Human Computer Interaction, 2024 Fall

Homework 1 / Due Sept 25, 11:59

1. Look for an example of an interaction or interface design that (seem to) adhere to some of the HCI principles we learned in class, but also go against others.   Guess why the designer chose to follow certain rules, but not others.

   For example, below shows a layer when I touch upon the T-map icon on my smartphone. Before, it went directly to a layer where I could choose a destination for the map service (which is now at the top left requiring one more click/touch).   Now it shows other possible services available like "Public Transportation" guide, "Parking" guide, and "Substitute Driver" service guide (on the top row, more in the lower rows). Actually, the very top row shows a text box where you are to enter the destination.

   - *Task model does not seem to match that of the user*
     (Entering destination before choosing the service does not make sense to me …)
     (goes against "Know thy user or Identify tasks").

   + *Buttons are large enough for finger touch (no fat finger problem)*
     (goes with "Prevent errors")

   The task model got mixed up by forcing to include all these functions under one roof.
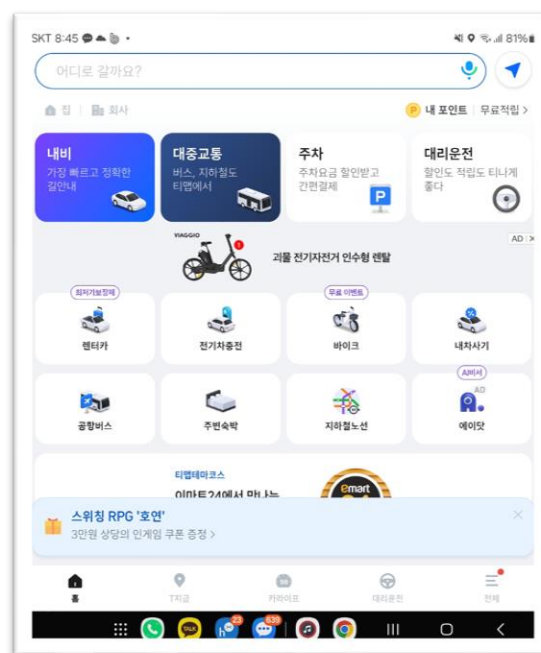
2. This year's project theme is to design interaction and interfaces for some type of an AI assisted ticketing service for some chosen target user group. Describe in text and with figures (if necessary) how you would define what a "ticketing" experience might be or should be. It can be your own opinion or based on some survey with your friends. It could be based on continuation or extension of the traditional ticketing process or could be something entirely new.

   In particular, think about what kind of "intelligent" services/assistance might be appropriate or needed with the advent of conversational and generative AI.

   Describe in text/picture a typical ticketing session according to your vision. What will make your design, something possesses that mystical "UX"? Should ticketing task be elevated to an experience after all? Express your opinion.

Submission to KULMS:

A PDF file containing above two items (expected minimum total length: ~1.5 page or more for each item, figures may be used).

Please name your file with your name and ID – HW1-JohnSmith-2020345678.pdf.