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# Meta-Data

## Lesson Goals

* Students will understand the different general areas to which HCI can be applied, like different content domains, technologies, and processes.
* Students will understand more narrowly the specific places to which HCI can be applied, like education, healthcare, and virtual reality.

## Lesson Outcomes

* Students will be able to articulate the different areas to which HCI can be applied.
* Students will be able to describe the areas of HCI in which they are most interested to keep in mind during the rest of the course.

## Assessments

* Students will reflect on their experiences with technology in the domains of their choice.
* Students will choose and describe an area to keep in mind as they go through the remainder of the material in the course.

## Lesson Plan

* Students will be introduced one-by-one to different fields in short one-minute videos. They can then follow-up more on these in unit 4.

# Script

## 1.3.1 Introduction to Exploring HCI

### 1.3.1.1 Headshot Studio

* [C] David talking
* Computers are finding their way into more and more devices, and as a result, HCI is become more and more ubiquitous. It used to be that you wouldn’t need to think too much about HCI when designing a car or a refrigerator, but more and more, computing is pervading everything.
* At the same time, new technological developments are opening up new areas for exploration.
* We’re seeing a lot of fascinating progress in areas like virtual reality, augmented reality, and wearable devices.
* As we study human-computer interaction, we’re going to talk a lot about things you’ve already used, like computers and phones, but we want you to keep in mind some of these more cutting-edge applications as well.
* After all, if you’re interested in going into HCI professionally, you’ll be designing for these new applications.
* So, we’re going to quickly preview some of these application areas.
* We’ll divide them into three areas: technologies, domains, and ideas.
* [B] Topic; Technologies
* **Technologies** are emerging technological capabilities that let us create new and interesting user interactions.
* [B] Topic; Domains
* **Domains** are preexisting areas that could be significantly disrupted by computer interfaces, like healthcare and education.
* [B] Topic; Ideas
* **Ideas** span both of these; they are theories about the way people interact with interfaces and the world around them.
* Our delineation of this is a little artificial, of course: there’s a lot of overlap.
* New technologies like augmented reality are what allow emerging ideas like context-sensitive computing to have the power they do.
* For organization, though, we’ll group our application areas into these three categories.
* When one of these areas catches your eye, take a little while and delve into it a bit deeper.
* Then, keep that topic area in mind as you go through the rest of the HCI material.
* We’ll revisit your chosen area throughout the course and ask you to reflect on the applications of the course’s principles to that application area.

## 1.3.2 Technology: Virtual Reality

### 1.3.2.1 Headshot Studio

* [C] David talking
* [B] Definition; Virtual Reality: an immersive computer-simulated reality.
* The year that I’m recording this is what many have described as the year **virtual reality** finally hits the mainstream.
* By the time you watch this, you’ll probably be able to assess whether that’s true, so travel back in time and let me know.
* Virtual reality is an entire new classification of interaction and visualization, and we’re definitely still at the very beginning of figuring out how to best use these new tools.
* You could be the one who figures out the best way to resolve motion sickness or how to give proper feedback on gestural interactions.
* A lot of the press around virtual reality has been around video games, but that’s definitely not the only application.
* From tourism to commerce to art to education, virtual reality has applications in dozens of spaces.
* [B] VR Therapy and Counseling Center, Grand Rapids, Michigan
* For example, there is a **lab** in Michigan that is using virtual reality to treat phobias, creating a safe space where people can very authentically and realistically confront their fears.
* The possible applications of virtual reality are really staggering, so I’d encourage you to check them out as you go through this class.

## 1.3.3 Technology: Augmented Reality

### 1.3.3.1 Headshot Studio

* [C] David talking
* [B] Definition; Augmented reality: real-world environments that are supplemented by computer-generated multimedia.
* Virtual reality generally works by replacing the real world’s visual, auditory, and sometimes even olfactory or kinesthetic stimuli with its own input.
* Augmented reality, on the other hand, complements what you see and hear in the real world.
* For example, imagine a headset like Google Glass that can overlay directions right on your visual field. If you were driving, for example, it might highlight the route to take instead of just popping up a visual reminder.
* The input it provides complements stimuli from the real world instead of replacing them.
* That creates some enormous additional challenges, but some incredible opportunities as well.
* Imagine devices that can integrate directly into our everyday lives, enhancing our reality.
* Imagine systems that could automatically translate text or speech in foreign languages, or that could automatically overlay restaurant ratings and reviews while you’re walking around the street.
* Imagine a system that students could use while touring national parks or museums that would automatically point out interesting information, custom-tailored to the student’s interest.
* The applications of augmented reality could be truly stunning.
* Augmented reality, though, generally relies on cameras to take input from the world, and the idea of putting cameras everywhere presents some significant societal problem.
* [B] Lesson; Unit 2.9: Interfaces and Politics
* Think about that when we talk about **interfaces** and politics in unit 2.

## 1.3.4 Technology: UbiComp and Wearables

### 1.3.4.1 Headshot Studio

* [C] David talking
* [B] Definition; Ubiquitous Computing: computing power anytime, anywhere.
* **Ubiquitous** Computing refers to the trend toward embedding computing power in more and more everyday objects.
* [B] Also known as: Pervasive computing
* [B] Related to: the Internet of Things
* You might also hear it referred to as **pervasive computing**, and it is deeply related to the emerging idea of an **Internet of Things**.
* A few years ago, you wouldn’t have found computers in refrigerators and wristwatches, but as microprocessors become cheaper and as the world becomes increasingly interconnected, computers are becoming more and more… ubiquitous.
* Modern HCI means thinking about how someone might use a computer while they’re driving a car, or going on a run.
* It means figuring out how to build smart devices that offload some of the cognitive load from the user, like refrigerators that track their own contents and deliver advice to the user just at the right time.
* [B] Definition: Wearable technology; technology embedded in clothing or devices a person can wear.
* This push for increasing pervasiveness has led to the rise of **wearable technology**.
* Exercise monitors are probably the most common examples of this, but smartwatches, Google Glass augmented reality headsets, or even things like advanced hearing aids and robotic prosthetic limbs are all examples of wearable technology.
* This push carries us into areas usually reserved for human factors engineering and industrial design, though, which exemplifies the increasing role of HCI in the design of new products.

## 1.3.5 Technology: Robotics

### 1.3.5.1 Headshot Studio

* [C] David talking
* A lot of the current focus on robotics is on their physical construction and abilities, or on the artificial intelligence that underlies their physical forms.
* [B] C-3PO face; “I am C-3PO human-cyborg relations.” -Star Wars
* But as robotics becomes more and more mainstream, we’re going to see the emergence of a new sub-field of human-computer interaction: **human-robot interaction**.
* The field already exists, actually; the first conference on human-robot interaction took place in 2006 in Salt Lake City, Utah, and several similar conferences have been created since.
* As robots enter the mainstream, we’re going to have to answer some interesting questions about how we interact with them.
* [B] I, Robot’s robot face; “A robot may not harm humanity, or, by inaction, allow humanity to come to harm.” -Isaac Asimov
* For example, how do we ensure that robots do not **harm** humans through faulty reasoning?
* How do we integrate robots into our social lives, or do we even need to?
* As robots are capable of more and more, how do we deal with the loss of demand for human work?
* These questions all lie at the intersection of HCI, artificial intelligence, and philosophy in general, but there are more concrete questions we need to answer as well.
* How do we pragmatically equip robots with the ability to naturally interact with humans based on voice and touch?
* How do we provide tacit, subtle feedback to humans interacting with robots to confirm their input is being received and properly understood?
* How do we support humans to teaching robots rather than programming them? Or, alternatively, how do we allow robots to teach skills to humans?
* We already see robotics advances applied to things like healthcare and disability services, and I’m excited to see where you take it next.

## 1.3.6 Technology: Mobile

### 1.3.6.1 Headshot Studio

* [C] David talking
* One of the biggest changes to computing over the past several years has been the incredible growth of mobile as a computing platform.
* We live in a mobile-first world now, and that introduces some significant design challenges.
* Screen real estate is far more limited.
* The input methods are less precise.
* The user is distracted.
* However, mobile computing also presents huge opportunities for HCI.
* Thanks in large part to mobile, we’re no longer interested just in a person sitting in front of a computer.
* With mobile phones, most people have a computer with them at all times anyway.
* And we can use that to support experiences from navigation to stargazing.
* Mobile computing is deeply related to fields like context-aware computing, ubiquitous computing, and augmented reality as it possesses the hardware necessary to complement all these efforts.
* But even on its own, mobile computing pres ents some fascinating challenges to address.
* For me, the big one is that we haven’t yet reached a point where we can use mobile phones for all the tasks we do on computers.
* Smartphones are great for social networking, personal organization, games, and lots of other tasks, but we haven’t yet reached a point where the majority of people would sit down to write essays or programs on smartphones.
* Why haven’t we? What do we need to do to make smartphones into true replacements for traditional desktop and laptop computers?

## 1.3.7 Idea: Context-Sensitive Computing

### 1.3.7.1 Headshot Studio

* [C] David talking
* <to Amanda, casually> What time is it?
* [Amanda] You can go ahead and go grab lunch if you want.
* <to camera> Did that exchange make any sense?
* I asked Amanda for the time, and she replied by saying I can go ahead and get lunch.
* The text seems completely nonsensical, and yet hearing that, you may have filled in the context that makes this conversation logical.
* You might think that I asked a while ago what time we were breaking for lunch, or maybe I mentioned I forgot to eat breakfast.
* Amanda would have that context, and she’d use it to understand why I’m probably asking for the time.
* Context is a fundamental part of the way humans interact with other humans.
* Some lessons we’ll discuss in this class suggest that we aren’t even capable of interacting without context.
* If context is such a pervasive part of the way humans communicate, then to build good interfaces between humans and computers, we must equip computers with some understanding of context.
* [B] Definition; Context-sensitive computing; Equipping user interfaces with historical, geographical, or other forms of contextual knowledge.
* This is where **context-sensitive** computing comes in.
* Context-sensitive computing attempts to give computer interfaces the contextual knowledge that humans have in their everyday interactions.
* For example, I use my mobile phone differently depending on whether I’m sitting on the couch at home, using it in my car, or using it while walking around Tech Square.
* Imagine I didn’t have to deliberately inform my phone of what mode I was in, though. Imagine if it just detected that I was in my car and automatically brought up Google Maps and Audible for me.
* Services have started to emerge to provide this, but there’s an enormous amount of research to be done on context-sensitive computing, especially as it relates to wearables, augmented reality, and ubiquitous computing.

## 1.3.8 Idea: Gesture-Based Interaction

### 1.3.8.1 Headshot Studio

* [C] David talking
* As this course goes on, you’ll find that I’m on camera more than you might be accustomed to seeing in a Udacity course.
* Around half this course takes place with me on camera.
* There are a couple reasons for that.
* The big one is that this is human-computer interaction, and so it makes sense to put a strong emphasis on <gesture> the human.
* But another big one is that when I’m on camera, I can express myself through gestures instead of just words and voice intonations.
* I can make a fist and really drive home and emphasize a point.
* I can explain that a topic applies to very narrow portion of the field or a very wide portion of the field.
* We communicate naturally with gestures every day, we have an entire language built from gestures, so wouldn’t it be great if our computers could interpret our gestures as well?
* That’s the emerging field of gesture-based interaction.
* You’ve seen this with things like the Microsoft Kinect, which has far-ranging applications from healthcare to gaming.
* We’re starting to see some applications of gesture-based interaction on the go as well, with wrist-bands that react to certain hand motions.
* Gesture-based interaction has enormous potential. The fingers have some of the finest muscle movements, meaning that a system based on finger movements could support an incredible number of interactions.
* We might see a day when it’s possible to type invisibly in the air in front of you based on the system’s recognition of the movement of the muscles in your wrist.
* That might finally allow mobile devices to displace traditional computers altogether.

## 1.3.9 Idea: Pen- and Touch-Based Interaction

### 1.3.9.1 Headshot Studio

* [C] David talking
* I always find it interesting how certain technologies seem to come around full-circle.
* For centuries we only interacted directly with the things we built.
* Computers came along, and suddenly we needed interfaces between us and devices.
* Now, computers are trying to capture the natural ways we’ve always interacted.
* Almost every computer I encounter nowadays has a touch screen.
* Those are powerful techniques for creating simple user interfaces because it shortens the distance between the user and the task they’re trying to accomplish through the interface.
* Think about someone using a mouse for the first time. He may need to look back and forth from the screen to the mouse to figure out how the mouse’s movement corresponds to what happens on screen.
* With a touch-based interface, though, he interacts the same way he uses things in the real world around him.
* A challenge can sometimes be a lack of precision, but to make up for that, we’ve also created pen-based interaction. Just like a person uses a pen on paper, they also may use a pen on a touchscreen.
* You might be quite familiar with that because most Udacity courses actually use exactly that technology: they record someone writing on a screen.
* That gives us the precision necessary to interact very delicately and specifically with our task, and as a result, tablet-based interaction methods have been used even in fields like art and music.
* Most comics you find on the internet are actually drawn exactly like this, combining the precision of human fingers with the power of computation.

## 1.3.10 Idea: Information Visualization

### 1.3.10.1 Headshot Studio

* [C] David talking
* One of the biggest trends of the information age is the incredible availability of data.
* Scientists and researchers use data science and machine learning to look at lots of data and draw conclusions.
* However, oftentimes those conclusions are only useful if they can turn around and communicate them to ordinary people.
* That’s where information visualization comes in.
* At first glance you might not think data visualization is actually an example of HCI -- after all, I could draw a data visualization by hand and print it in a newspaper, cutting out the computer altogether.
* But computers give us powerful ways to re-represent data in complex, animated, interactive ways.
* We’ll put links to some excellent examples in the notes.
* What’s particularly notable about data visualization in HCI is the degree to which it fits perfectly with the methodologies we describe for designing good interfaces.
* One goal of a good interface is to match the user’s mental model to the reality of the task at hand.
* The same way, the goal of information visualization is to match the reader’s mental model of the phenomenon to the reality of it.
* Thus, the same principles we’ll discuss for designing good representations apply directly to designing good visualizations.
* After all, visualizations are themselves just representations.

## 1.3.11 Idea: CSCW

### 1.3.11.1 Headshot Studio

* [C] David talking
* CSCW stands for computer-supported cooperative work.
* The field is just what the name says it is: how can we use computers to support people working together?
* You’re watching this course online, so odds are you’ve experienced this closely.
* Maybe you’ve worked on a group project with a geographically distributed group.
* Maybe you’ve had a job working remotely.
* Distributed teams are one example of computer-supported cooperative work in action.
* There are others, too though.
* In fact, the CSCW community often breaks things down into two dimensions: time and place. We can think of design as whether we’re designing for users in the same time and place or at different times and in different places.
* This course is an example of designing for different time and different place. You’re watching this long after I’ve recorded it, likely far away from our studio.
* Workplace chat utilities like Slack and HipChat would be examples of same time, different place.
* They allow people to communicate instantly across space, mimicking the real-time office experience.
* Now imagine a kiosk at a museum that asks visitors to enter their location to create a map of where everyone comes from: that would be different time, same place.
* Everyone uses the interface at the same place, but across time.
* And even when we’re in the same time and place, computers can still support our cooperation.
* For example, you can imagine a live translating service that translates instantly so two people from different countries can cooperate without the language barrier.
* So, we can often think of CSCW as mediating cooperation across traditional geographical and temporal borders, but it can also help with colocated simultaneous cooperation.

## 1.3.12 Idea: Social Computing

### 1.3.12.1 Headshot Studio

* [C] David talking
* Social computing is the portion of HCI that is interested in how computers affect the way we interact and socialize.
* One thing that falls under this umbrella is the idea of recreating social norms within computational systems.
* For example, when you chat online, you might often use emojis or emoticons.
* These are virtual recreations of some of the tacit interaction we have with others on a day to day basis.
* [A] Show some sentences, same text, different emojis
* For example, these all take on different meanings depending only on the emotion provided.
* [A] Sentences disappear
* Social computing is interested in a lot more than just emojis, of course.
* From online gaming and Wikipedia to social media to dating web sites, social computing is interested in all areas where our computing connects with our social lives.

## 1.3.13 Domain: HCI for Special Needs

### 1.3.13.1 Headshot Studio

* [C] David talking
* One of the most exciting application areas for HCI is in helping people with special needs.
* Computing can help us compensate for disabilities, injuries, and aging.
* Think of a robotic prosthetic, for example.
* Of course, part of that is engineering, part of it is neuroscience, but it’s also important to understand how the person intends to use such a limb and the tasks they need to perform.
* That’s HCI, intersecting with robotics.
* Or take another example from some work done here at Georgia Tech by Bruce Walker.
* How do you communicate data to a blind person?
* We’ve talked about information visualization, but if it’s a *visual*ization, it’s leaving out a significant portion of the population.
* Dr. Walker’s Sonification lab works on communicating data using sound.
* A lot of the emerging areas of HCI technology could have extraordinary significance to people with special needs.
* Imagine using virtual reality with people suffering from some form of paralysis.
* Imagine using artificial intelligence with context-aware computing to create an autonomous wheelchair.
* These are projects that would target a smaller portion of the population, but the impact to that portion would be absolutely indescribable.

## 1.3.14 Domain: Education

### 1.3.14.1 Headshot Studio

* [A] Start ~5 seconds of the opening video of EdTech, then David enters (via green screen or replacing the video)
* [C] David talking
* As you might guess Education is one of my favorite application areas of HCI.
* As I’m recording this, I’ve been teaching Educational Technology at Georgia Tech for a year, and a huge portion of designing in EdTech is straightforward HCI.
* But education puts some unique twists on the HCI process.
* Most fascinatingly, education is an area where you might not always want to make things as easy as possible.
* You might use HCI to introduce some desirable difficulties, some learning experiences for students.
* But it’s important to ensure that the cognitive load students experience during a learning task is based on the material itself, not based on trying to figure out the interface.
* The worst thing you can do in HCI for education is raise the student’s cognitive load because they’re too busy thinking about your interface instead of the subject matter itself.
* Lots of very noble efforts in designing technology for education have failed due to poor HCI, so if you’re interested in going into educational technology, you’ll find a lot of valuable lessons in human-computer interaction.

## 1.3.15 Domain: Healthcare

### 1.3.15.1 Headshot Studio

* [C] David talking
* A lot of current efforts in healthcare are about processing the massive quantities of data that are recorded every day.
* But in order to make that data useful, it has to connect to real people at some point in the process.
* Maybe it’s equipping doctors with tools to make it easier to visually evaluate and compare different diagnoses.
* Maybe it’s giving patients the tools necessary to monitor their own health and treatment options.
* Maybe that’s information visualization so patients can understand how certain decisions affect their well-being.
* Maybe it’s context-aware computing that can detect when patients are about to do something unhealthy.
* There are also numerous applications of HCI to personal health, such as Fitbit for exercise monitoring or MyFitnessPal for tracking your diet.
* These interfaces succeed if they’re easily usable for users. Ideally, they would be almost invisible.
* But perhaps the most fascinating upcoming intersection of HCI and healthcare is in virtual reality.
* [B] VR Therapy and Counseling Center, Grand Rapids, Michigan
* Virtual reality exercise programs are already common to make living an active lifestyle more fun, but what about virtual reality for therapy? That’s actually already **happening**.
* We can use virtual reality to help people confront fears and anxieties in a safe but highly authentic place.
* Healthcare in general is concerned with the help of humans, and computers are commonly used in modern healthcare. So, the applications of human-computer interaction to healthcare are huge.

## 1.3.16 Domain: Security

### 1.3.16.1 Headshot Studio

* [C] David talking
* Classes on network security are often most concerned with the algorithms and encryption methods and protocols that must be safeguarded to ensure secure communications.
* However, the most secure communication strategies in the world are weakened if people refuse to use them.
* And historically, we’ve found people have very little patience for instances when security measures get in the way of them doing their tasks.
* For security to be useful, it has to be usable -- if it isn’t usable, people just won’t use it.
* HCI can increase the usability of security in a number of ways.
* For one, it can make those actions simply easier to perform.
* Captchas are forms that are meant to ensure users are human. They used to involve recognizing letters in complex images, but now they’re often as simple as a checkbox.
* The computer recognizes human-like mouse movements and uses that to evaluate whether the user is a human.
* That makes it much less frustrating to participate in a security activity.
* However, HCI can also make security more usable by visualizing and communicating the need.
* Many people get frustrated when systems require passwords that meet a certain standard of complexity, but that’s because it seems arbitrary.
* If the system instead expresses to the user the rationale behind the requirement, the requirement can be much less frustrating.
* I’ve even seen a password form that treats password selection like a game, where you’re ranked against others for how difficult your password would be to guess.
* That’s a way to incentivize strong password selection, making security more usable.

## 1.3.17 Domain: Video Gaming

### 1.3.17.1 Headshot Studio

* [C] David talking
* Video games are one of the purest examples of HCI.
* They’re actually a really great place to study HCI because so many of the topics we discuss are so salient.
* For example, we discuss the need for a logical mapping between actions and effects.
* A good game exemplifies that: the actions the user takes with the controller should feel like they’re actually interacting within the game world.
* We discuss the power of feedback cycles.
* Video games are a near-constant feedback cycle as the user takes actions, evaluates the results, and adjusts accordingly.
* In fact, if you read through video game reviews, you’ll find that many of the criticisms are actually criticisms of bad HCI.
* The controls are tough to use.
* It’s hard to figure out what happened.
* The penalty for failure is too low or too high.
* All of these are examples of poor interface design.
* In gaming, though, there is such a tight connection between the task and the interface that frustrations with the task can help us quickly identify problems with the interface.

## 1.3.18 Reflections: Exploring HCI

### 1.3.18.1 Headshot Studio

* [C] David talking
* Throughout our conversations, we’re going to explore some of the fundamental principles and methods in HCI.
* Depending on the curriculum surrounding this material, you’ll complete assignments, projects, exams, or other assessments in some design areas.
* However, we’d like you to also apply what you learn to an area of your choice.
* So, pick an area -- either one we’ve mentioned here or one you know about separately -- and keep it in mind as we go through the course.
* Our hope is that by the end of the course you’ll be able to apply what you learn to the area in which you’re interested in working.

## 1.3.19 Conclusion

### 1.3.19.1 Headshot Studio

* [C] David talking
* In this lesson, our goal has been to give you an overview of the exciting expanse of ongoing HCI research and development.
* We encourage you to select a topic you find interesting, read about it a little more, and think back on it throughout the course.
* In unit 4, we’ll provide some additional readings and materials on many of these topics for you to peruse. You can feel free to jump ahead to there now as well.
* But before we get too far into what we want to design, we first must cover the fundamental principles and methods of HCI.