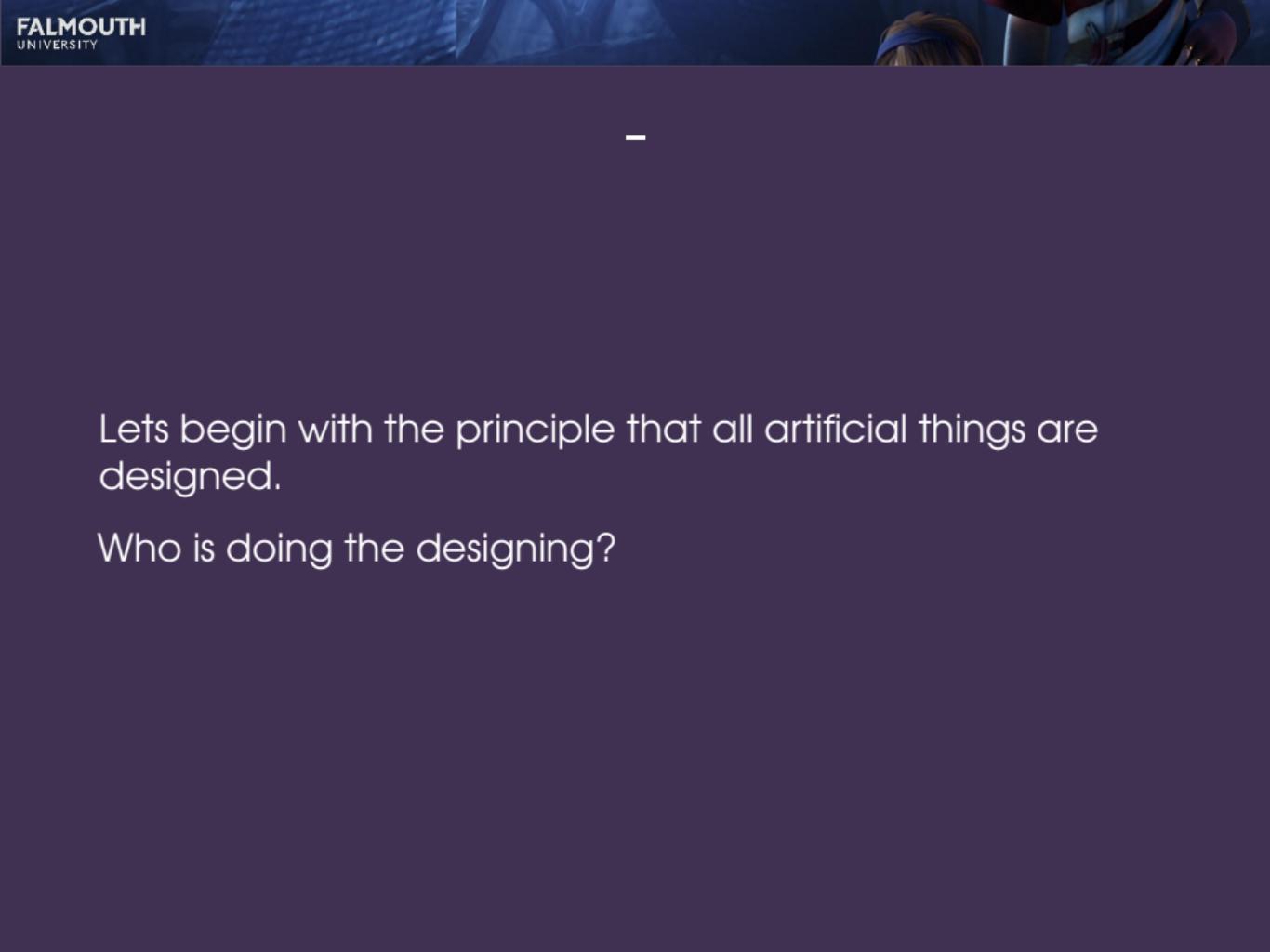
Early 90s HCI blew up as the internet and web went mainstream and there was an explosion of new interface and communication methods

Other Notable Shifts:

- ▶ Fixed computers 2004 - portable devices
- ▶ Authored content 2004 - user generated content
- ▶ personal portable screens - wearables and HMDs

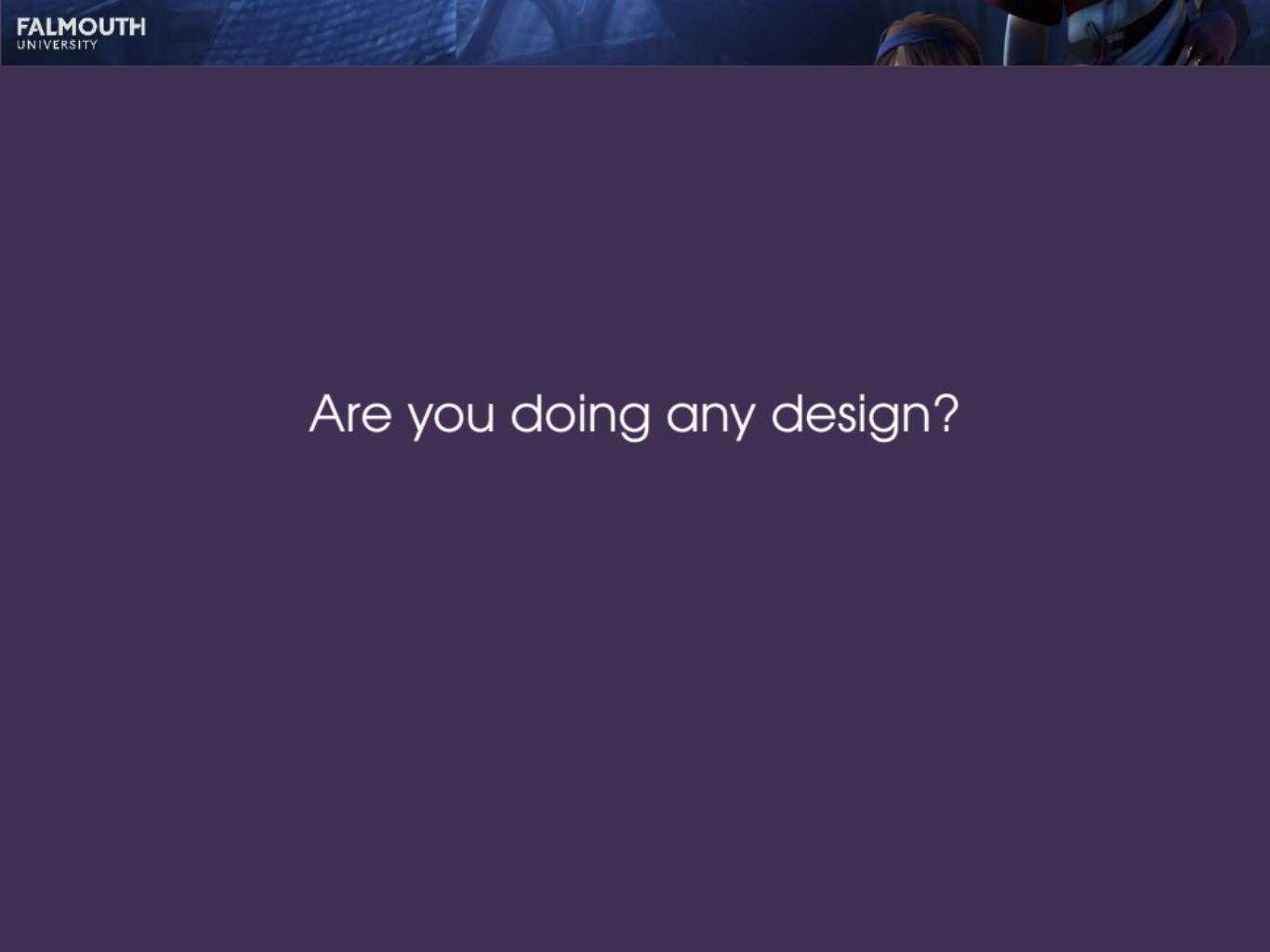
Tech Buzzword Bingo!

- ▶ Mobile
- ▶ Multitouch
- ▶ Gestures and natural computing
- ▶ Sensors
- ▶ Embedded
- ▶ Wearables
- ▶ Sustainability
- ▶ Big Data
- ▶ Social computing
- ▶ Accessibility
- ▶ Mixed Reality



Lets begin with the principle that all artificial things are designed.

Who is doing the designing?



Are you doing any design?

HCI - A Crash Course}

Generally, HCI research is empirical.

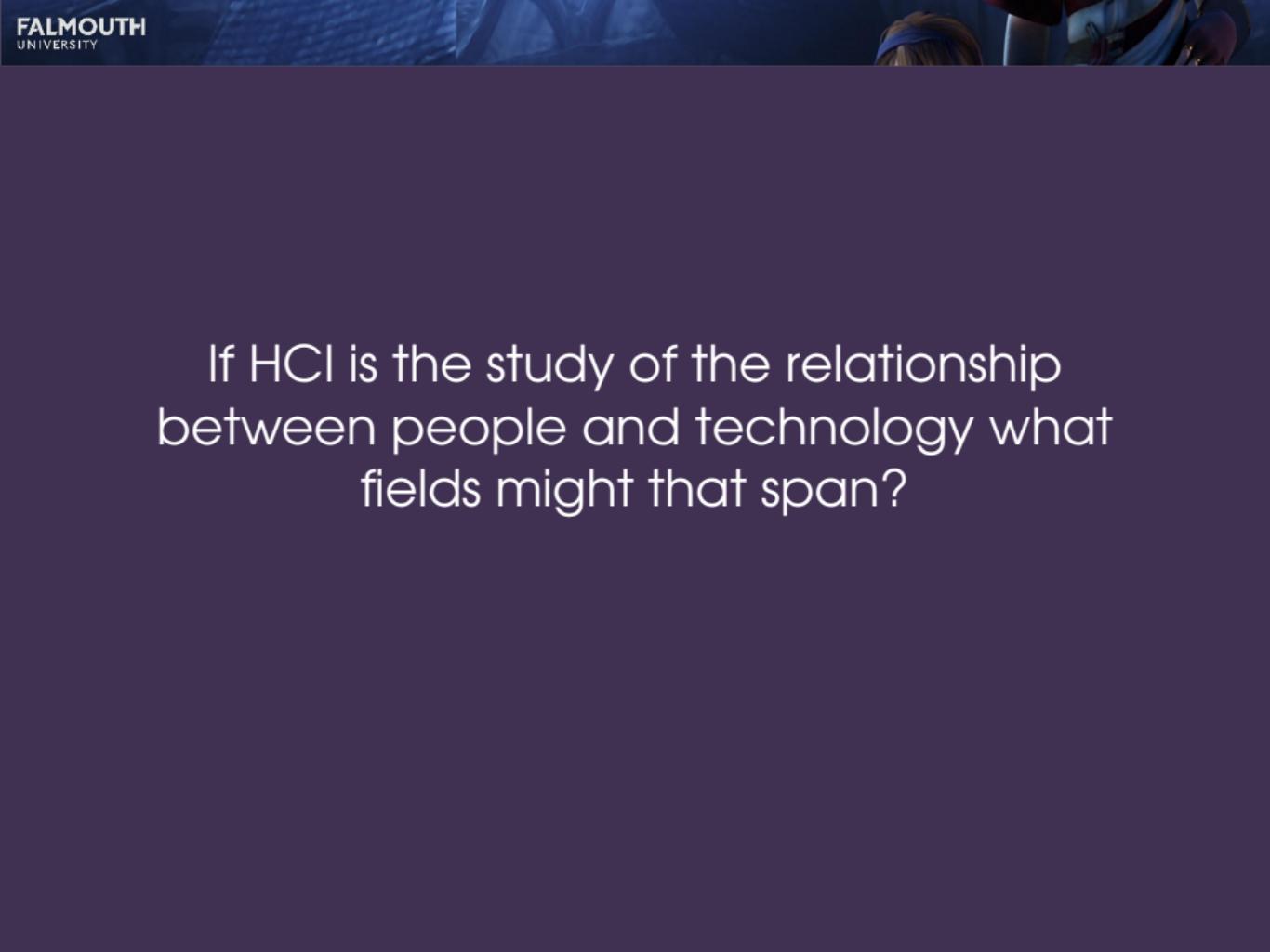
"Relying on or derived from observation of experiment" - American Heritage Dictionary

Do not...

- ▶ Presume prior knowledge of the audience
- ▶ Especially, if they are a similar demographic to you
- ▶ Expect people to read the instructions
- ▶ Blame the user for errors
- ▶ Get frustrated with the user for unpredictable behaviour

HCI is complex because...

- ▶ Borrow methods from other fields
- ▶ Create standards derived from other fields
- ▶ Involves Humans



If HCI is the study of the relationship between people and technology what fields might that span?

- ▶ Computer Science (duh)
- ▶ Sociology
- ▶ Psychology
- ▶ Communication
- ▶ Human factors engineering
- ▶ Industrial engineering
- ▶ rehabilitation engineering
- ▶ and many more.

HCI Research

"HCI research requires both rigorous methods and relevance" **Donald A. Norman**

We use it to influence interface design, development process, user training, and public policy. Generally, to improve our relationship with computers.

What can be considered HCI contributions?

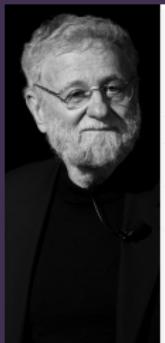
- ▶ Empirical
- ▶ Artefact
- ▶ Methodological
- ▶ Dataset
- ▶ Survey
- ▶ Opinion
- ▶ theoretical

Source

These are Exciting Times

- ▶ Tools are much better now
- ▶ Eye tracking, sensors (EMG EEG)
- ▶ Access to the masses - mechanical Turk, social networks, large amounts of generated content to analyse
- ▶ Automation - AI machine learning, neural networks

Donald Norman



The Design of Everyday Things

Book by Don Norman

[Preview book](#)

4.2/5 Goodreads

4.8/5 O'Reilly Media

91% liked this book

Google users

The Design of Everyday Things is a best-selling book by cognitive scientist and usability engineer Donald Norman about how design serves as the communication between object and user, and how to optimize that communication in order to make the experience of using the object pleasurable. [Wikipedia](#)

Originally published: 1988

Author: [Don Norman](#)

Original title: The Psychology of Everyday Things

Affordances

Signifiers

Mappings

Mental models

- Nielsen Norman Group

Nielsen Norman
Group



nngroup.com

The Nielsen Norman Group is an American computer user interface and user experience consulting firm, founded in 1998 by Jakob Nielsen, Don Norman and Bruce Tognazzini. Their work includes an analysis of the interface of Microsoft's Windows 8 operating system. [Wikipedia](#)

Headquarters: California, United States

Founded: 1998

Profiles



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