



# CSIT226/826 Human Computer Interaction

## Week 5 Tutorial - Handout

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### DISCUSSION OF KEY TERMS

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As a class you will discuss the key terms from week 4.

- Design Patterns
- Parush's Layered Framework
- Interaction Sequences

### DESIGN PATTERNS (IN PAIRS)

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A number of design patterns were presented in the lecture (both from a physical presentation perspective and an abstract concept perspective):

Physical Presentation

- Two-Panel Selector
- Canvas Plus Palette
- One-Window Drilldown
- Alternative Views

Abstract Concepts

- Wizard
- Extras on Demand
- Intriguing Branches
- Multi-level help

In pairs you will be given a design pattern, you need to identify 3 systems where this pattern can be seen (actual examples), what are the advantages of using this pattern, when it should be used, why it is a pattern that can be reused when designing systems and any disadvantages of the pattern.

### CHAPTER 5 QUESTIONS - EMOTIONAL INTERACTION

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1. What is emotional interaction?
2. Do you feel more creative when you are in a happy mood? Do you get less work done when you are feeling stressed?
3. What are frustrating interfaces, what are the issues if users believe that a system is frustrating to use?
4. What are appropriate error message? Explain Shneiderman's guidelines for error messages and why there are beneficial in system design.
5. Explain the concept of persuasive systems and technologies. Provide examples of these kinds of systems.
6. What are virtual agents? Do you believe that they are appropriate and beneficial?

### INTERACTION EMOTIONAL DESIGN (INDIVIDUAL READING THEN CLASS DISCUSSION)

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Read the following articles:

1. <http://www.uxmatters.com/mt/archives/2009/01/beyond-usability-designing-web-sites-for-persuasion-emotion-and-trust.php> and
2. <http://www.uxmatters.com/mt/archives/2014/10/user-experience-is-a-feeling.php>

The first article was written in 2009 and the second in 2014. What has changed in the industry regarding the perception of designing systems that capture emotion?

### GROUP MEETING

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All students should be in project groups and have selected a specific domain for them to work on. The issue is that typically people just straight to design. But for developing creative and innovative systems that look at a problem differently understanding of the potential users and their limitations are needed. This week the time in groups should be spent brainstorming potential system users and the means of their interaction.