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Fd, missa en sex

Övning 2



# Lessons

- Even a small lot of functionality can be presented to users in a multitude of ways.
- Familiarity (part of learnability)
  - Left to right, "Engage" button
- Usability: effectiveness, efficiency, satisfaction (introduced in F2)
  - Why do I like pressing that on-off button at the top?
- Many technologists will optimise
  - the number of buttons?
  - the number of button presses?
  - First time of use?
  - Following times?
- Video as a suitable medium to present interaction, reflect upon it design it.
- Interaction analysis as a technique to understand people and technologies



# Lesson

- People can live with wrong mental models of the technology for years
- Different people perceive the same technology differently, though they use it together
- User models change as they get new experiences with the technology
- Safety and security constraints are often in conflict with usability.
- If all this happens with 4-button elevators, consider hundred-features interactive products
- Interface is not just buttons. What else is the interface of an elevator?
- We usually notice technology only when it stops working
  - The well-designed features are seldom noticed



# Lessons

- The context of interaction
  - The micro-social context of an aircraft cockpit
- People sitting at work for a long time
  - Compare with using a smart phone
- HCI comes from the Human Factors tradition
- Human Factors, work centred, evaluative
- HCI, usability, evaluative
- Interaction Design, generative

# Lessons

- But glass cutters need is different from what an engineer needs (and thus think glass cutters would need)
  - The printout as interface
- Engineer and interaction designer priorities may be very different
  - HCI as inter-disciplinary
  - graphic design, industrial design, sociology, psychology, anthropology, architecture
- Technical artifacts such as algorithms might make little sense in practice (with users, in context) and may need adaptation



You do good HCI/IXD when...

- Look at interaction in terms of HCI concepts and theories, not just common sense
- Start from people's perspectives, not yours
- Start from the user needs, rather than from technology
- Notice good interaction design (not only failing design) and reflect upon it
- Think of interaction as central, not as a "last thing" to be added to a system
- Consider several designs, not just one

Bilder för registrering

Prata med öskor om aktiviteterna i system