

Free topic – User adoption and HCI

Looking back at our project another interesting problem we encountered was during the map component usability test with our users, where we found that most of the time, their complaints were regarding their unfamiliarity with it. This is a rather obvious fact that new technologies and interfaces would encounter, however, this opens up to an enormous different number of questions regarding **user adoption of technologies and designing technologies focused on how they will be adopted in the future**. Which, according to Lindley, J. 2017, is something that very little attention to the adoption during HCI research.

For us, this would involve how our users will adapt to using the map interface provided in government events / software that is used during the digital movement of the city of Merida. **How can we make the changes to one app transfer to a larger industry or user base. As stated by Parmit, K. 2015, the study of the factors that help this transition would be very interesting to be able to test** with something as simple as our project. Given that there are many working iterations of maps that our users may (or may not) be used to, or have experience with, how does this affect our data collection and how can we determine the best way to provide a sense of familiarity to our users with the technological constraints this carries.

We would have to collect information on similar map elements and how our same users interact with them, how they feel about them, and how can we provide a solution that would unify those positive traits into one solution.

References:

Joseph Lindley, Paul Coulton, and Miriam Sturdee. 2017. Implications for Adoption. In Proceedings of the 2017 CHI Conference on Human Factors in Computing Systems (CHI '17). Association for Computing Machinery, New York, NY, USA, 265–277. <https://doi.org/10.1145/3025453.3025742>

Parmit K. Chilana, Amy J. Ko, and Jacob Wobbrock. 2015. From User-Centered to Adoption-Centered Design: A Case Study of an HCI Research Innovation Becoming a Product. In Proceedings of the 33rd Annual ACM Conference on Human Factors in Computing Systems (CHI '15). Association for Computing Machinery, New York, NY, USA, 1749–1758. <https://doi.org/10.1145/2702123.2702412>