

# SENG310 - Human Computer Interaction

**Credit:** The below content is based on information from the *Crowdsourced document initiated by Deborah Lupton (@DALupton, [d.lupton@unsw.edu.au](mailto:d.lupton@unsw.edu.au)) on 17 March 2020 and other online resources*

In this course, you have the option to work with participants remotely or in-person. If you invite participants to interact with you in person on UVic campus or work with them at your house (e.g., when working with a roommate or family member), please ensure you and the participant are aware of the UVic Communicable Disease Plan and Guidelines: <https://www.uvic.ca/ohse/assets/docs/rtc/uvic-communicable-disease-plan.pdf>

## USER RESEARCH METHODS (for assignment 2)

### 1. Interviews

User interviews are typically performed with the main users of the proposed user interface, as part of an ideation phase or during early concept development. User interviews typically follow a structured or semi-structured methodology whereby the interviewer prepares a number of topics to cover, makes a record of what is said in the interview, and systematically analyzes the conversation after the interview.

**Note:**

1. **Ask permission before recording the interview**
2. **Record only audio to avoid capturing personal identifiers such as face of the participant**

**Reference**

<https://www.interaction-design.org/literature/topics/user-interviews>

### 2. Diary Method (Photo/Video/Voice Elicitation)

A method that involves asking research participants to use a camera or voice recording app (often on their smartphone) to take photos or make videos or voice memos about their everyday practices and interactions that they can then share with the researchers. Researchers can provide them with questions or prompt to direct their recordings and documentation.

**Note:**

1. **Ask participants to only record their interactions with technology. Make explicit that they should avoid capturing personal identifiers such as their names and faces.**
2. **If they send you photos or videos with faces visible, please blur them or cut them out of the frame for analysis and presentation purposes**

**Reference**

Chapter 6: Diaries - Lazar, Jonathan et al. *Research methods in HCI*. Morgan Kaufmann, 2017.

### 3. Ethnography

This is a method for observing people while they complete specific tasks using technology or otherwise to get inspiration for how future technologies can be designed or current technologies can be improved.

**Note:**

1. Ask permission before recording the interview
2. Avoid capturing personal identifiers such as face of the participant. If captured, make sure to please blur them or cut them out of the frame for analysis and presentation purposes

**Reference**

<https://www.interaction-design.org/literature/book/the-encyclopedia-of-human-computer-interaction-2nd-ed/ethnography>

## USER RESEARCH METHOD (for assignment 5)

### Remote/In-Person Usability Testing:

Usability testing allows you to test your interfaces with participants. For such studies you should be able to share your medium fidelity prototype with the participant (e.g., invision allows sharing, you can also share your executable). You can also combine the Usability Testing with some complementary above listed methods (e.g., Interviews and Photo/Video Elicitation).

**Note:**

1. Ask permission before recording the session
2. Avoid capturing personal identifiers such as their names and faces.
3. If captured, please blur them or cut them out of the frame for analysis and presentation purposes

**References**

<https://www.interaction-design.org/literature/topics/usability-testing>

<https://www.usability.gov/how-to-and-tools/methods/remote-testing.html>

<https://www.nngroup.com/articles/remote-usability-tests/>