

# Lesson 2 Summary – Interaction Design

## 1. What Is Interaction Design?

- Big picture: interaction design = designing interactive products to support how people live/work; user experience (UX) sits alongside usability, accessibility, and inclusiveness. Know the core UX/usability goals and design principles (feedback, simplicity, constraints, etc.).
- Takeaway for this course: always tie design choices to UX goals, context of use, and user groups; use principles as quick heuristics to critique/improve interfaces.

## 2. Cognitive Aspects

### What does cognition mean?

- Two modes: experiential/fast (intuitive, effortless) vs reflective/slow (deliberate, effortful). Design must respect both. Classic examples: driving/reading (experiential) vs learning/writing/designing (reflective).
- Core processes that design touches: attention, perception, memory, learning, reading/speaking/listening, problem-solving & decision-making. These co-occur in real tasks.

### Design implications you should remember

- Favor recognition over recall (menus, histories, thumbnails) and avoid memory-heavy procedures. Provide cues: categories, color, flags, timestamps.
- Support different input/output channels: text size options; keep speech prompts short and well-intoned; many users find listening easier but reading can be faster—design for both.
- Externalize to reduce memory load: lists, checklists, reminders, timelines; enable computational offloading (calculators, wizards).
- Overall: interfaces can extend human abilities and compensate for limits when they align with these cognitive realities.

### Frameworks you can name-drop

- Mental models; gulfs of execution/evaluation; information/distributed/external cognition; embodied interaction—use them to explain, inform, and sometimes predict user behavior.

### Slide activities tied to Ch.4

- Layout/search tasks (Tullis/Weller): spacing, grouping, and borders/whitespace speed up visual search even with the same info density. Use grouping and whitespace deliberately.

### **3. Social Interaction**

#### **Key concepts**

- Being social online/offline: how social media changes relationships and etiquette; overlap with face-to-face networks.
- Conversation mechanics: turn-taking and back-channel signals (“uh-huh”, “umm”) coordinate talk; failures and repairs differ across phone, email, chat, texting, video. Design should respect these patterns.
- Remote conversations & presence: email, IM, video calls, chatrooms; some mimic F2F, others go beyond it (e.g., Hypermirror creating co-located feel; Sococo showing rooms/meetings). Consider telepresence and co-presence cues.
- Awareness & shareable interfaces: staying aware of others’ activities and making your own visible is vital for collaboration; shareable/multi-user surfaces help coordinate work.

#### **Chapter 5 objectives (what you should be able to do)**

- Explain social interaction and mechanisms (turn-taking, awareness), what social presence is, and survey tech that supports collaboration & group participation.

#### **Mini-checklist (use for assignments/tests)**

- Can you justify a UI choice with a cognitive reason (attention/memory/recognition) and a social reason (turn-taking/awareness/presence)?
- Did you add external memory aids (timers, checklists) and recognition supports (previews, histories)?
- For multiuser/remote flows, did you design awareness cues (who’s typing/where), clear turn-taking affordances (raise-hand, queue), and presence indicators (rooms/avatars)?

#### **How the slides map to the readings**

- 2 kinds of cognition (experiential vs reflective) → Chapter 4’s cognitive modes.
- Recognition vs recall, reading/speaking/listening, externalizing → Chapter 4 design implications.
- Social interaction sections (turn-taking, breakdowns in media, Hypermirror, Sococo, co-presence) → Chapter 5 themes.

#### **If you only remember five bullets**

- Design for recognition, not recall.
- Provide external memory supports (lists, timers, progress).
- Balance fast (intuitive) and slow (deliberate) thinking in flows.
- Make social mechanics visible: turn-taking, awareness, presence.
- Ground critiques in UX goals & principles from Ch.1.