



CS5340

HUMAN-COMPUTER INTERACTION

February 28, 2013

TODAY'S CLASS

- T2/I2 feedback
- T6, I3
- Paper Prototype exercise
- Paper Presentations
- Graphic Design Guest Lecture
 - Ann McDonald
Associate Professor, CAMD, Northeastern University
 - John Kane
Lecturer, CAMD, Northeastern University

ADMINISTRIVIA

SCHEDULE

- 3/14
 - Evaluation (Heuristic Evaluation etc.) + Usability Testing + Other Assessment Methods
- 3/21
 - Guest Lecture: Game Design meets HCI
 - Project Studio
- 3/28
 - Ubicomp
 - In-class heuristic evaluation

T2/I2 FEEDBACK

- Detail is critical
 - 2.5 hours should yield several pages of jottings
 - Full notes: goal is to richly depict the scene (like a story) so that others can relive it
 - Categories and dimensions discussed in class
- What you saw and *“how that provides information about the tasks they may most care about or need help with”*
- *“goal is to collect real-world observations that can help you think up new opportunities for design”*

T2/I2 FEEDBACK

- Observations: not just of anything happening, but relate back to your question of interest
 - Bank observation
 - How do people withdraw money and how to improve this process?
 - Don't focus mainly on people's clothing
 - focus on the activities/conversations/interactions/etc. that may relate to question

T2/I2 FEEDBACK

- Show that you're applying concepts from readings/class
 - Fieldnotes resembled examples from class + readings
 - Describing assumptions held prior to entering into observations
 - Specifically articulating different categories + dimensions of analysis

T2/I2 FEEDBACK

- Show that you're applying concepts from readings/class
 - Using readings about humans, interaction paradigms in design implications
 - Using techniques from ethnography papers (defamiliarization, etc.)
 - Using readings on persuasive health systems to help develop design implications

T6

Due 6pm March 14

PAPER PROTOTYPE EVALUATION

- Revise T5 prototype
 - issues you identify in a pilot test
 - insights gained in our in-class lectures and exercises
- Pilot test
- Evaluate prototype with at least 3 users

PAPER PROTOTYPE EVALUATION

- Pilot test
 - Using T5 materials (briefing, tasks, prototype, questions)
 - Practice with at least 2 people (family, friends)
 - If any element is lacking, revise it
 - Look for
 - Kit robustness (handle all scenarios necessary)
 - Ease of use (for you, for user)
 - Helping you answer questions & get ideas for how to improve
 - Smoothness of process

PAPER PROTOTYPE EVALUATION

- User test
 - At least 3 users & at least 3 tasks
 - 1. Brief user (set context, purpose of system, what will happen during test, etc.)
 - 2. Opening questions (background)
 - 3. Show interface, ask open-ended questions
 - What do you think?
 - What do you think you can do from here?

PAPER PROTOTYPE EVALUATION

- User test
 4. Present a task
 - You read, they read, confirm understanding
 - “Is this what you expected?”
 5. Observe, take notes, & prompt
 6. Repeat
 7. Debrief
 - Your questions
 - Anything else you want to tell me?

PAPER PROTOTYPE EVALUATION

- User test
 - At least 3 users & at least 3 tasks
 - Bring extra materials (post it notes, index cards, etc)
 - Video tape 1 session
 - do not include user in video, just prototype interaction
 - Ask permission first, if not OK, move on

PAPER PROTOTYPE EVALUATION

- User test
 1. Brief user
 - set context, purpose of system, what will happen during test, etc.
 2. Present a task
 - You read, they read, confirm understanding
 3. Observe, take notes, & prompt
 4. Repeat (2-3)
 5. Ask debriefing questions

<http://www.youtube.com/watch?v=9wQkLthhHKA> - nice example

PAPER PROTOTYPE EVALUATION

- What to Post
 - Pilot Test Report
 - # people you pilot tested your prototype with and their characteristics.
 - (E.g., gender, age - are they representative of your target population? It's ok if they're not but must be stated.)
 - Any issues that arose (e.g., aspects of the paper prototype that did not work as expected).
 - Changes made to your prototype, briefing, user test questions, etc. based upon pilot and team discussions

PAPER PROTOTYPE EVALUATION

- What to Post
 - User Test Report
 - briefing, tasks, questions asked
 - a brief description of each person you tested with and where you found them (no names, please).
 - a bullet point list of usability problems you discovered from the testing sessions, and your proposed solutions

PAPER PROTOTYPE EVALUATION

- What to Post
 - A few sentences describing each team member's contribution to this assignment.
 - A video of one session (to Blackboard, not youtube etc.)
 - Pilot + User Test Report → 1 PDF to Blackboard (should not exceed 10 pages)
- **Start looking for users now!**

I3: UI CRITIQUE

Due 6pm March 21

UI CRITIQUE

- *Prompt to start GUI programming tutorial in language that your team will be using*
- Find 2 examples of good user interface design, & 2 examples of bad user interface design
 - very hard to find a large completely good or completely bad interface--don't try
 - focus on a particular feature(s) or aspect(s) of a user interface that makes your case.

UI CRITIQUE

- Find 2 examples of good user interface design, and 2 examples of bad user interface design.
 - Avoid fuzzy words like "intuitive" and "user-friendly".
 - Be as precise as possible about what makes it good or bad.
 - NO: "is confusing"
 - YES: Explain what makes it confusing, and unpack "confusing"

UI CRITIQUE

- Find 2 examples of good user interface design, and 2 examples of bad user interface design.
 - Computer software
 - Websites
 - Mobile Applications

UI CRITIQUE

- What to Post
 - Screenshots of your 2 good + 2 bad examples
 - Should help illustrate your critiques
 - briefly describe what the application allows users to do (purpose)
 - describe the particular aspects you find good or bad

UI CRITIQUE

- What to Post
 - in a bullet list, 5 reasons why it's good or bad by making explicit reference to the "design rules" described in class
 - why you feel the system honors/violates the principle
 - For bad interfaces
 - in a bullet list: speculate why it might have been designed that way, and suggest a better design

PAPER PROTOTYPE PRACTICE EVALUATIONS

PRACTICE USER TESTS

- Volunteers
 - 1 Group
 - 1 User

FOR NEXT TIME (3/14)

- Read
 - Nielsen Ch 1, 6 & 7 – Usability Testing (on Piazza)
 - Research Papers: HCI for Social Change
- T6 due by 6pm
- Paper Presentations
 - Paras Chauhan
 - Jingtong Liu
 - Rohit Wadke

PAPER PRESENTATIONS

- Antle et al., *Towards Utopia: Designing Tangibles for Learning*, IDC 2011 **Poonam Bhide**
- Wu et al., *Tangible Navigation and Object Manipulation in Virtual Environments*, TEI'11 **Chaitali Kumar**
- Harrison et al., *Kineticons: Using Iconographic Motion in Graphical User Interface Design* **Zhichun Ye**