Chapter 2:

People,

Activities,

Contexts,

and

Technologies:
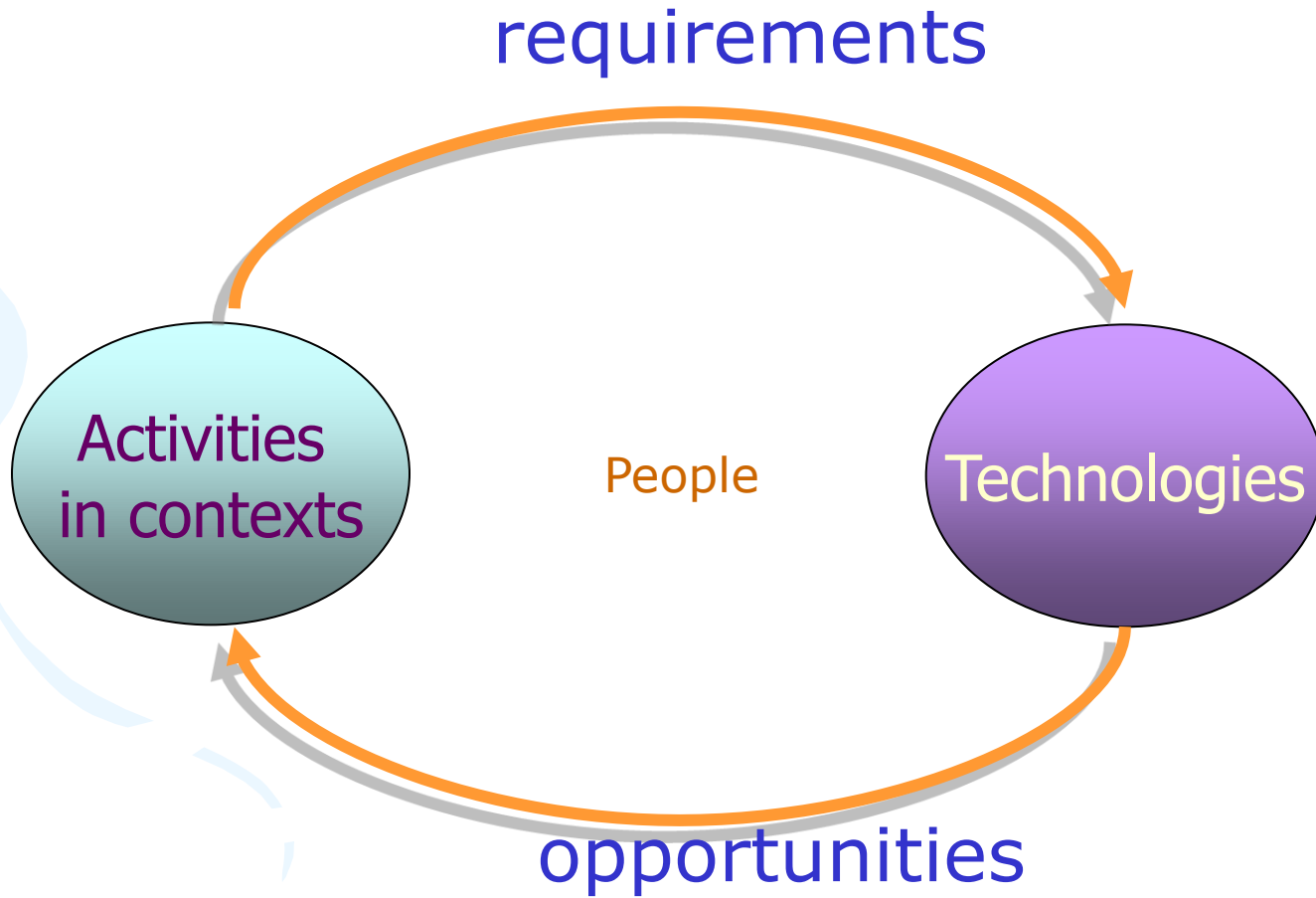
A framework

for designing

interactive systems

Chapter 2 (PACT):

- 2.1 Introduction
- 2.2 People
- 2.3 Activities
- 2.4 Contexts
- 2.5 Technologies
- 2.6 Scoping a problem with PACT
- 2.7 Process of interactive systems design

2.1 Introduction

requirements

Activities in contexts

People

Technologies

opportunities

2.2 People

- Physical differences
- Psychological differences
- Usage differences

2e2 People – Physical differences (3)

- <u>Ex</u>: Wheelchair users, people having big fingers.
- $\Rightarrow$ Which physical affects of people that can take into account in the design ?

2.2 People– Psychological differences

- Spatial ability
- Languages
- Cultures
- Needs, abilities, attention and memory, depending on the stress and the tiredness
  - remembering long numbers & complicated instructions
  - recognizing vs remembering things
  - grasping how something works)
- Experiences and conceptual models of things
- $\Rightarrow$ Mental model

2.2 People– Psychological differences (2)

- Have not good mental model $\Rightarrow$
  - Only perform actions by rote
  - Don't know why something goes wrong and not be able to recover
- Ex: When using
  - software systems
  - 'simpler' domestic systems
- $\Rightarrow$ Design so that people will form correctly and usefully their mental models of:
  - How they work
  - What they do

2.2 People-Usage differences

- Types of users of a technology:
  - Experts
  - Novices
  - Discretionary users

2.2 People– Usage differences (2)

- Experts:
  - Use regularly a system
  - Learn all sorts of details
- Novices:
  - Need to be guided through interactions
- Discretionary users:
  - Do not have to use a system
  - Be often quickly put-off if the things are difficult to do

2.2 People–
Usage differences (3)

- Types of groups of people:
  - *Homogeneous* groups: everyone are broadly similar and want to do much the same thing.
  - *Heterogeneous* groups

2.2 People–
Usage differences (4)

- Design for *homogeneous* groups:
  - Can be taken by a design team
  - Provide much more detailed input for the representatives
- Design for *heterogeneous* groups:
  - Particular
  - To respond to particular needs of particular people