

2.1 Interacting with Computers

- Interactive: Accepting input from a human user
 - ◆ Interactive computer system: Programs that allow users to enter data or commands
 - ◆ Non-interactive system: Programs that when started, continues without requiring human contact. e.g. compiler
- Goals of interaction between user and system:
 - ◆ Effective operation and control of the machine (successful in producing desired or intended result)
 - ◆ Feedback from the system, aiding user in making operation decisions
- **Input-Output (I/O) Devices**
 - Provides a medium for interactivity
 - Input devices
 - ◆ Provides data and control signals to computer
 - ◆ Capture user inputs e.g. texts, sounds, movements, graphics, gestures
 - ◆ Devices: keyboard, mouse, microphone, scanner, camera
 - Output devices
 - ◆ Converts machine-readable information to human-readable form
 - ◆ Devices: monitor/display, speaker, printer
- **User Interfaces**
 - Input devices and software
 - Usability: ease of use and learnability
 - Poor User Interfaces:
 - ◆ Features:
 - ◆ Lack of order
 - ◆ Confusing
 - ◆ Takes time to understand
 - ◆ Trail and error
 - ◆ Consequences:
 - ◆ Require more time to perform tasks
 - ◆ Higher chances of making errors
 - ◆ Feels dissatisfied
 - ◆ Require more time to learn to use program

- ◆ May refrain from using program
- Good User Interfaces:
 - ◆ Features:
 - ◆ Attractive
 - ◆ Intuitive:
 - ◆ Point & click
 - ◆ Icon takes on meaning of action/command
 - ◆ Consequences:
 - ◆ Ease of use & learnability
 - ◆ Allows for higher productivity

● Types of Interfaces

- **Graphical User Interface (GUI):**
 - ◆ Visual way of interacting with computer using items e.g. windows, icons, menus
 - ◆ Click/select with pointing device instead of typing command
 - ◆ Direct manipulation of graphics elements
 - ◆ WMIP (window, menu, icon, paradigm)
- **Command Line Interface (CLI):**
 - ◆ Accept only predefined command names
 - ◆ Not all things are predefined
 - ◆ No help given unless command input by user
 - ◆ E.g. cmd in windows, terminal in macOS, DOS
 - ◆ Strengths:
 - ◆ Works faster if user knows the command
 - ◆ Complete control over system
 - ◆ Ability to perform complex operations
 - ◆ Powerful for many tasks e.g. deal with many files
 - ◆ Less memory used
 - ◆ Allows users to perform one or more commands using one simple, easy to write command
- **Menu Based Interface (MBI):**
 - ◆ Offers list of options which user can choose from
 - ◆ Allows user to select correct command from list
 - ◆ Commonly found on applications, monitors, TVs
 - ◆ User interacts by choosing correct/preferred options
 - ◆ No help necessary
 - ◆ Limited and predefined functions
 - ◆ Strengths:
 - ◆ Easy to use

- ◆ Nothing to remember
 - ◆ Confined by input methods
 - ◆ Limit input choices
- **Other UIs:**
 - ◆ Touchscreen:
 - ◆ Similar to GUI, but without the input devices
 - ◆ Used in: ATM, smartphones
- **Gesture Interface:**
 - ◆ Gestures —> smaller scale and more specific form of motion
 - ◆ Involves interpretation of human gestures and using them as input data for computer system
 - ◆ Focuses mainly on the arm, hand and facial gestures
 - ◆ Require devices to capture ranging from wired gloves to camera
 - ◆ e.g. mobile phone OS
 - ◆ Strengths:
 - ◆ Intuitive, ease of use, due to gestures resemble real life actions
 - ◆ Touch screen gives user better control
 - ◆ Challenges:
 - ◆ Accuracy of tracking
 - ◆ Requires conducive environment without background distractions
 - ◆ Areas of use:
 - ◆ Aiding disabilities: sign language recognition; control through facial gestures
 - ◆ Productivity: virtual controllers
 - ◆ Leisure: gaming
- **Motion Tracking Interface:**
 - ◆ Monitor the user's body motions and translate them into commands
- **Voice User Interface:**
 - ◆ Accept inputs and provides outputs by generating voice prompts
 - ◆ User input is made by pressing keys/buttons, or responding verbally to the interface
 - ◆ Strengths:
 - ◆ Shifts focus from visual component to audio component
 - ◆ Better productivity as it's hands-free

- ◆ Challenges:
 - ◆ Background noise, requires conducive environment
 - ◆ Ambiguous inputs
- ◆ Areas of use:
 - ◆ Personal assistant e.g. Siri, Cortana
- **Natural Language Interfaces:**
 - ◆ Users can use without conscious attention to the interface
 - ◆ Input and output of device in our "everyday" language
 - ◆ System interprets command given by user
 - ◆ Sought after their speed and ease of use
 - ◆ Suffer the challenges to understand wide varieties of ambiguous inputs
 - ◆ E.g. Wolfram, Google
 - ◆ Strengths:
 - ◆ Does not require any knowledge as user would know basic communication
 - ◆ Challenges:
 - ◆ Complex algorithms to decode input
 - ◆ Ambiguity
 - ◆ Natural isn't defined, differs by people

- **Design Considerations for User Interfaces**

- **Format:**
 - ◆ Layout
 - ◆ Colour and texture
 - ◆ Imagery
 - ◆ Animation
 - ◆ Sequencing
 - ◆ Sound
 - ◆ Visual identity
- **Eight Golden Rules of Design:**
 1. Consistency
 - ◆ Developing usage pattern
 - ◆ Consistent sequence and designs
 - ◆ Identical terminology
 2. Use of shortcuts
 - ◆ Reduce number of interactions, increase efficiency
 - ◆ Function keys
 - ◆ Hidden commands
 - ◆ Macros

3. Informative feedback
 - ◆ Allows users to know what's happening
4. Dialog for closure
 - ◆ Gives user sense of accomplishment
 - ◆ Indicate ready for next action
 - ◆ Sequence of actions organised into groups with start, middle, end
5. Simple error handling
 - ◆ Design system so user can't make serious error
 - ◆ System to detect errors made and offer simple mechanisms for handling error
6. Easy reversal of actions
 - ◆ Encourages exploration of unfamiliar actions as users know errors can be undone
 - ◆ Undo
 - ◆ Recovery
7. Internal locus of control
 - ◆ Gives user sense that they are in charge and system responds to their actions
8. Reduce short-term memory load
 - ◆ Humans have limitations in information processing in short-term memory
 - ◆ Information must be clear and concise
- ◆ *There will be conflicts in implementing all the rules, must find balance depending on the system/program