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## **COSC368: Humans and Computers**

The course provides an introduction to Human-Computer Interaction (HCI). HCI is concerned with understanding, designing, implementing and evaluating user-interfaces so that they better support users in carrying out their tasks. On completing the course you will have knowledge of the theoretical foundations of designing for interaction between humans and computers. You will also have practical experience in implementing and evaluating graphical user interfaces.

Jordan Pyott

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# Humans and Computers

## Course Information

### Lecturers Details

- Lecturer: Andy Cockburn
  - Email: [andy.cockburn@canterbury.ac.nz](mailto:andy.cockburn@canterbury.ac.nz)
- Tutors:
  - Katia De Lu:
    - \* Email: [katia.delu@canterbury.ac.nz](mailto:katia.delu@canterbury.ac.nz)
  - Stewart Dowding:
    - \* Email: [stewart.dowding@canterbury.ac.nz](mailto:stewart.dowding@canterbury.ac.nz)
- Team alias: [team368@cosc.canterbury.ac.nz](mailto:team368@cosc.canterbury.ac.nz)

### Schedule

### Topics

- Introduction
- Models of interaction and interface technology
- The human
- Interface design
- Evaluation
- UI intellectual property

		LECTURES	LABS
Week	Beginning		
1	19-July	Introduction to HCI	Lab 1: Python/TkInter refresher
2	26-July	Models of interaction	Lab 2: Python/TkInter: Keyboard GUI
3	2-Aug	The Human – senses	Lab 3: Python/TkInter: Canvas & Fitts law GUI
4	9-Aug	The Human – performance and phenomena	Lab 4: Fitts' law experiment and analysis
5	16-Aug	Interface Design – Iteration	Lab 5: Sketching Designs
6	23-Aug	Interface Design – Task Centred System Design	Assignment help
	30-Aug		
	6-Sept		
7	13-Sept	Interface Design – Heuristics	Lab 6: Visual search, decision, skill development
8	20-Sept	Interface Design – Heuristics II	Lab 7: Performance prediction
9	27-Sept	Interface Design – Graphical design	Lab 8: Heuristic evaluation
10	4-Oct	Interface Evaluation & Empirical Methods	Lab 9: Experimental data analysis
11	11-Oct	Interface Evaluation & Empirical Methods 2	Assignment help
12	18-Oct	Overflow and UI Intellectual Property	

**Figure 1:** Course Schedule**Assessment Structure**

- Labs (9%)
  - 1% per lab
  - Binary marking scheme - go to the lab, get full marks
- Usability analysis and storyboard (25%)
  - Wed 22nd September 5:00 pm
  - Teams of ~six, forming own groups
- Design Specification and Rationale (15%)
  - Wed 20th October 5:00 pm
- Exam (51%)
  - TBA

**Textbooks/Resources**

- Designing with the Mind in Mind
  - Based on COSC368, Old lecturers thoughts

- Author: Jeff Johnson, Morgan-Kaufmann
- Papers on ACM Digital Library
- Other materials on Learn

## Lectures

### Lecture One - Introduction

#### Technologies in this course

- TKinter
  - Lab one - Refresher
  - Lab two - Keyboard GUI
  - Canvas & fitts law GUI
- Python

NOTE: Labs will be used as the basis for analysis in assessments, so we need to build them

#### What is HCI?

Human computer interaction (HCI) is a discipline concerned with the design evaluation and implementation of interactive computing systems for human use, and with the study of major phenomena surrounding them.

#### What is HCI Responsible for?

1. Learnability
2. Efficiency
3. Subjective satisfaction
4. *Memorability*
  - Mostly encapsulated in Learnability
5. *Errors*
  - Opposite of Efficiency

### Lecture Two - Goals of HCI

#### Knowing the user: Preliminary Factors

- safety considerations
- need for throughput
- Frequency of use
- Physical space, lighting, noise, pollution
- Social context
- Cognitive factors: age, fatigue, stress, focus

### **Managing complexity**

- Poorly designed interfaces amplify complexity
- Well designed UI's make interfaces as simple as possible, but no simpler
- Sometimes it may be appropriate to over-simplify *cater to an audience*

### **Models of Interaction**

- A model is a simplification of reality
- They are useful when they help us understand a complex artifact

### **Don Norman's Model of Interaction**

- Helps understand the designer's role in creating a system that is used by a thinking person
- Generally designers have a design model that is incomplete
- Then we get a system image, that is working, but in high incite, we would have built it differently
- The user has a model, that is weak, we need to try to map the designers model with the user model to create a mapping of the system image.

## **Lecture Three - The Human**

### **Don Norman's Execute-Evaluate Cycle**

- Execute:
  - Goal > Intention > Actions > Exeution
  - Gulf of Execution: Problem arrives when executing intention/action
- Evaluate:
  - Perceive > Interpret > Evaluate
  - Gulf of Evaluation: Problem assessing state, determining effect, etc. **UIISO Interaction Framework**
- Emphasises translations during interaction - This is a cycle

1. Articulation: user's task language to input language
2. Performance: callbacks, etc.
3. Presentation: show new state
4. Observation: interpretation
5. Back to step one

## Mappings

- Good mappings (relationships) between User and I/O, increasing Usability.
- We can try to allocate real world relationships by using mappings to real world items
  - We can also use spacing and different design to make things more intuitive

## Affordance

- Objects afford particular actions to users
  - Buttons afford pushing, chairs for sittings, sliders for sliding, dials for turning, handles for pulling.
  - Poor affordance encourages incorrect actions
  - Strong affordance may stifle efficiency

## Over and Under-Determined Dialogues

- Ideally dialogue is well-determined, natural translation from task to input language
- **Under-determined** - User knows what they want to do, but not how to do it
- **Over-determined** - User forced through unnecessary or unnatural steps

## Direct Manipulation

- Visibility of object
- Direct, rapid, incremental, reversible actions
  - This allows users to learn the interface and experiment without loss of data or risk
  - Unix's `sudo rm -rf / --no-preserve-root` is **NOT** an example of this as it is not reversible
- Rapid feedback
- Syntactic correctness
  - Disable illegal actions
- Replace language with action
- Advantages:

- Easy to learn
  - Low memory
  - Easy to undo
  - Immediate feedback to user actions
  - Enables user to use spatial cues
- Disadvantages:
  - Consumes screen real estate
  - High graphical system requirements
  - May trap user in *beginner mode*

## Lecture Four - User Interaction and Psychology Behind Design

Psychological and physiological abilities have implications for design

- Perceptual: how we perceive things (input)
- Cognitive: how we process information
- Motor: how we perform actions (output)
- Social: how we interact with others

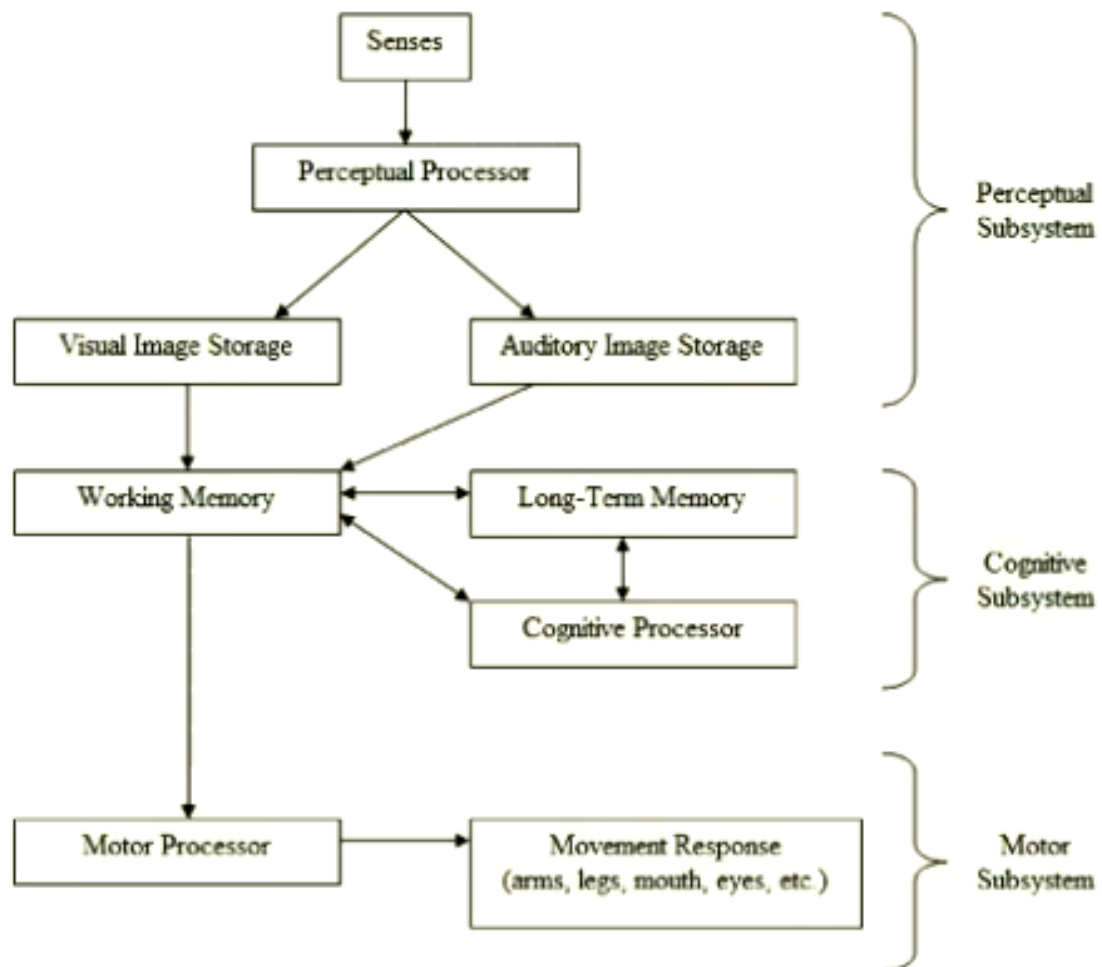
We are using these as a way to treat the human as an information processor, we are essentially mapping humans to a model in order to create a general solution.

### The Human Information Processor

*Based on a book by: card, Moran, Newell 1983*

- Underlying psychology of interaction
- Predictive engineering models (GOMS/KLM)
  - GOMS, A library of models in order to map user interfaces and engineer effectively
- Extensive empirical validation
- Core computer science
- We will further break up the human brain into:
  - Long-term memory
  - Working memory
    - \* Visual image storage
    - \* Auditory image store





**Figure 2:** Sensory Model

- Human Input
  - Vision, hearing, haptics, olfaction
  - Vision:
    - \* Photoreceptors cells, rods: low light, monochrome, Cones: normal light, colour in fovea
    - \* Fovea: detailed vision of ~2 deg/sec
    - \* Retina: non-detailed vision of ~120 deg/sec; sensitive to movement
- Human Output
  - Pointing, steering, speech, typing, ...
- Human Processing

- Visual search, decision times, learning
- Human Memory
- Human phenomena & Collaboration
- Human Error
- And UI implications of each

### **Visual Acuity**

- Point acuity:
  - One minute of arc
- Grating acuity:
  - 1-2 minutes of arc
- Letter acuity:
  - Five minutes of arc
- Vernier acuity:
  - 10 seconds of arc

We can do the maths to figure out the acuity in order to figure out if the text/shapes is readable in order to create user interfaces for a wider audience. For example we can calculate letter acuity in order to see if text will be visible to a whole stadium.

### **Eye movement**

- Fixations: Visual processing occurs when the eye is stationary (nearly)
- Saccades: Rapid eye movements (900 deg/sec), blind
- Eye movement used as input via eye-tracker
  - Midas touch problem
- Smooth-pursuit: for tracking moving objects up to 100 deg/sec; cannot be induced voluntarily
  - Relevant in scrolling e.g. (SDAZ)
  - The problem with scrolling is not computers cannot scroll fast and accurate, but that we cannot keep up with the scrolling (our eyes fall into motion blur).

## **Lecture Five - Human Input: Depth-based UI's**

### **Size and Depth Cues**

- Familiarity
- Linear perspective
- Horizon distance
- Size constancy
- Texture gradient
- Occlusion
- Depth of focus
- Aerial perspective
- Shadows/Shading
- Stereoscopy

### **Depth-based UI's: 3D**

- The real world is 3D
- So all interaction should be 3D, right?
  - No this is just a bad idea (lecturers opinion)
- 3D can be invaluable for interaction with 3D objects or in 3D Environments
- Terrible for navigation, too many mechanics
  - Occlusion is a huge issue (lots of stuff overlapping, cannot see)
  - Complexity

### **Depth-based UI's Zooming**

- Overview first, zoom and filter, details on demand
- Allowing users to see everything, then allowing the user to get more specific when they want to
- Example: *zillow* website

### **Input: Haptics**

- Proprioception: sense of limb location +
- Kinaesthesia: particularly limb movement +
- Tactition: sensations
- Potentially powerful: e.g. Braille

### **Human Output**

- Motor response times depend on stimuli
  - faster for combined signals
- Muscle actions

- Isotonic: contraction yields movement
- Isometric: contraction with no movement

### **Fitts' Law**

- A model of rapid, aimed human movement
- Predictive of tasks; descriptive of devices
- Derived from Shannon's theory of capacity of information channels
- Extremely accurate and extensively validated for many types of aimed pointing
  - Consider velocity profile

### **Lecture Six - Fitt's Law**

#### **Fitt's Law**

- Movement of time (MT) is linear with  $ID$ 
  - $MT = a + bID$  or  $MT = a + b \log_2(A/W + 1)$
  - Reciprocal of slope ( $1/b$ ) also called throughput or bandwidth of device, measured in bits/second

NOTE: we are expected to be able to reproduce these formulae