

Human-Computer Interaction

CPSC 481 - Spring 2019

Sketching

Adapted from Tony Tang

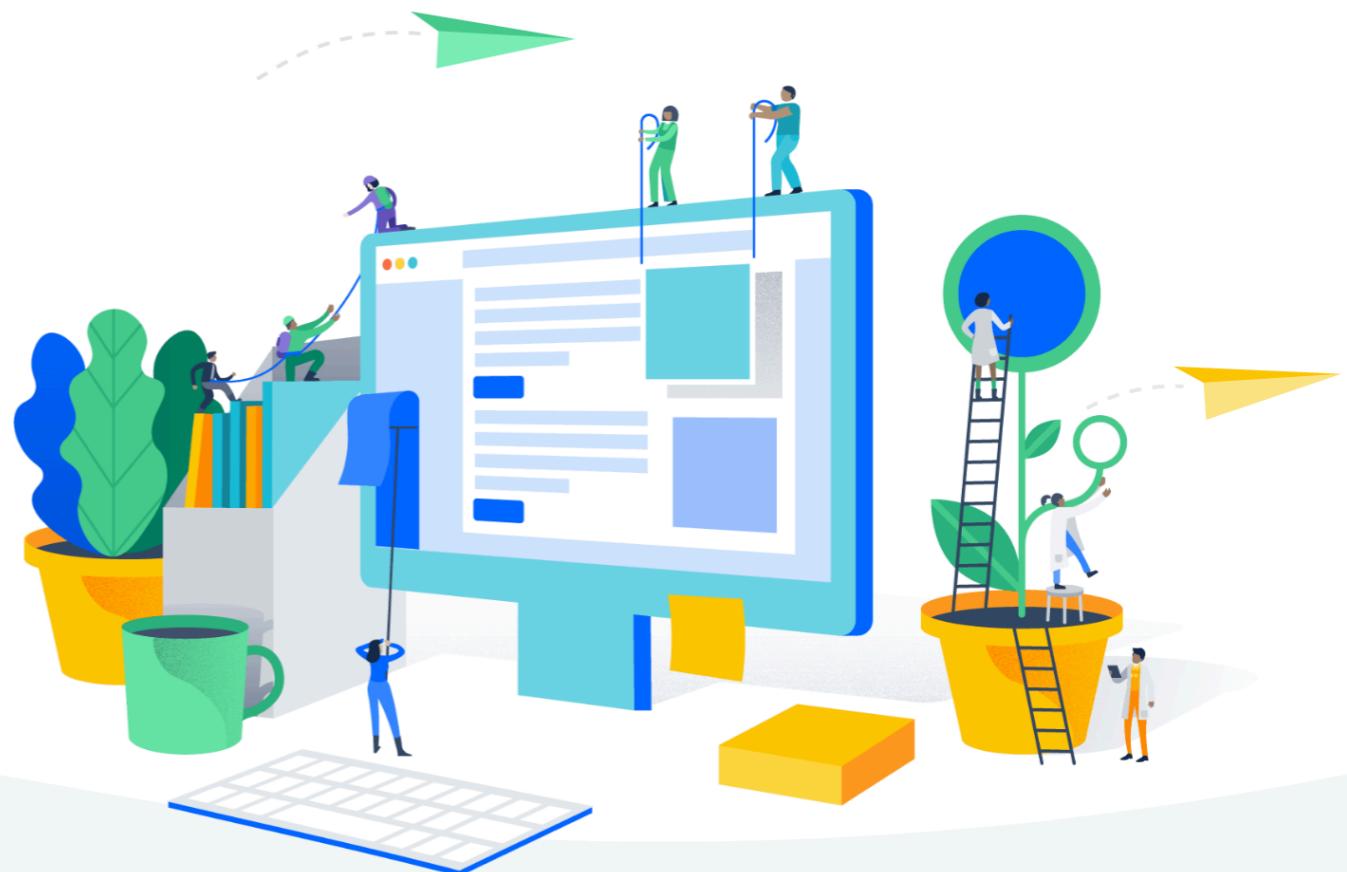
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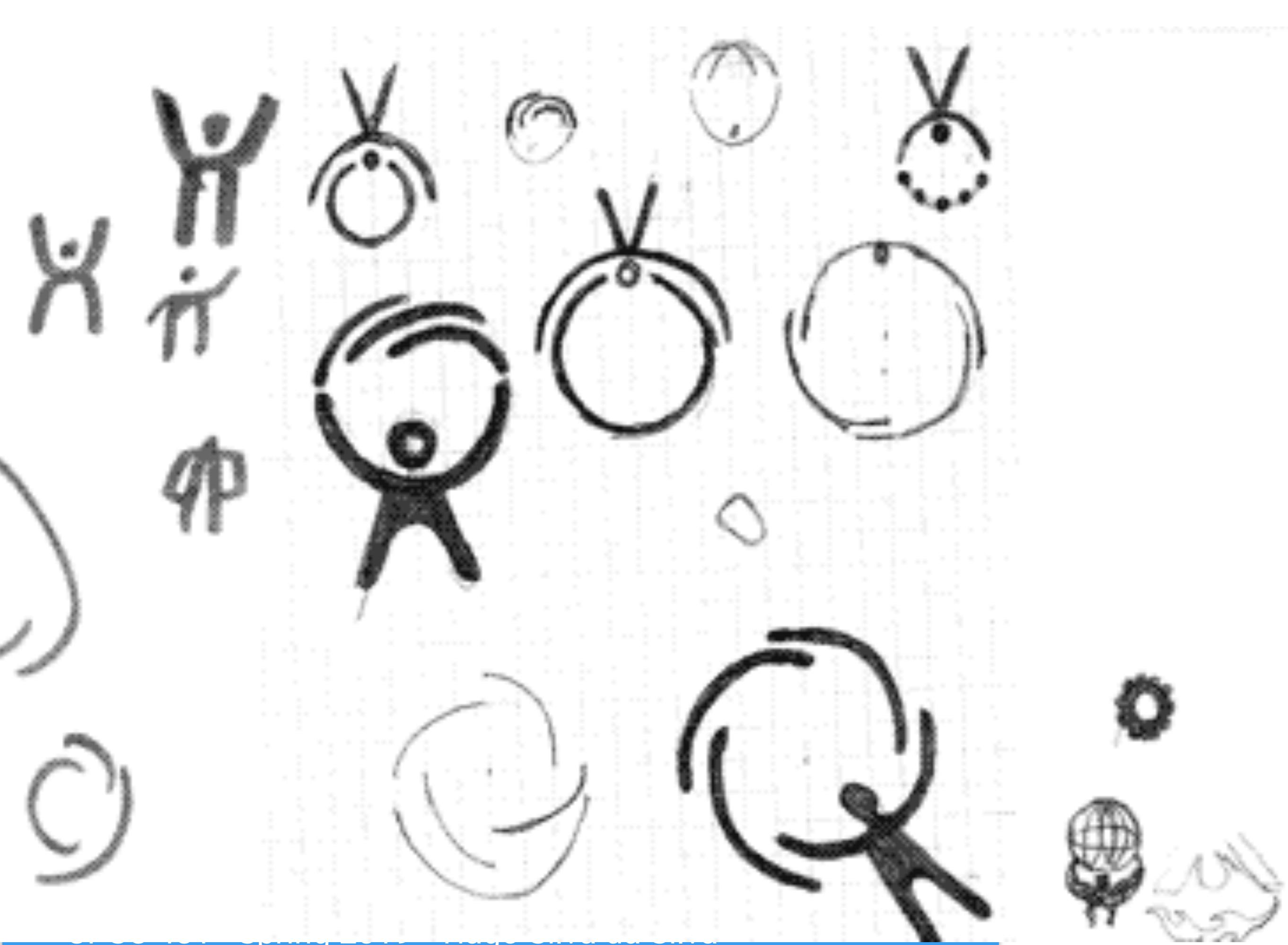
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The screenshot shows the Atlassian Jira interface with the title "Product Team Board". The top navigation bar includes links for Dashboards, Projects, Issues, Agile, Create Issue, Quick Search, and user profile. Below the header is a filter bar showing SPRINT: Q4 FY 2013 - 6.7.13 and various quick filters like Past Due, Due Within 1 Week, Only My Issues, Recently Updated, Bug, CX, Content, Design, and Dev. The main area displays a Kanban board with four columns: To Do, In Progress, Waiting, and Done. Each column has a count of items: 30, 13, 22, and 25 respectively. Under each column, there are several tasks represented by cards with icons, titles, and descriptions. For example, in the "To Do" column, there are cards for PMM-6304 (Enterprise 2.2 UX) and PMM-6224 (Suggestions Highlight). In the "In Progress" column, there are cards for PMM-6304 (Analyze purchase flow traffic) and PMM-6224 (Customer Interview Template). In the "Waiting" column, there are cards for PMM-6304 (Refresh email drip) and PMM-6224 (Update footer with latest releases). In the "Done" column, there are cards for PMM-6304 (Update new features deck) and PMM-6224 (Update footer with latest releases).

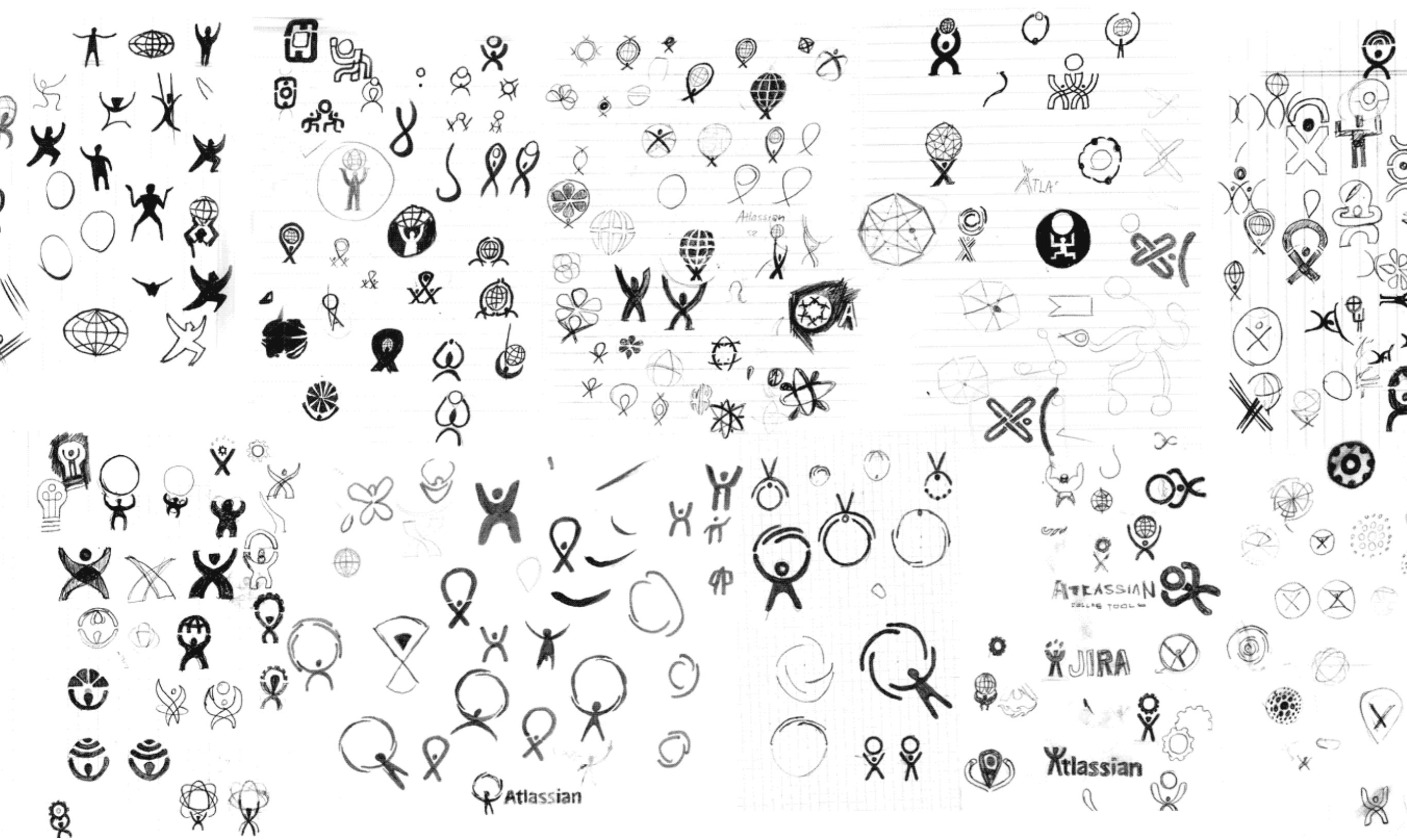


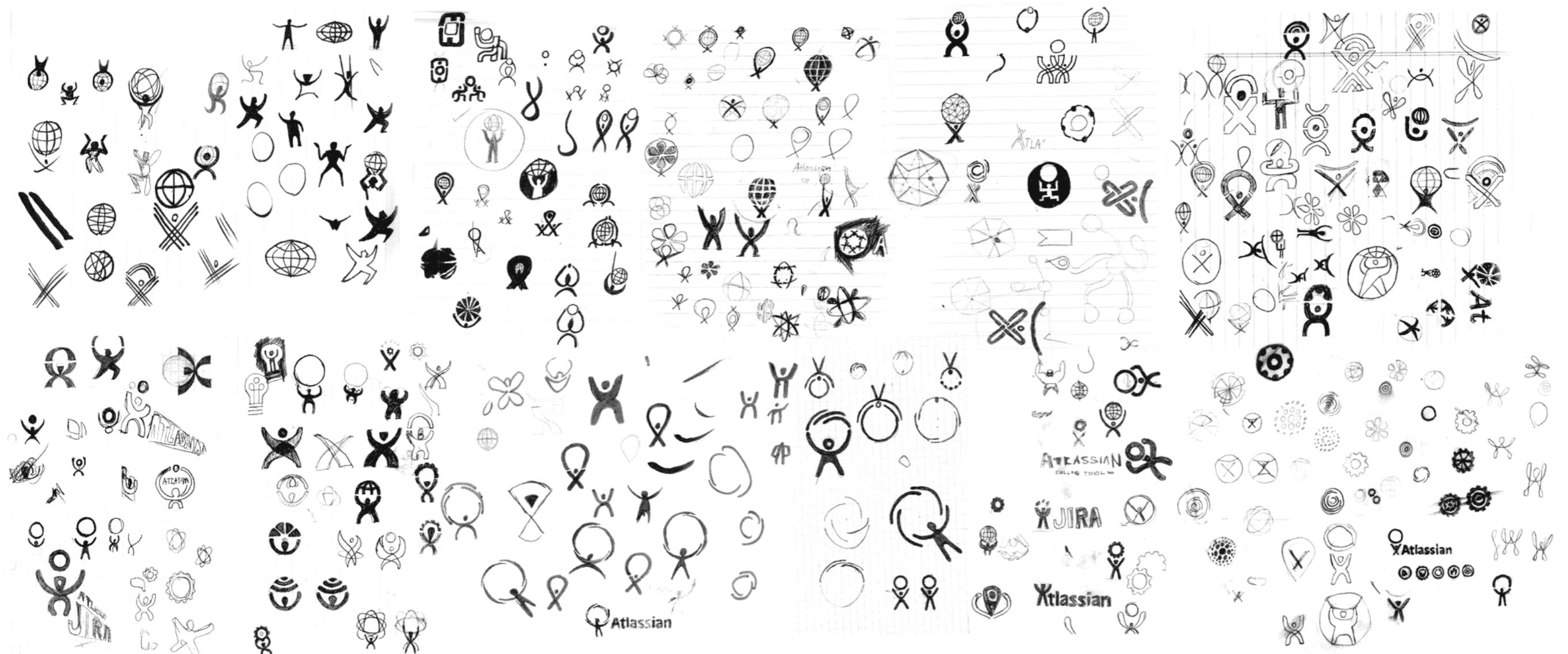
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Collaboration Tools

JIRA

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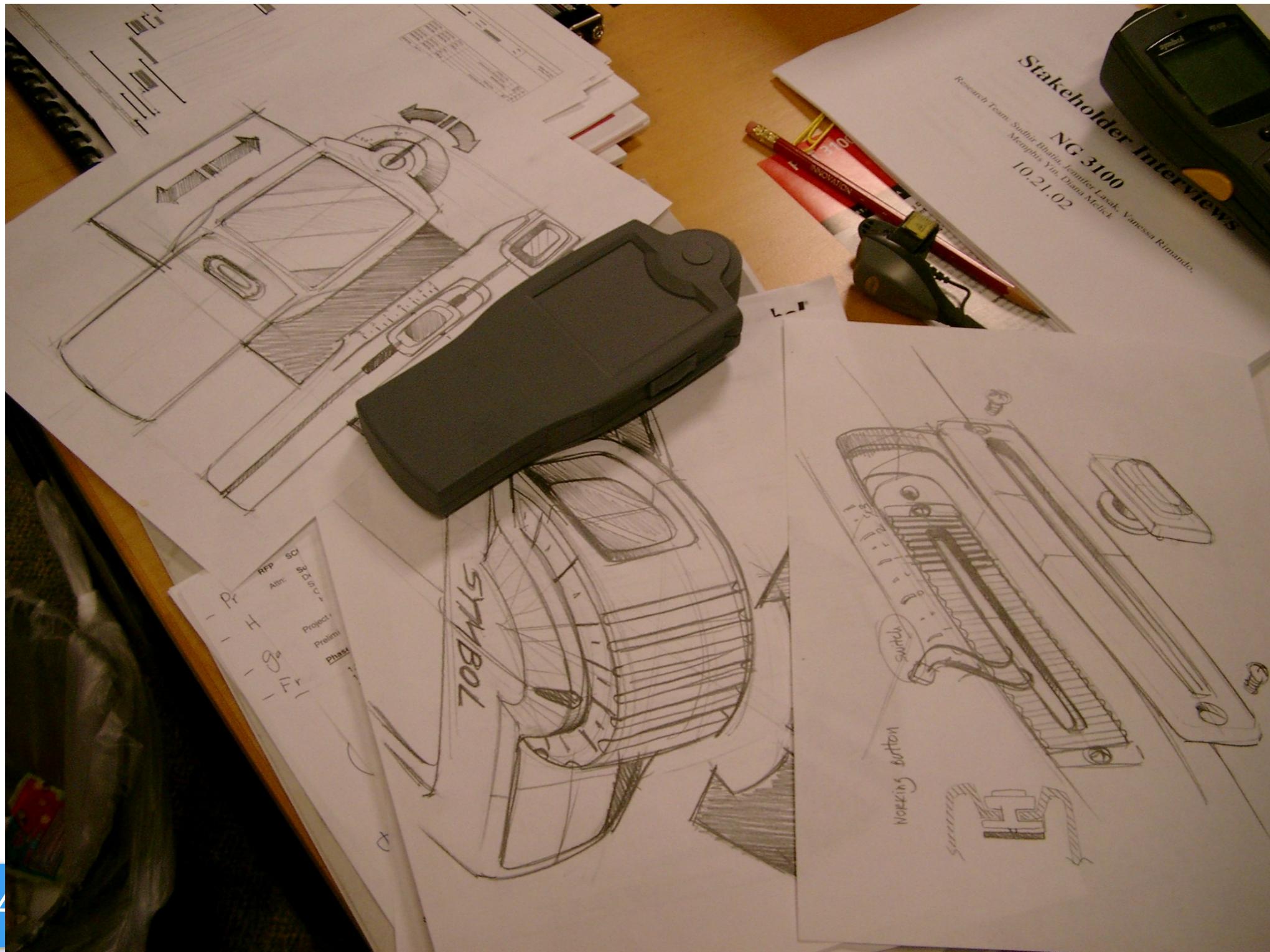




Sketching

- Why should we sketch?
- Getting the design right vs. Getting the right design
- What is a sketching?
- Properties of sketches
- What is and what is not a sketch
- Sketching vs. Prototyping

Sketching is about Design



Why sketch?

- Create
- Record
- Reflect, share, critique, decide

Why sketch?

- Create
 - Early ideation
 - Think openly about ideas
 - Force you to visualize how things come together
 - Brainstorming: generate abundant ideas without worrying about quality

Why sketch?

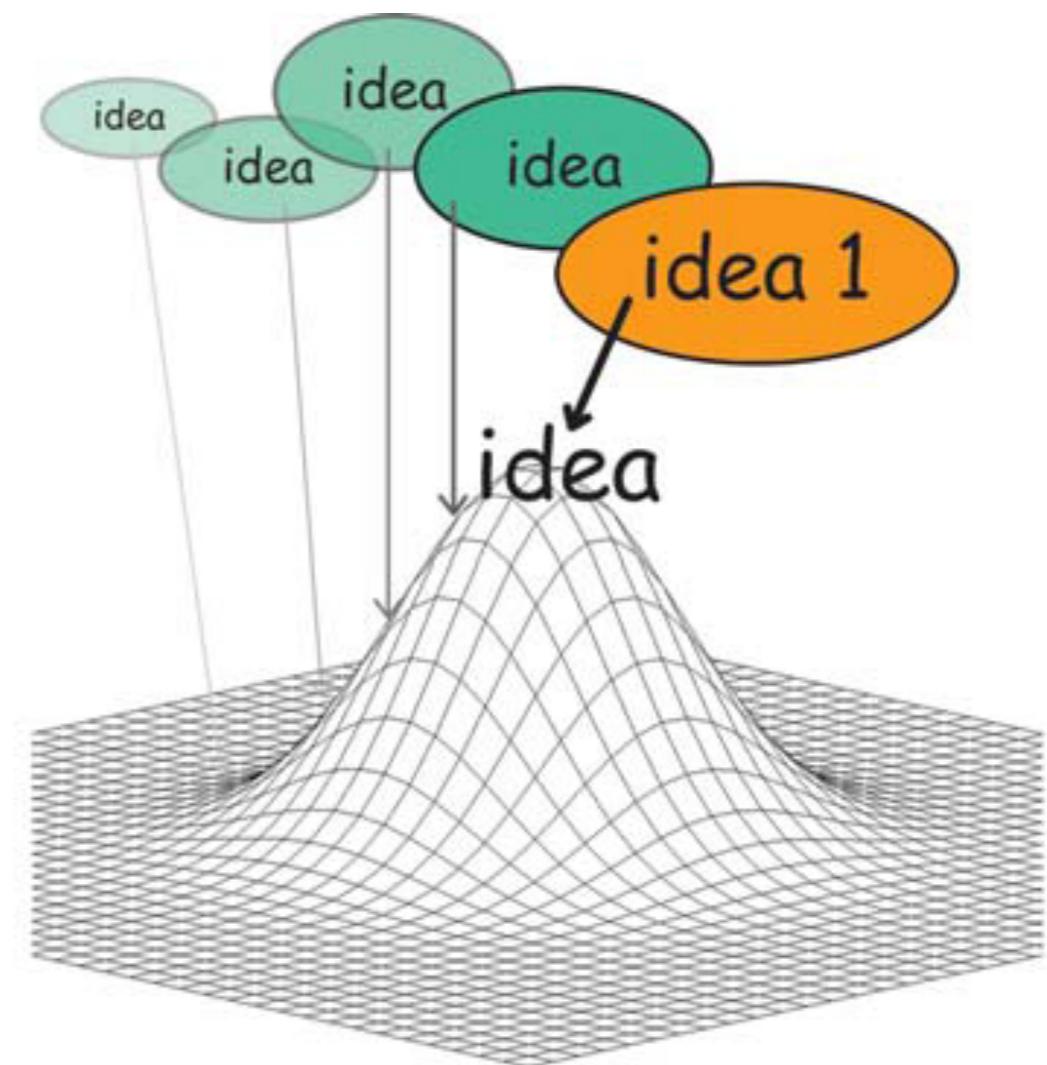
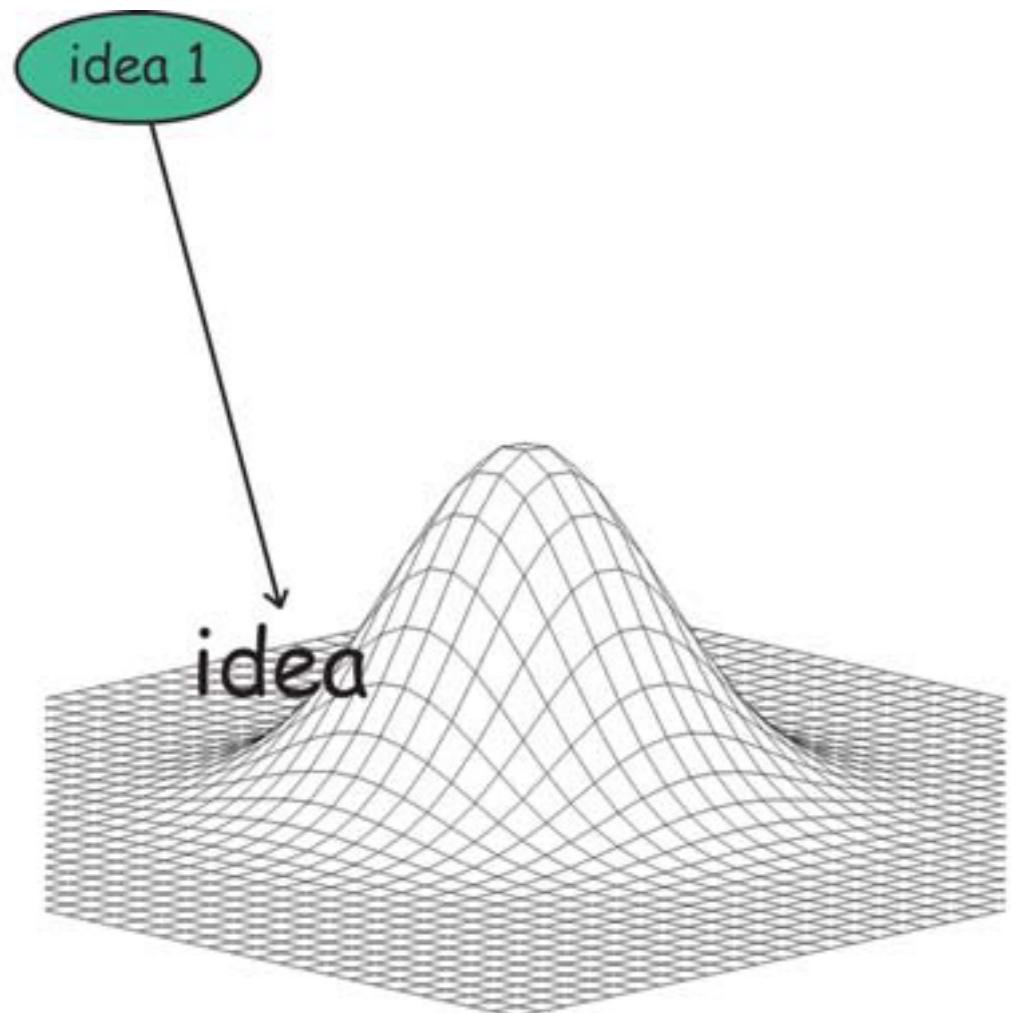
- Record
 - Ideas you develop
 - Ideas that you come across
 - Archive ideas for later reflection

Why sketch?

- Reflect, share, critique, decide
 - Communicate ideas to others
 - Invite responses, criticisms, and alternatives
 - Choose ideas worth pursuing

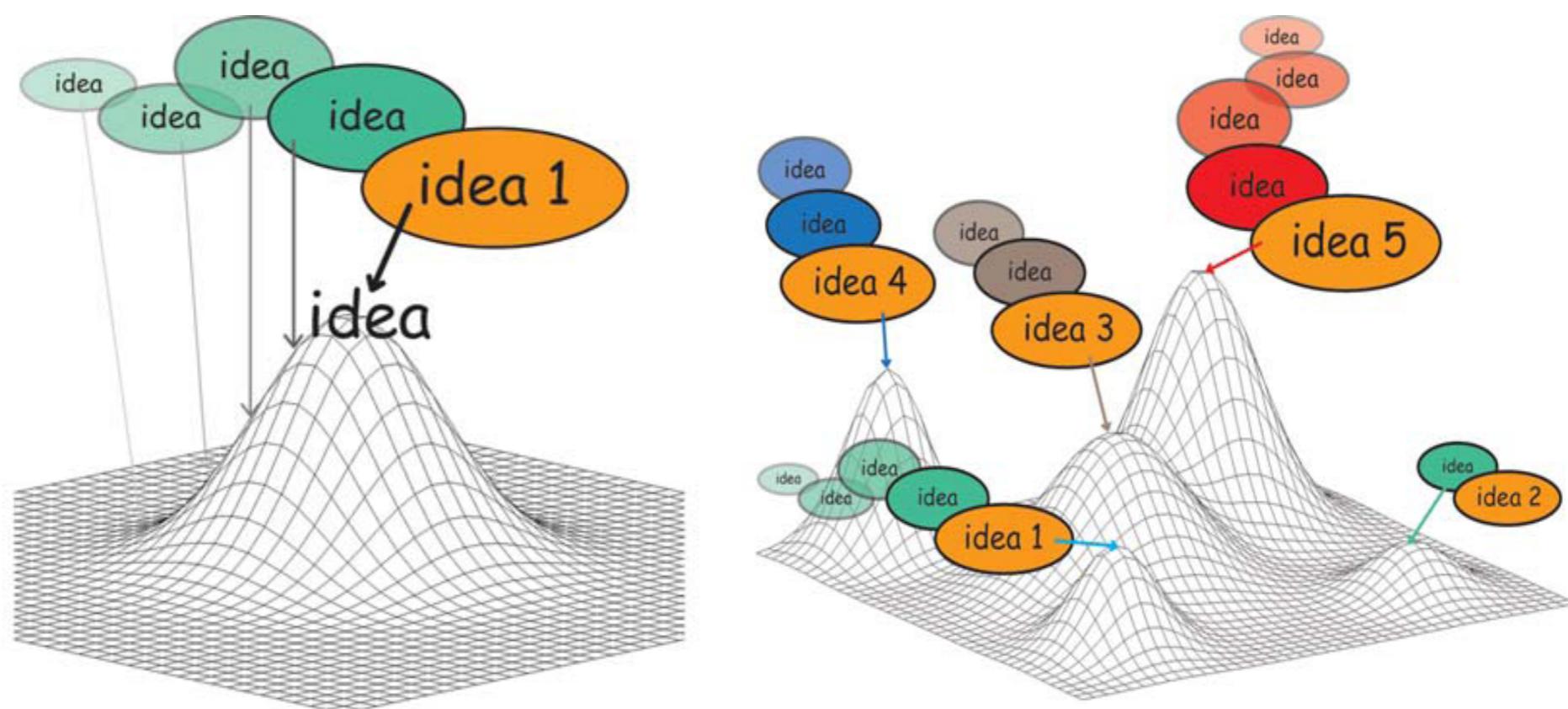
Getting the design right

- Generate an idea
- Iterate on the idea



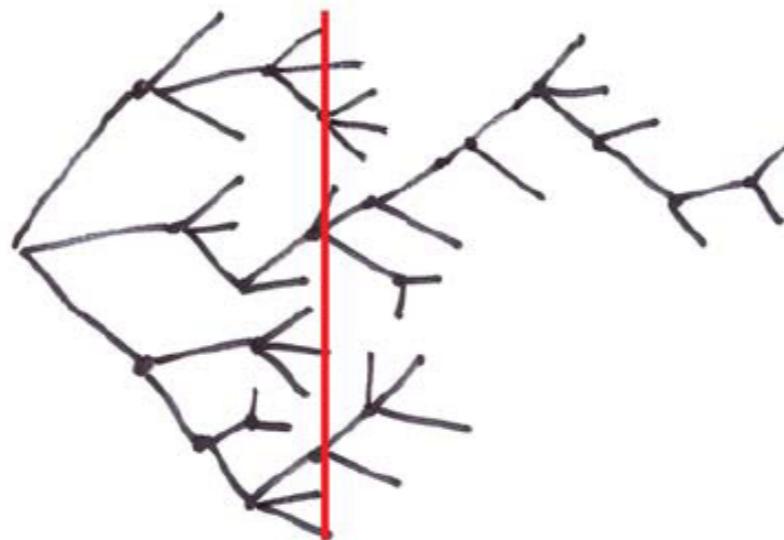
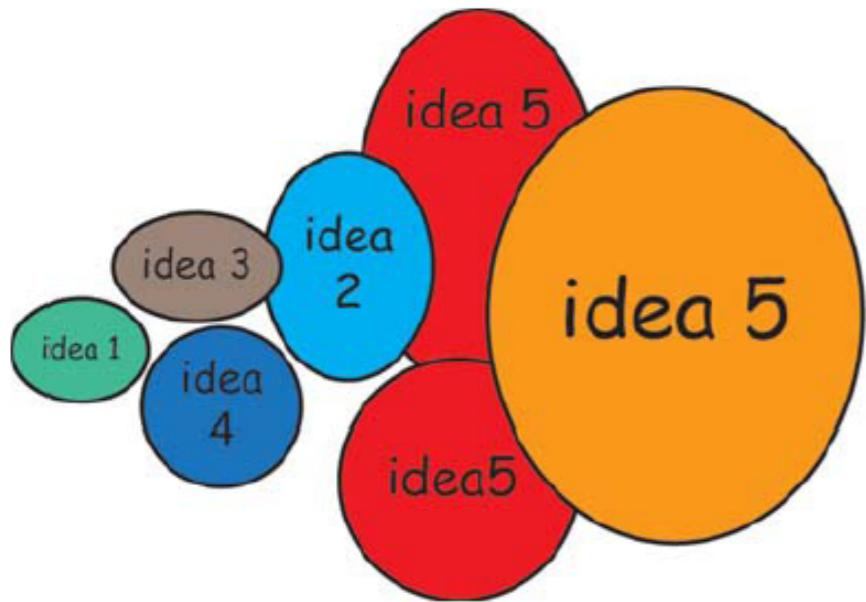
Problem

- Is it the best idea? Issue: we often fixate on the first idea. Local maximum: hill climbing issue.

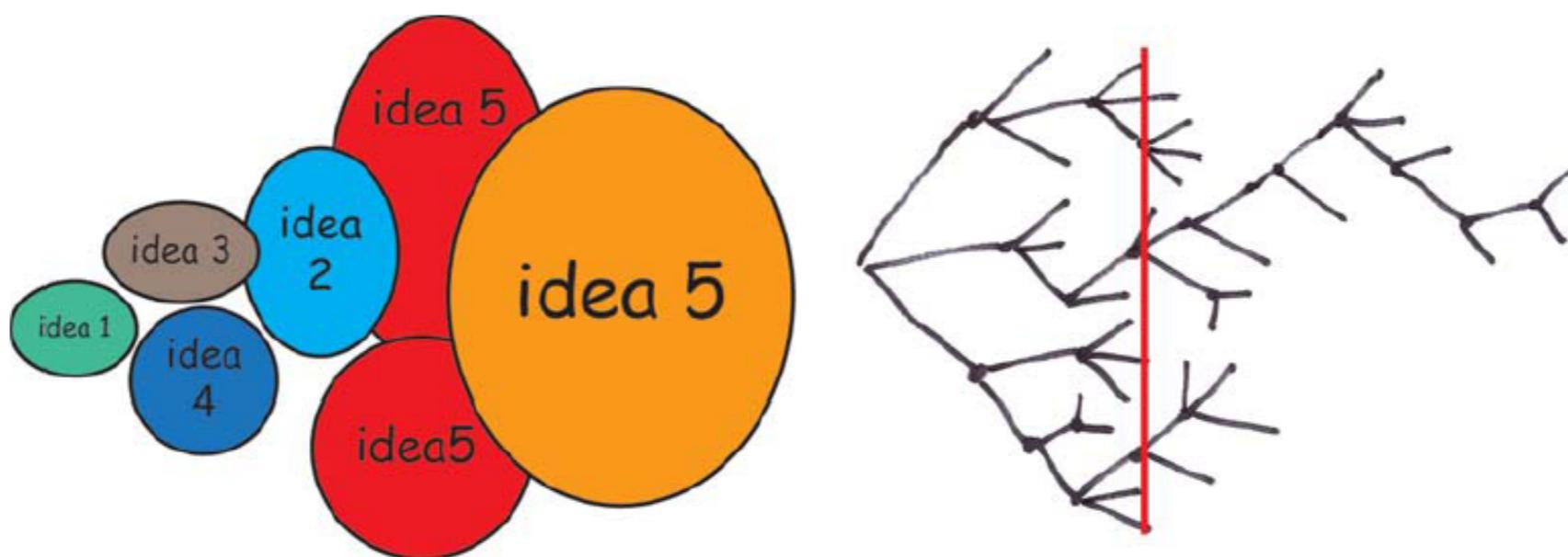


Getting the right design

- Generate many ideas and variations
- Reflect on all ideas
- Choose the ones that look most promising
- Develop them in parallel
- Add new ideas as they come up
- Then iterate your final choice



Getting the right design

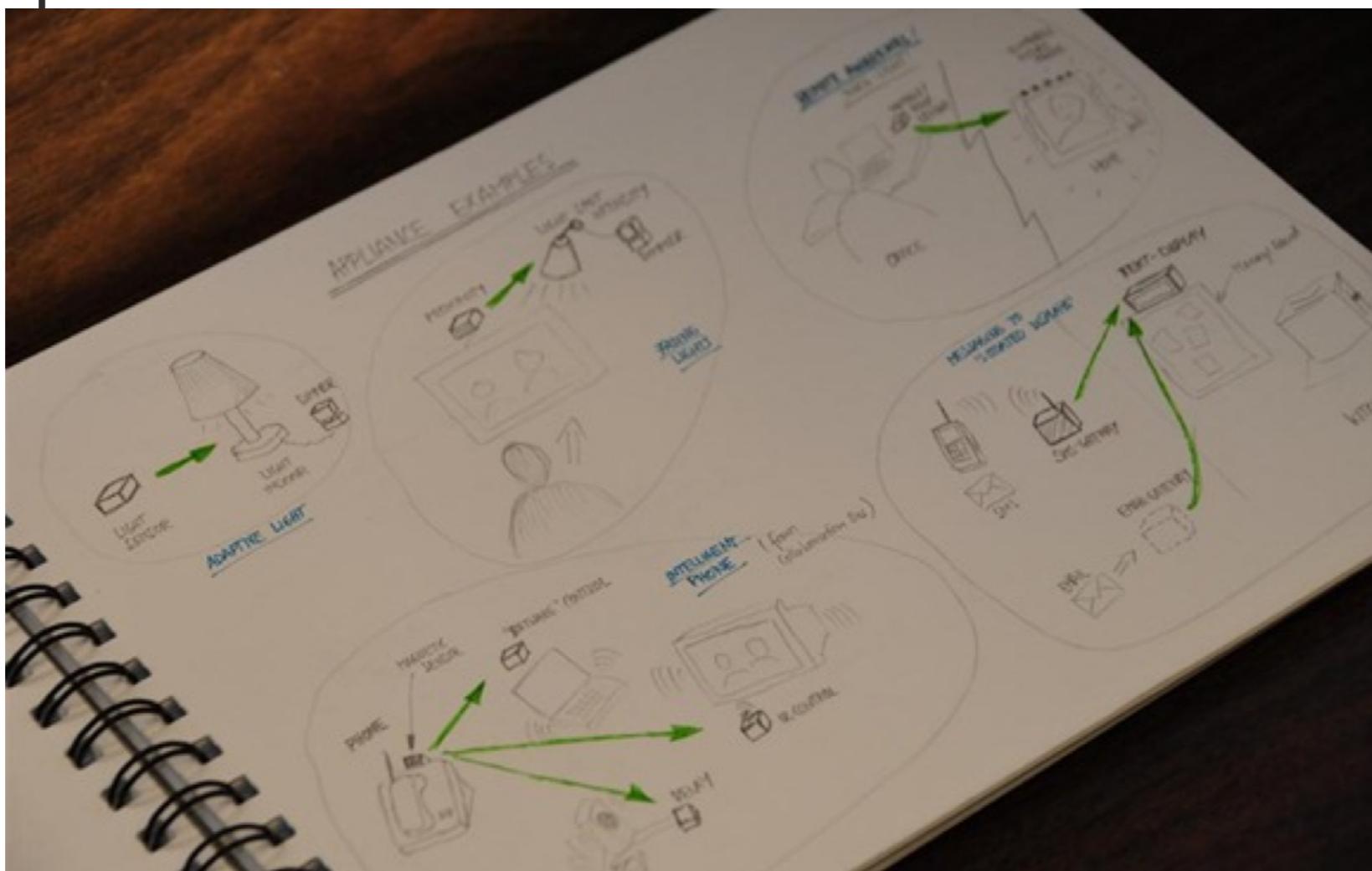


“...a designer that pitched three ideas would probably be fired. I’d say 5 is an entry point for an early formal review (distilled from 100s) ... if you are pushing one you will be found out, and also fired ... it is about open mindedness, humility, discovery, and learning. If you aren’t authentically dedicated to that approach you are just doing it wrong!”

–Alistair Hamilton (VP Design at Symbol Technologies)

Sketching

- A process that enables you to think through ideas and variations, and convey design ideas to others early in the design phase.



Why Sketching?

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- Early ideation that allows risk-taking and explorations of variations

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Why Sketching?

- Early ideation that allows risk-taking and explorations of variations
- Allows you to think through ideas
- Active form of brainstorming

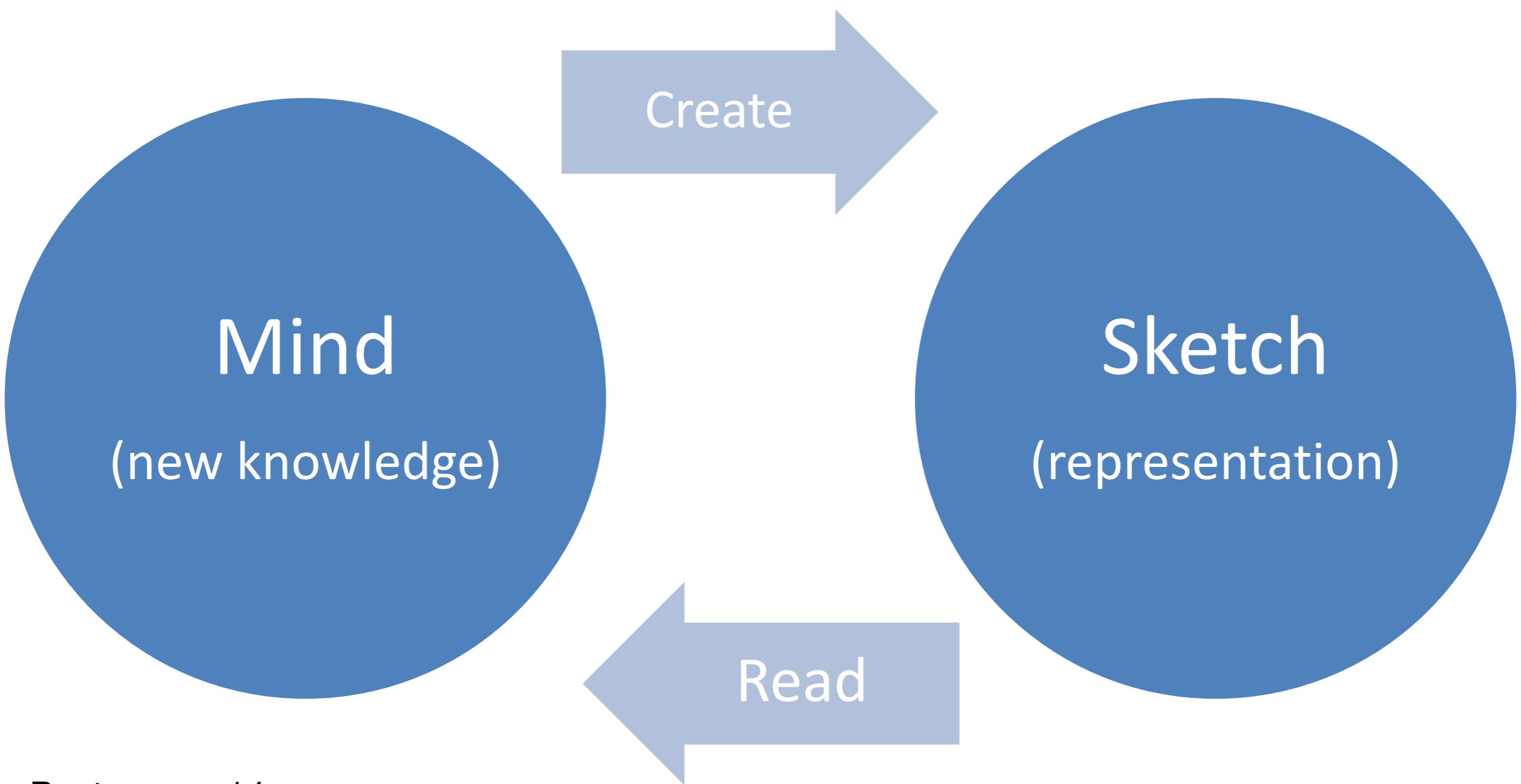
Why Sketching?

- Forces you to visualize how things come together

Why Sketching?

- Forces you to visualise how things come together
- Communicates ideas to others (and oneself) to inspire new designs

Sketching as a dialog



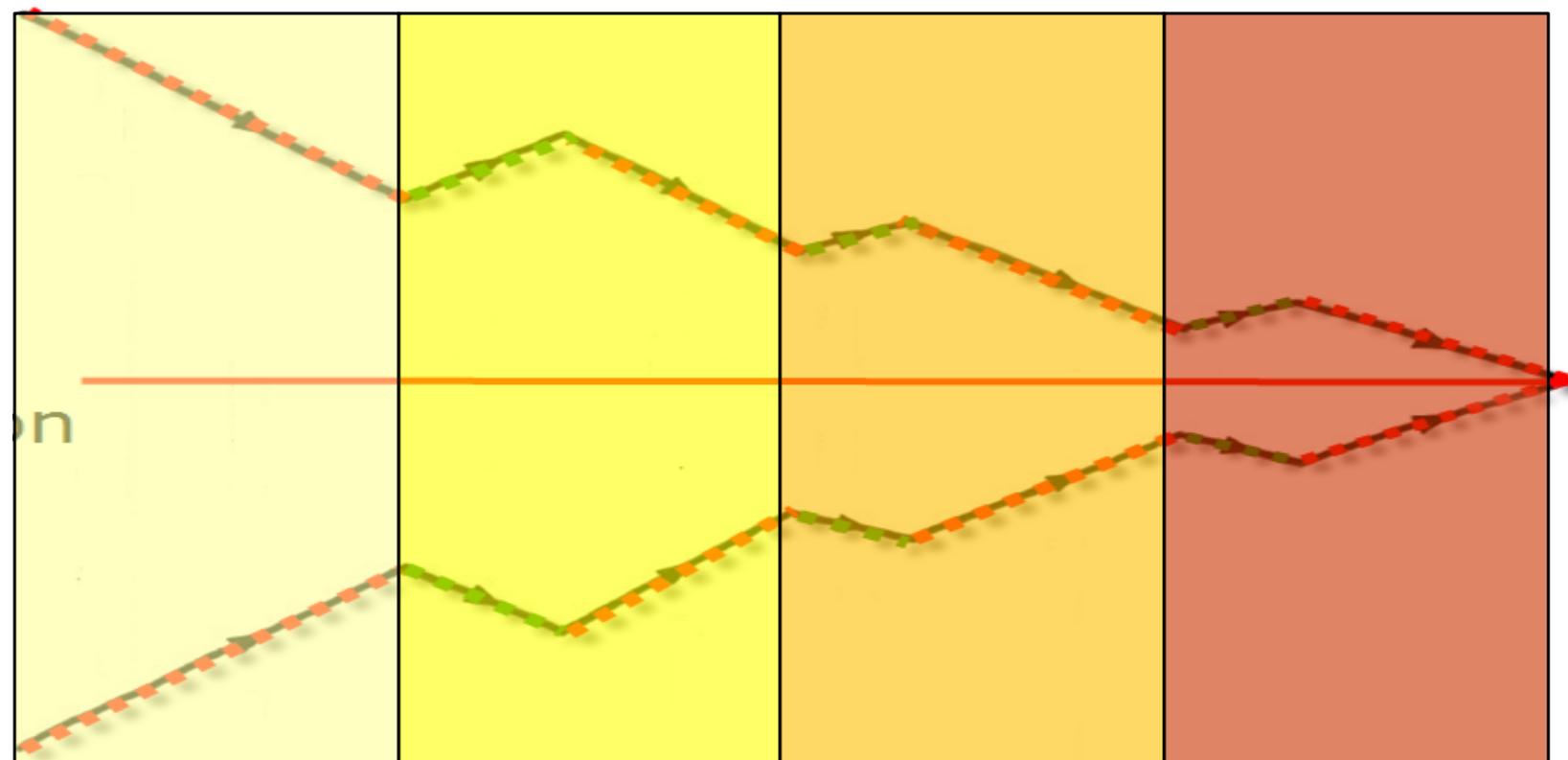
Buxton, pp. 14

Elaboration and Reduction

- **Elaborate** - generate solutions. There are the opportunities.
- **Reduce** - decide on the ones worth pursuing.
- **Repeat** - elaborate and reduce again on those solutions.

Elaboration and Reduction

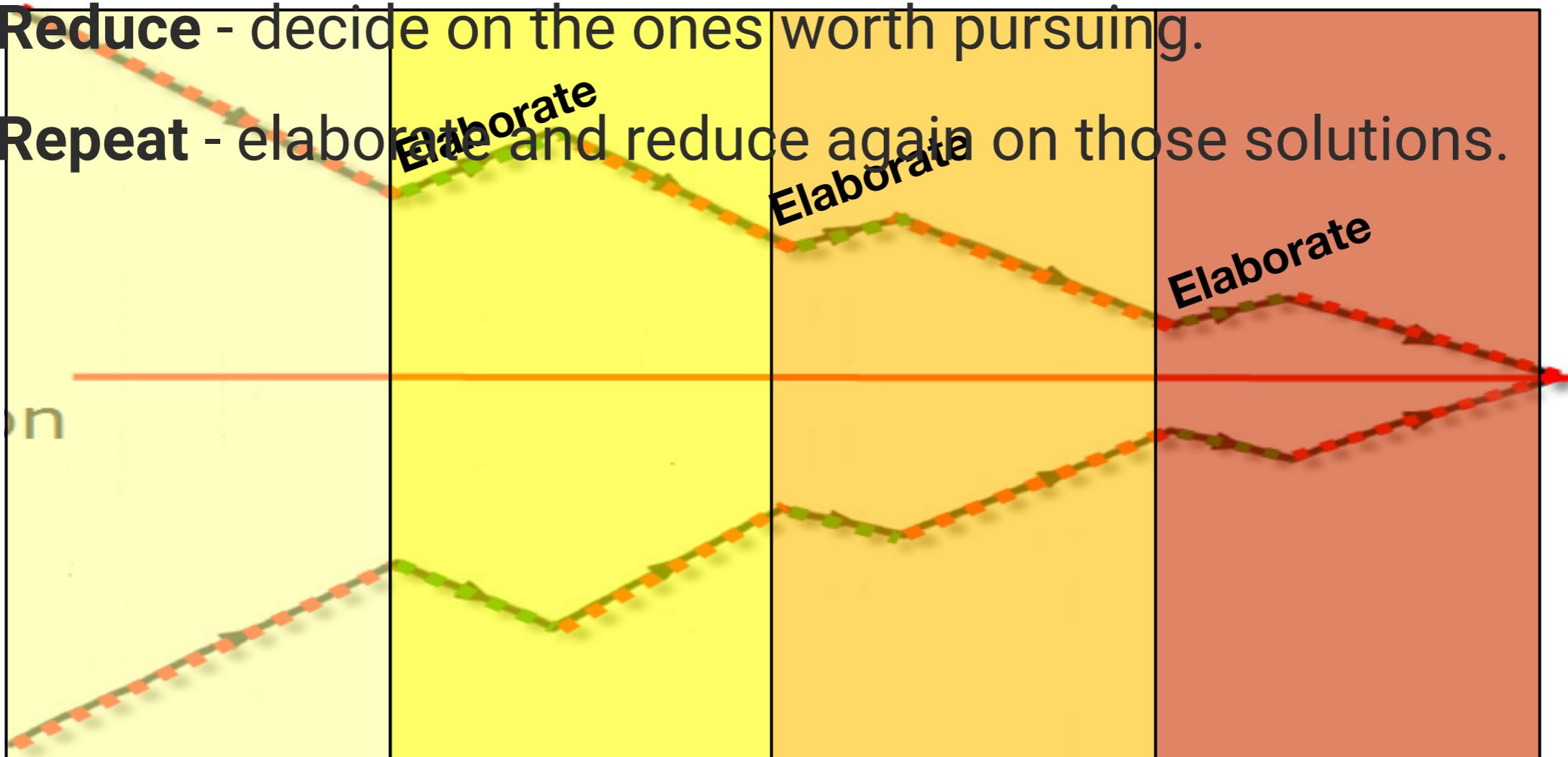
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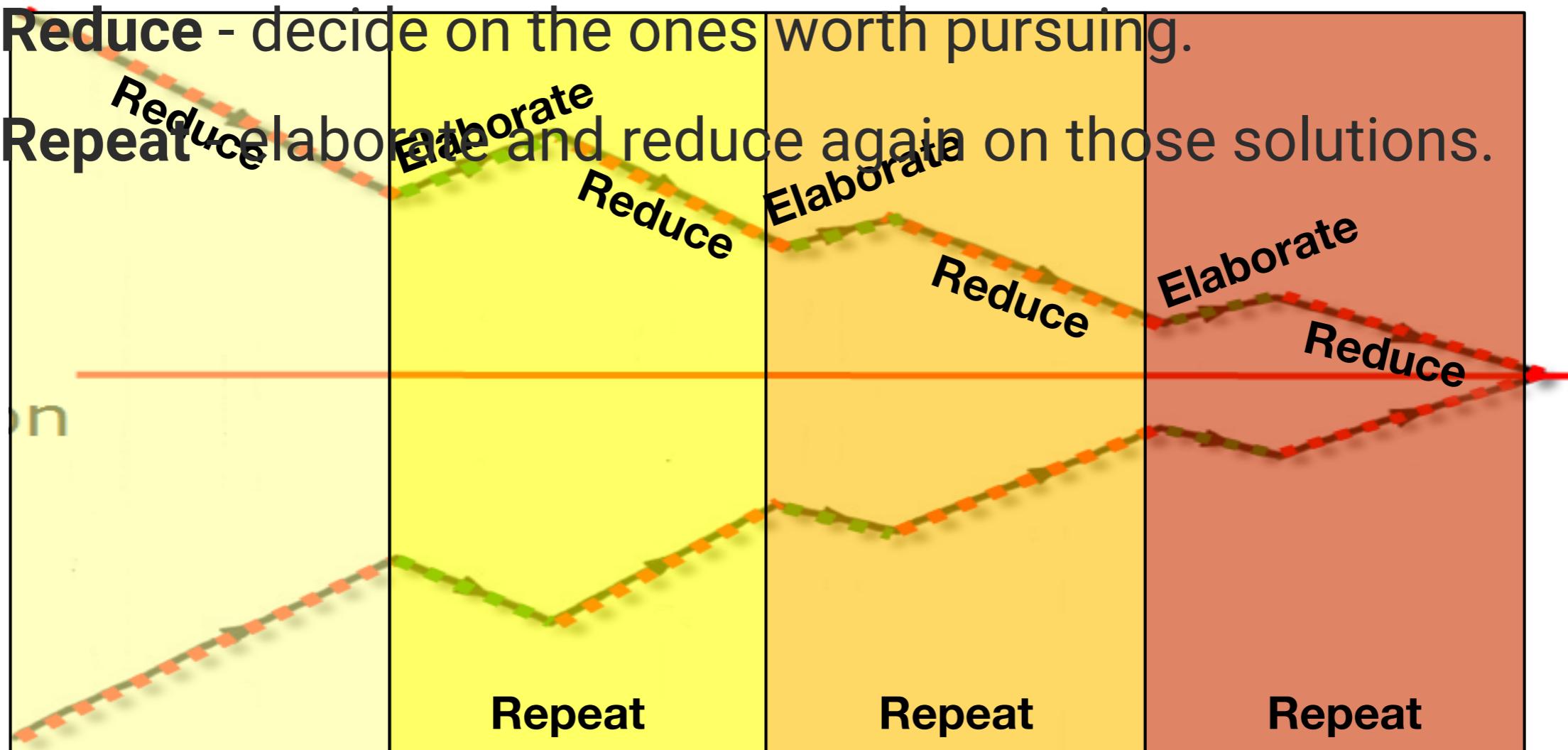
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Elaboration and Reduction

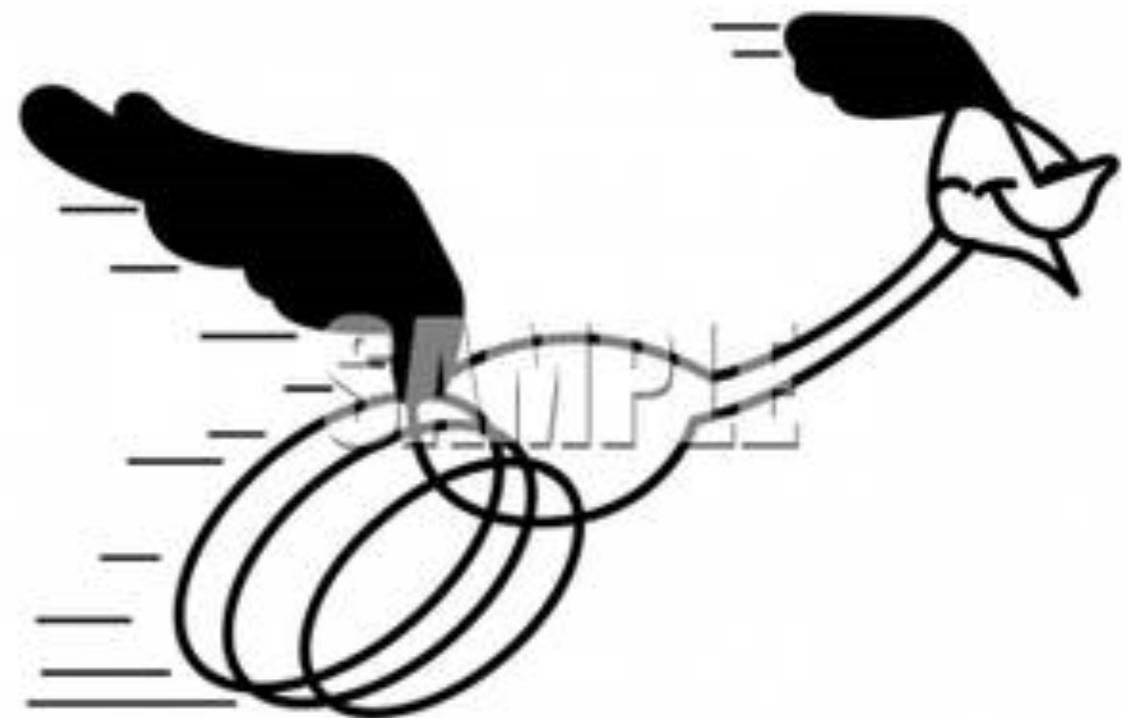
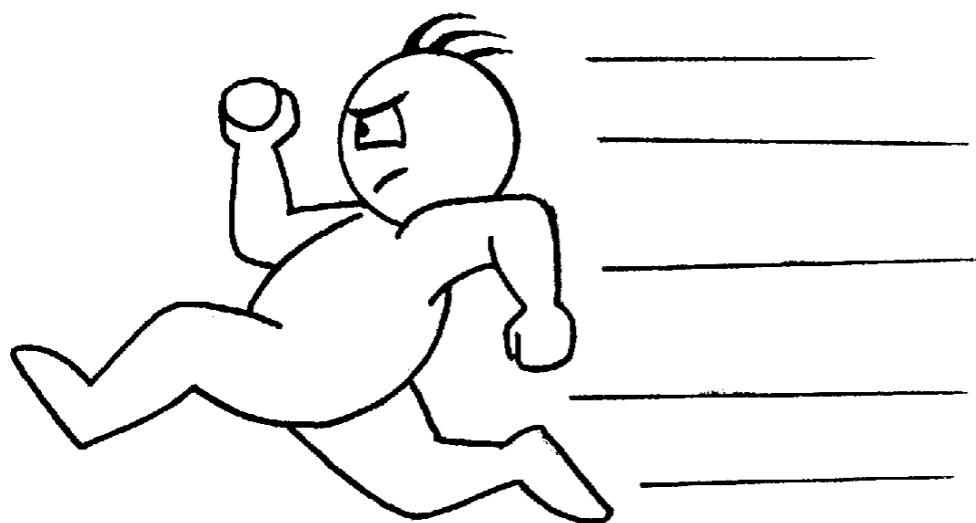
- Design is choice.
- There are two places where there is room for creativity:
 1. Creativity you bring to enumerating meaningfully distinct options from which to choose
 2. Creativity you bring to defining the criteria, or heuristics, according to which you make your choices

Buxton's properties of Sketches

- Quick
- Timely
- Inexpensive
- Disposable
- Plentiful
- Clear vocabulary
- Distinct gesture
- Minimal detail
- Appropriate degree of refinement
- Suggest and explore vs. confirm
- Ambiguity

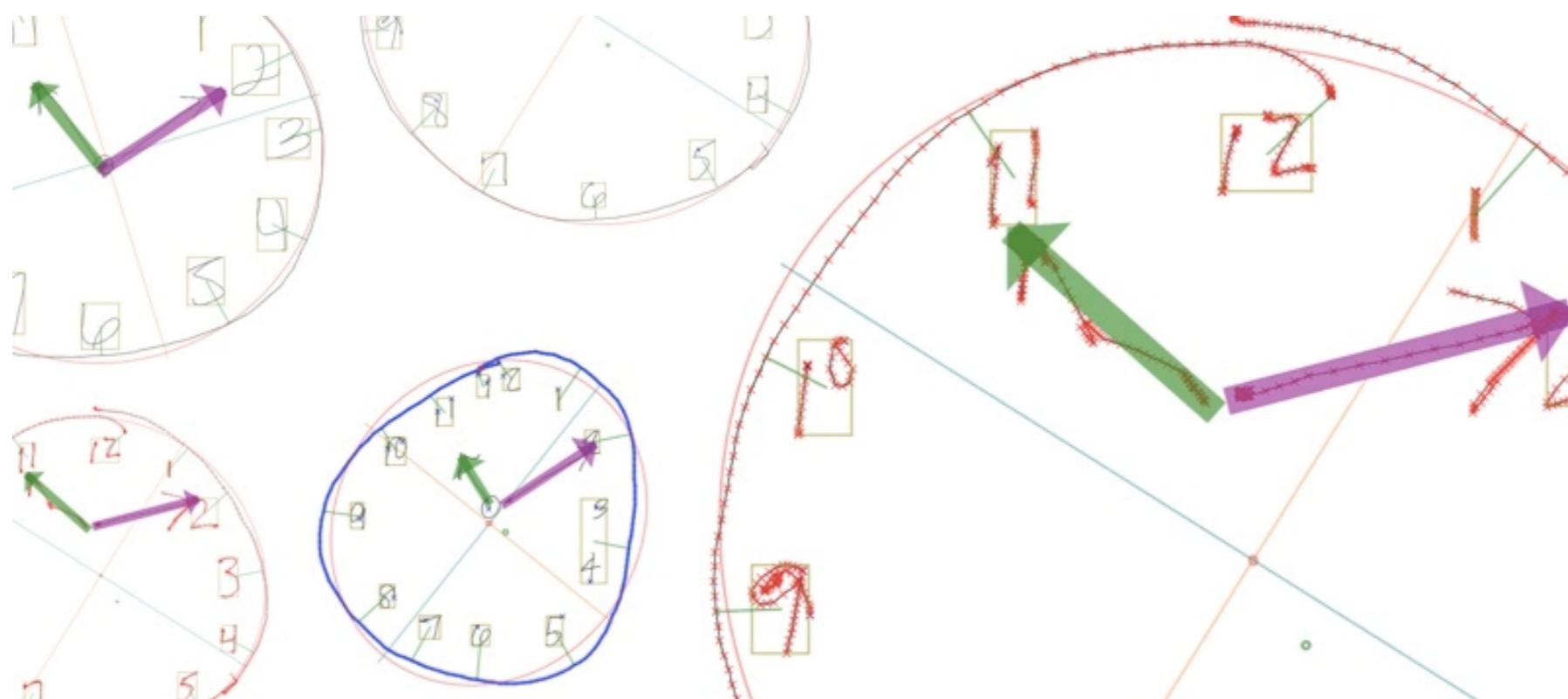
Quick

- A sketch is quick to make, or at least gives that impression



Timely

- A sketch can be provided when needed



Inexpensive

- Cost must not inhibit the ability to explore a concept, especially early in design



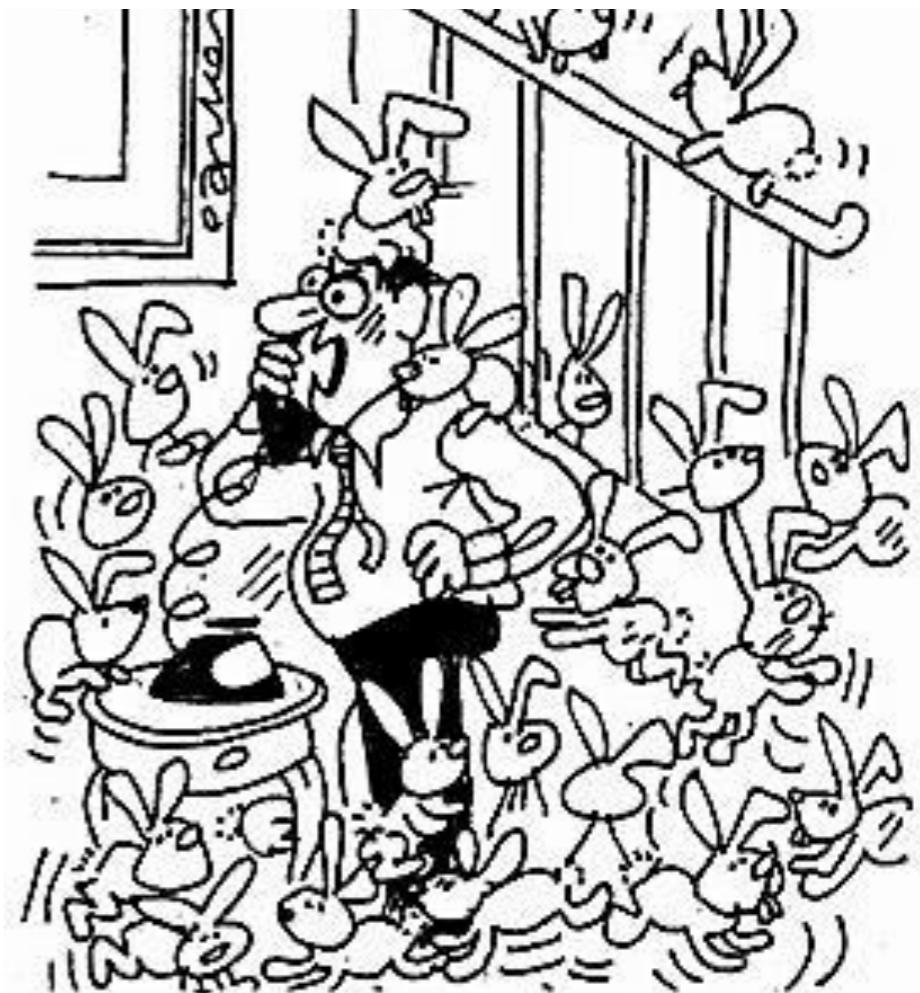
Disposable

- If you can't afford to throw it away, it's not a sketch
- Investment is in the process, not the physical sketch
- However, sketches are not “worthless”

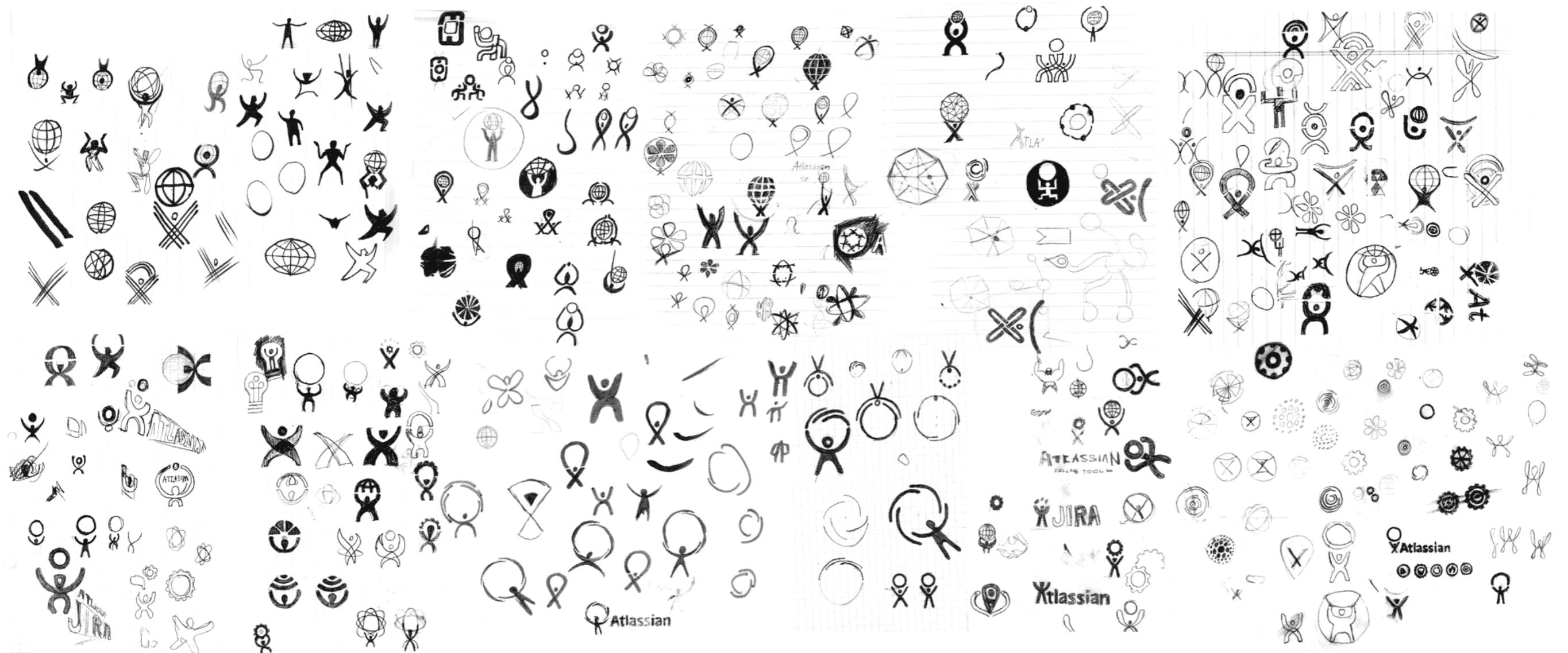


Plentiful

- They don't exist in isolation
- Meaning and relevance is in the context of a collection or series

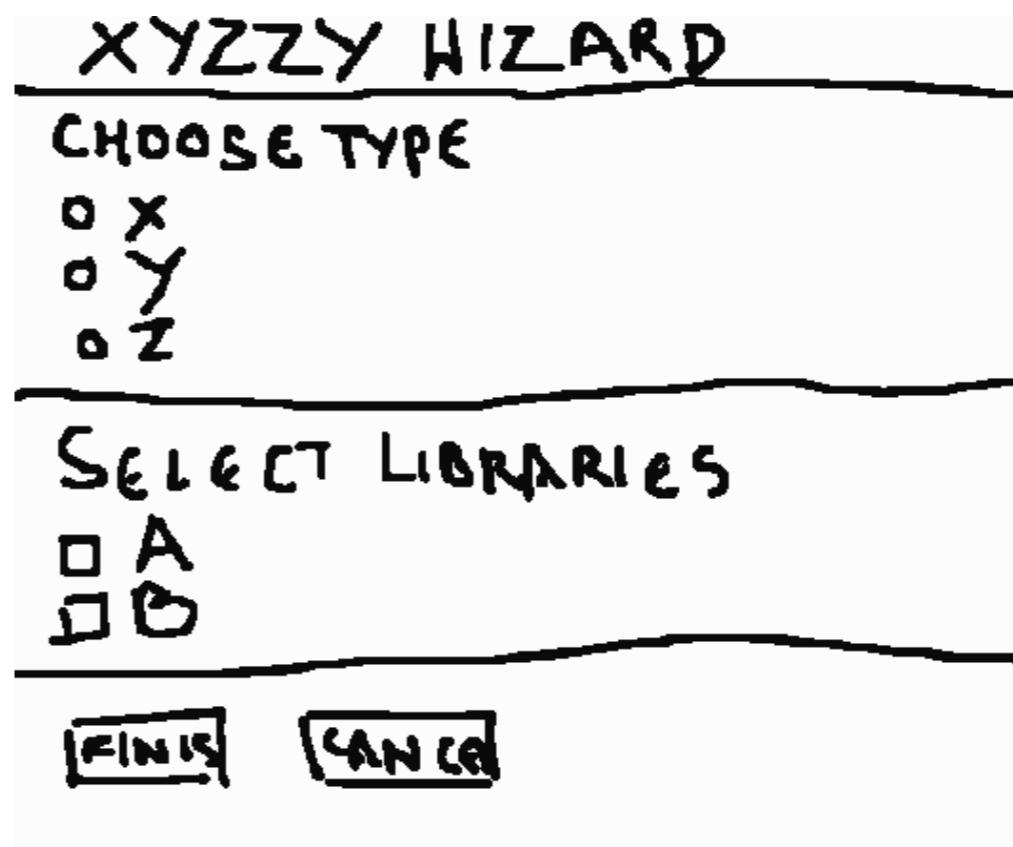


Plentiful



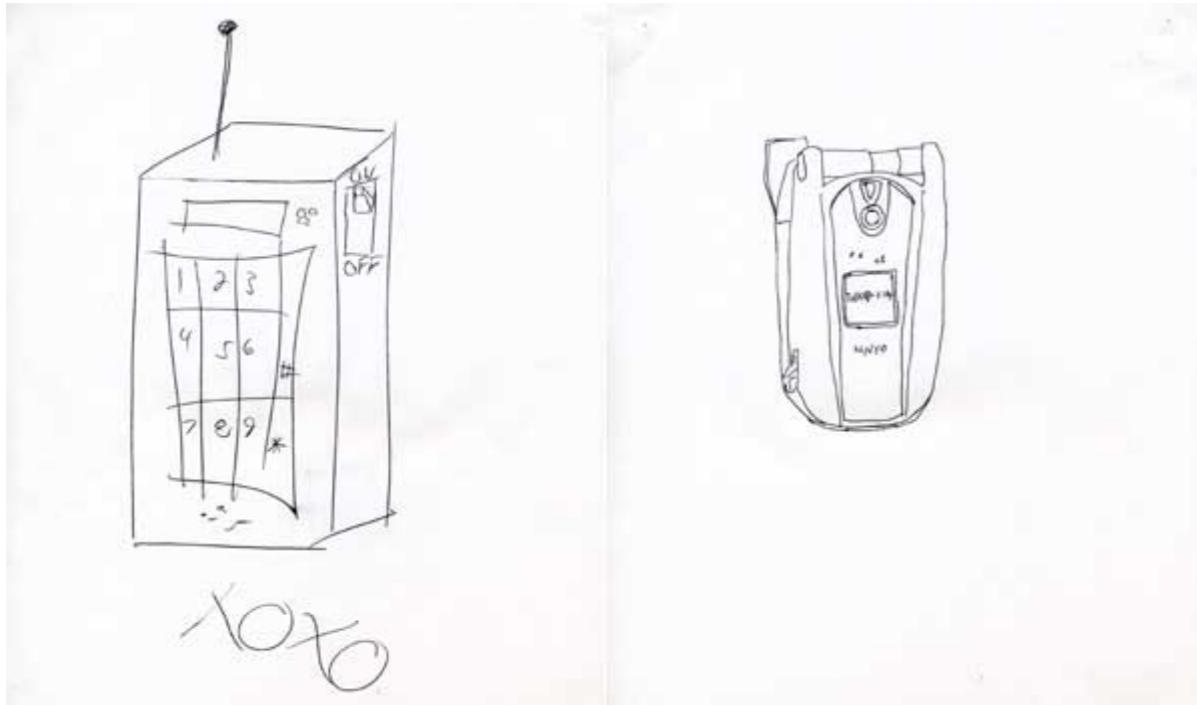
Clear vocabulary

- The way it's rendered (e.g., style, form, signals) makes it distinctive that it is a sketch
 - Could be the way that a line extends through endpoints

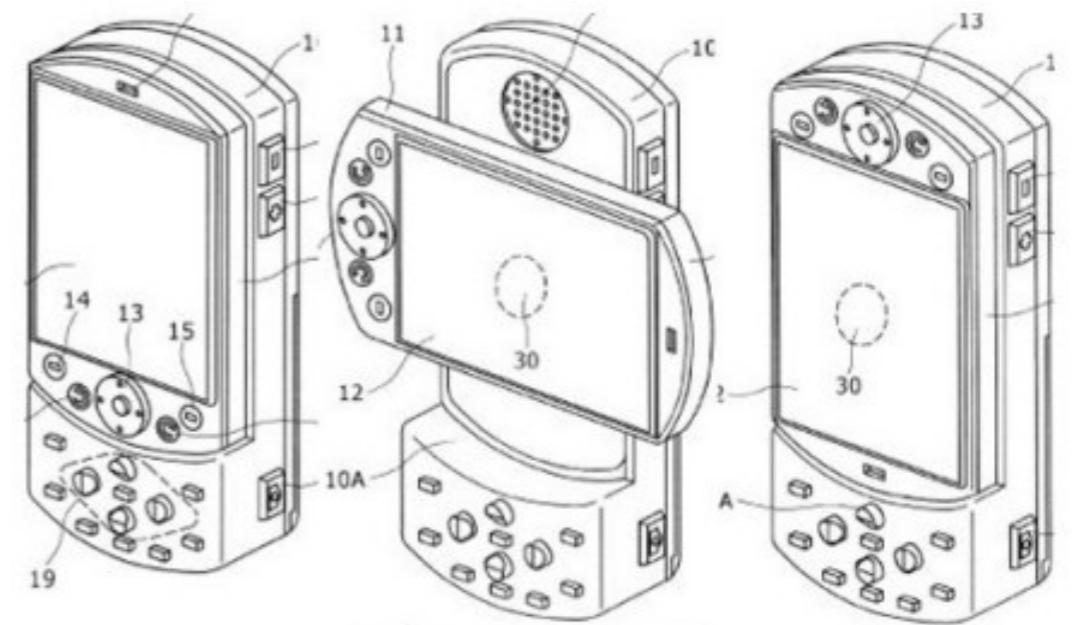


Distinct gesture

- Fluidity of sketches gives them a sense of openness and freedom
- Opposite of engineering drawing, which is tight and precise

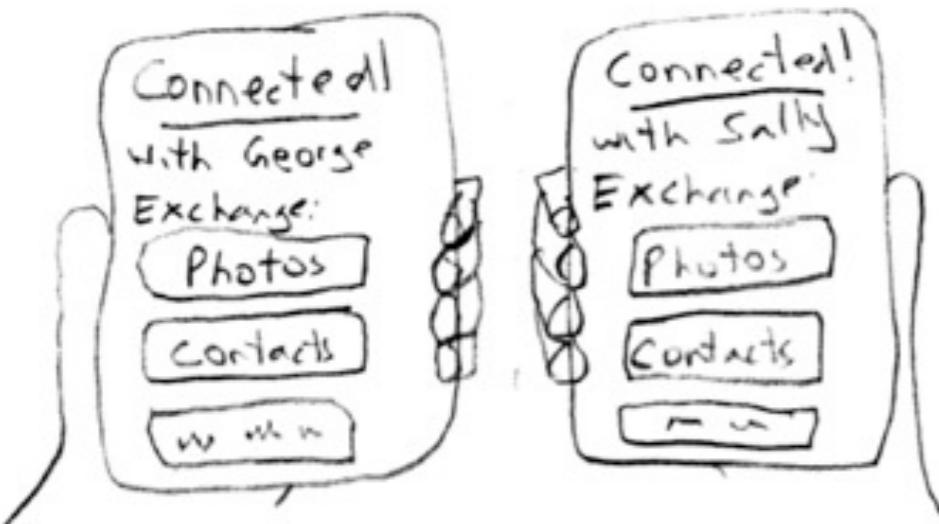


vs.

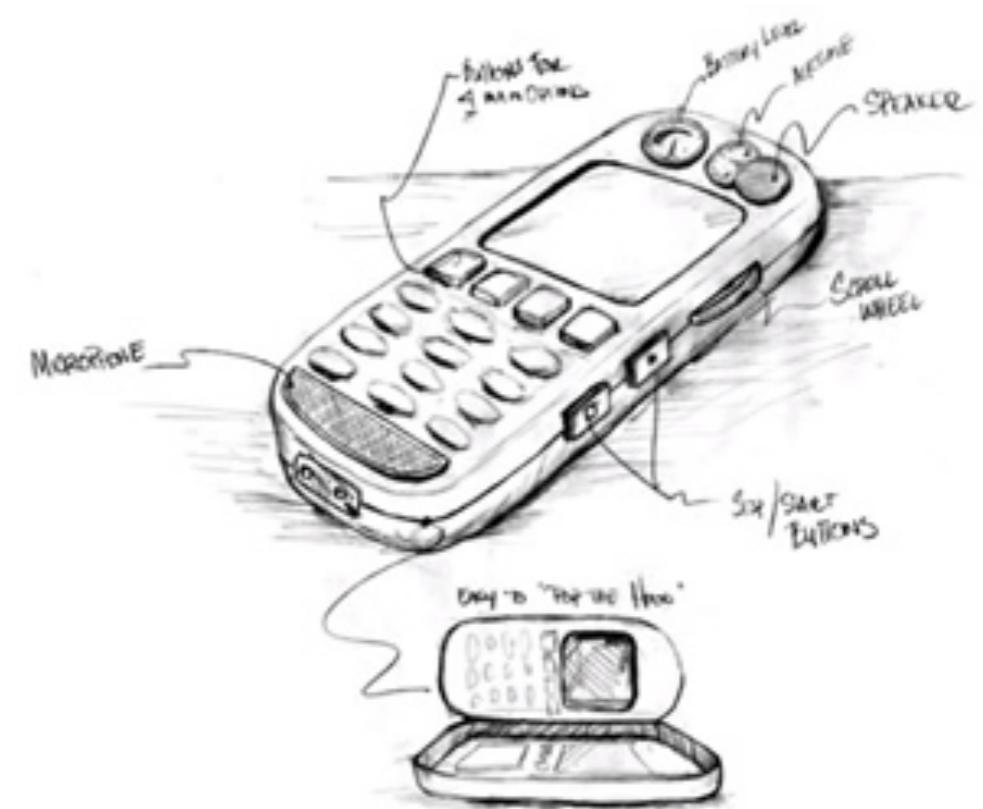


Minimal detail

- Include only what is required to render the intended purpose or concept

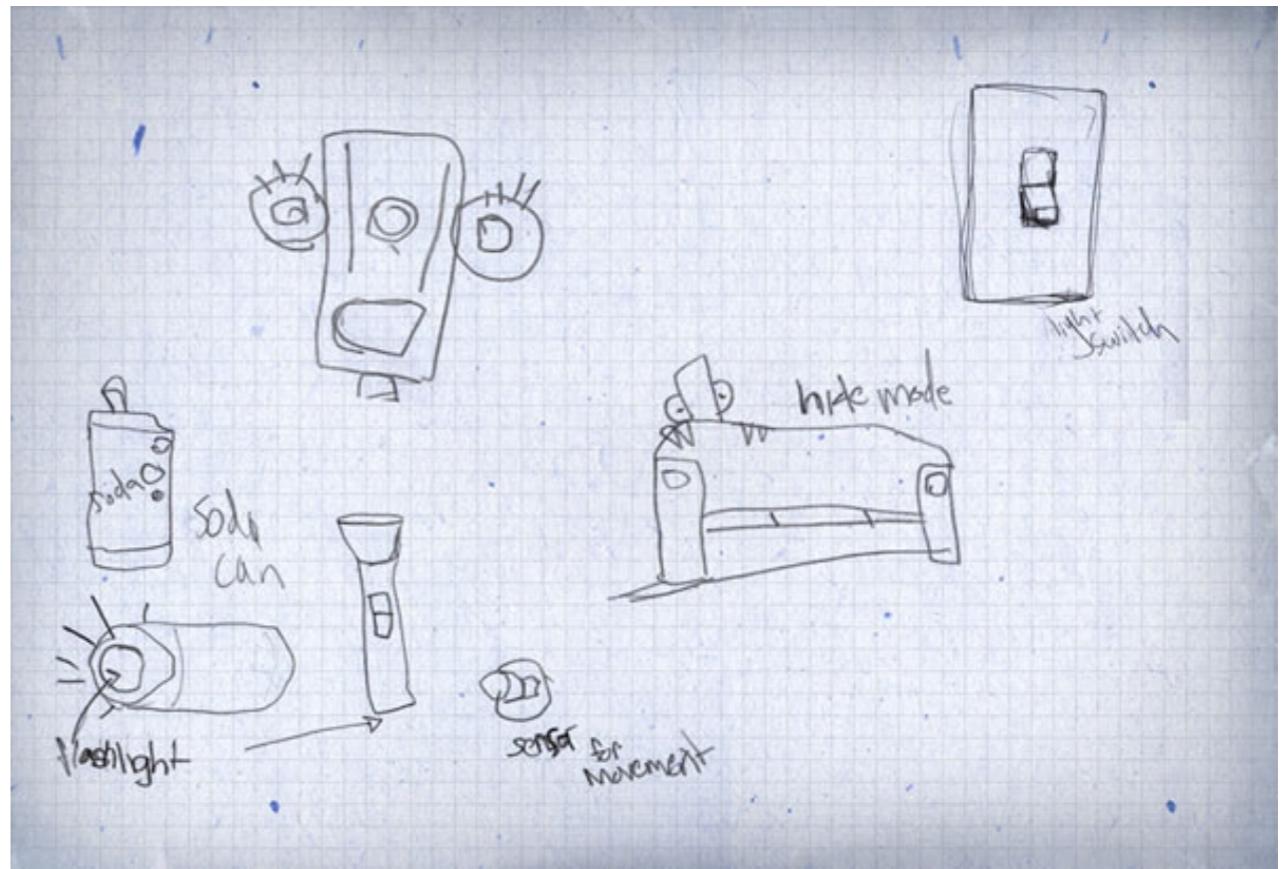


Once connected,
people can
then exchange
various
things on
their phone



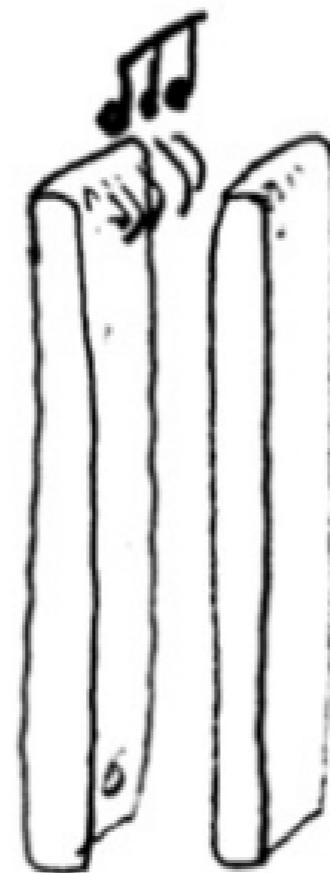
Appropriate degree of refinement

- Make the sketch be as refined as the idea
- If you have a **solid idea**, make the sketch look **more defined**
- If you have a **hazy idea**, the sketch will look much **rougher and less defined**



Suggest and explore vs. confirm

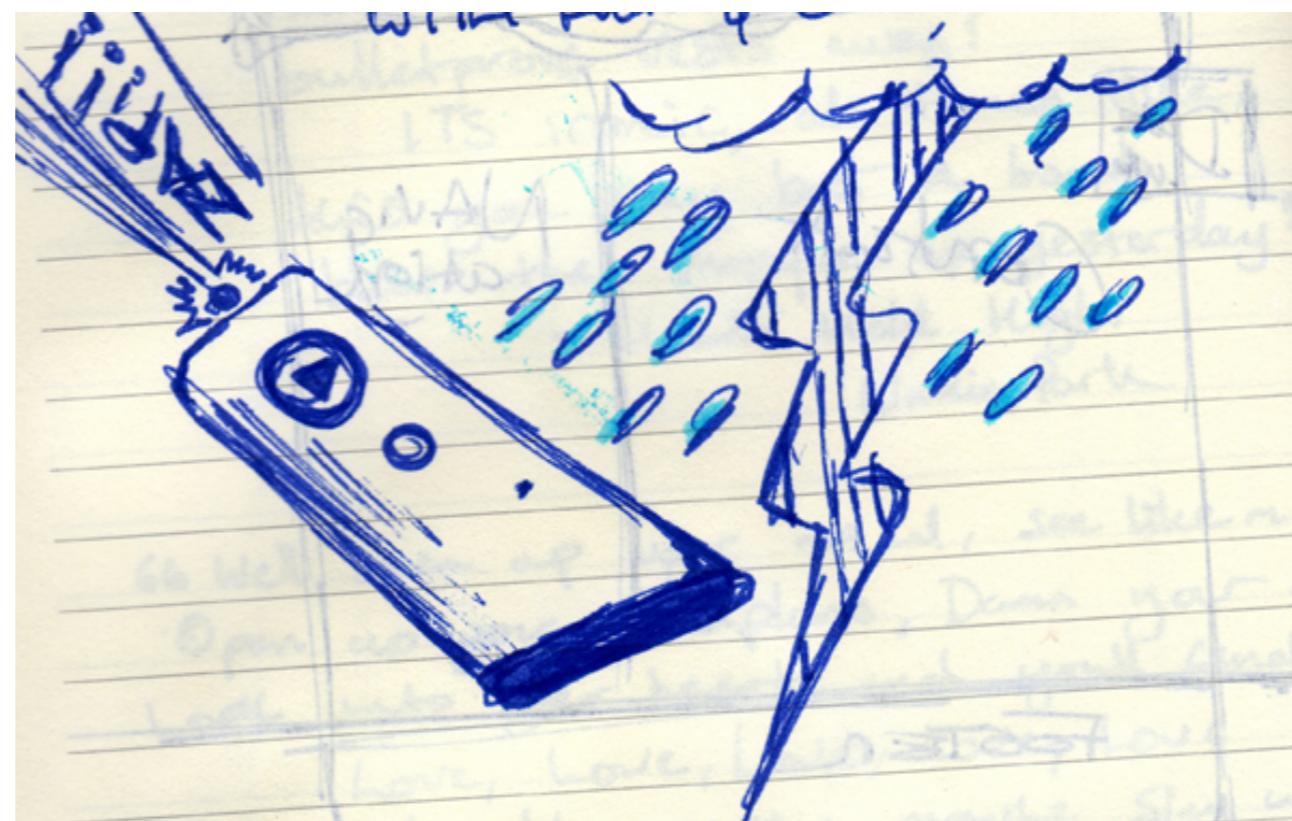
- Sketch should act as a catalyst to the desired and appropriate behaviors, conversations, and interactions



Faint musical
sound played
on one device
picked up by
the other
device

Ambiguity

- Intentionally ambiguous
- Value comes from being able to be interpreted in different ways, even by the person who created them



Forms of Sketching

- Can be pencil/pen drawing on paper
- Something scraped together in Photoshop
- Quick-and-dirty prototyping
- Magazine cut-outs
- Modifications to existing objects

Summary

- Why we need to sketch
 - Getting the design right vs. Getting the right design
- Properties of sketches
 - Quick; Timely; Inexpensive; Disposable; Plentiful; Clear vocabulary; Distinct gesture; Minimal detail; Appropriate degree of refinement; Suggest and explore vs. confirm; Ambiguity

Acknowledgements

- Tony Tang
- Lora Oehlberg
- Ehud Sharlin
- Frank Maurer
- Saul Greenberg

Course information

- Website
 - GitHub Pages <https://silvadasilva.github.io/CPSC481-2019S/>
- Communications
 - Slack <https://cpsc481-2019s.slack.com/>
- Readings and Slides
 - Posted online at the main website