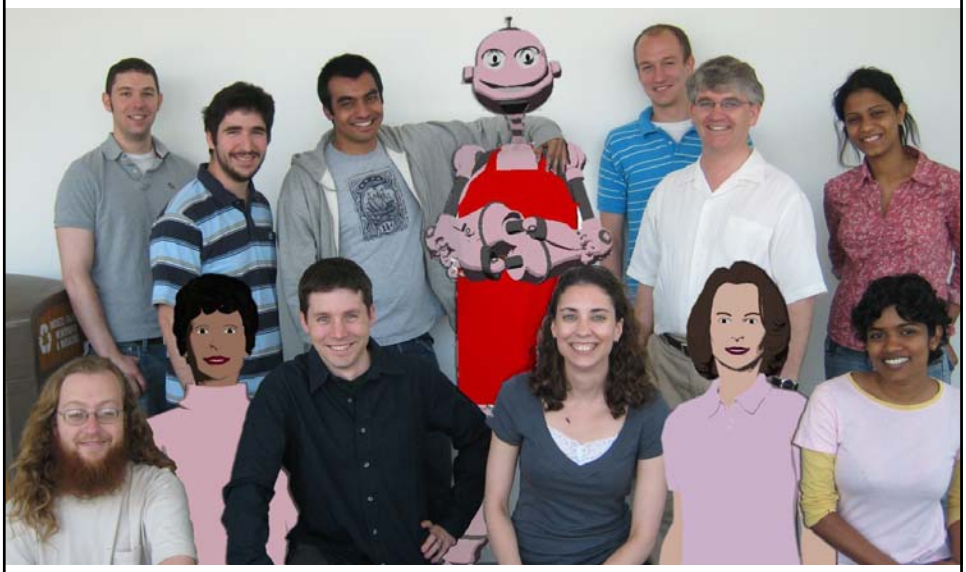
Human-Computer Interaction
IS 4300

Prof. Timothy Bickmore

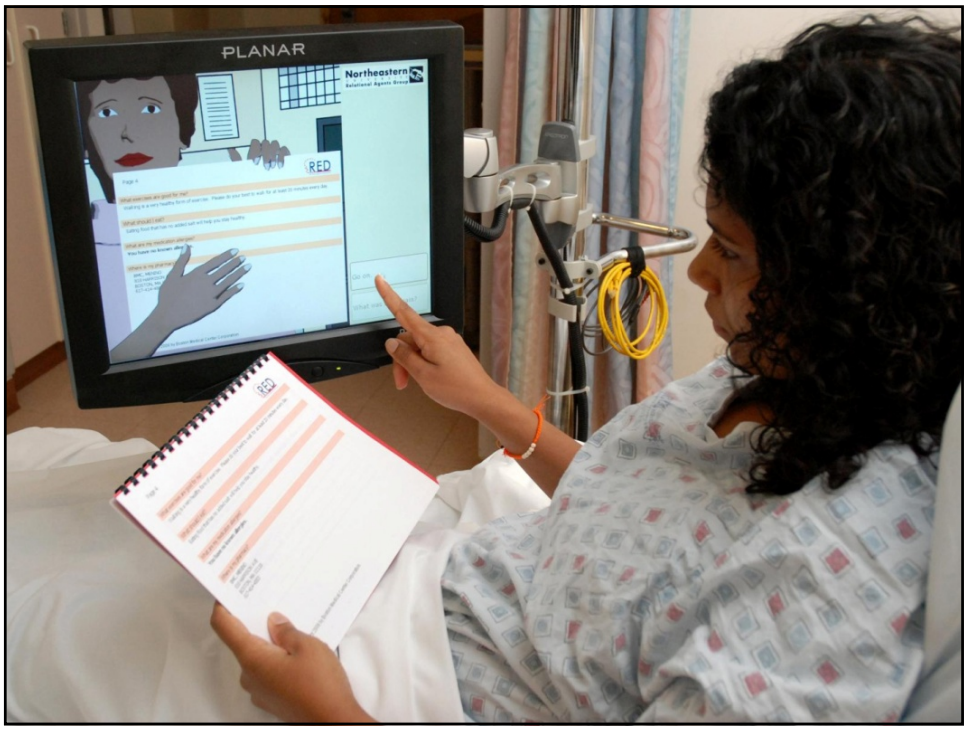
Make a name tag

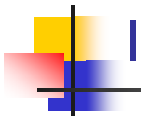
Overview for Today

- Introductions
- Overview of the Course
- Logistics
- Overview of HCI
- Some basic concepts
- Overview of Team Projects



Northeastern
UNIVERSITY
Relational Agents Group





Introductions

- Name
- Your background
- Worst user interface you have ever used & why

Overview of Course

http://www.ccs.neu.edu/course/is4300f12/

Course Website

IS4300– Human-Computer Interaction

[Syllabus] [Schedule] [Homework] [Projects] [Resources] [Directory]

Schedule

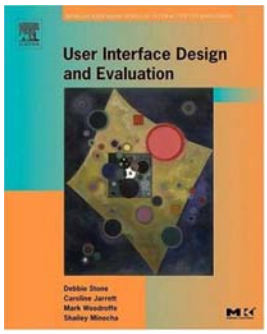
Date	Topics & Readings	Assignments	
		Due	Start
9/6	Overview of HCI and course. Team Projects.		I1,T1
9/10	Motivation for design. Affordances & Cognitive Models. Heuristic Evaluation. Norman's Interaction Model & Cognitive Walk-through Evaluation. (Norman Ch 1-2).		I2
9/13	Further motivation. Designing for human memory. Design for obviousness. Team project brainstorming. (Norman Ch 3-4) (Guest lecture: Barbara Barry)	I1	
9/17	Doing observational studies (Stone Ch 2, Fetterman; Example 1; Example 2).	I2	I3
9/20	Design for Errors. HCI development process (Norman Ch 5-6-7; Stone Ch 1).	T1a	
9/24	Users & Tasks (Stone Ch 3-4)	T1b	T2
9/27	Requirements Analysis (Stone Ch 5-7)		
10/1	Conceptual Design (Stone Ch 8). Interaction design (Stone Ch 10-11). [Intro to Java Swing]	T2, I3	T3, I4

Overview of Course

- Topics covered
  - HCI Practice
  - HCI Programming
  - ... and a little theory & research
- Prerequisites
  - Java basics

Overview of Course

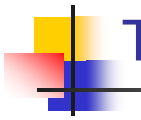
- Required Texts
  - *User Interface Design and Evaluation*, Debbie Stone, Caroline Jarrett, Mark Woodroffe, Shailey Minocha, Morgan Kaufmann.



  - *The Design of Everyday Things*, Don Norman, Basic Books.

Overview of Course

- Weekly Requirements
  - Read 50-100 pages
  - Individual homework assignment
  - Team project assignment
  - In-class Quiz
  - Describe and discuss assignments in class



Typical Class

1. Occasional Quiz
2. Review assignments. Presentation and discussion by randomly selected students.
3. Lecture on HCI practice topic.
4. In class exercise
5. Discussion of next week's assignments.

Overview of Course

- Quizzes
  - Check understanding and ramifications of readings.
  - Usually 1-2 questions directly from readings, possibly applying the material to a new problem.
  - "Describe the Squishy Interface."
  - "Describe two usability metrics appropriate for a new xbox game."
  - "Give an example of inter-application consistency."

Administrivia

- Tim
  - WVH448, is4300@ccs.neu.edu
  - Office hours: Weds 3-5, or by appt.
    - EXCEPTIONS: 9/12 (away), 9/19 12:30-2:30
  - In class prior to start
- TA – Lazlo Ring
  - WVH466, lring@ccs.neu.edu
  - Office hours: Tue ???, or by appt.
- Class: is4300-all@ccs.neu.edu

Schedule

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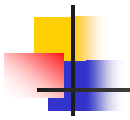
9/17	Doing observational studies
9/20	Design for Errors. HCI development process
9/24	Users & Tasks
9/27	Requirements Analysis
10/1	Conceptual Design. Interaction design [Intro to Java Swing]
10/4	GUI Software Components. UI Design Layout. [Swing events.]
10/8	HOLIDAY
10/11	Design guidelines. GUI Design. Paper prototyping.
10/18	Evaluation: Big Picture. Paper prototyping. [Swing layout managers]
10/22	Preparing for Usability Testing
10/25	Collecting and Analyzing Data
10/29	Midterm Exam

Schedule



Date	Topics & Readings
11/1	Guest lecture: Barbara Barry
11/5	Advanced Evaluation (Stone Ch 27)
11/8	Heuristic Evaluation (Stone Ch 26)
11/12	HOLIDAY
11/15	Communicating Results (Stone Ch 28-29)
11/19	Developments in UI Hardware (Stone Ch 12)
11/22	HOLIDAY
11/26	Designing for the Web (Stone Ch 17)
11/29	Designing Embedded UIs (Stone Ch 18-19)
12/3	Final Project Presentations
???	Final Exam

Grading

- Quizzes (10%).
- Class participation (10%).
- Individual homework (20% divided equally among assignments).
- Team project (30%, comprised of 10% for each of T1-T8, 20% for T9).
- Midterm Exam, Final Exam (15% each)

Overview of HCI

- What is HCI?
- Motivation for HCI
- Some basic concepts

What is HCI?

ACM SIGCHI Curricula for HCI

- Human-computer interaction is a discipline concerned with the **design, evaluation and implementation** of interactive computing systems for **human use** and with the study of major phenomena surrounding them.

What is HCI?

Ethnography

Robotics

Graphics

Human factors

Social Psychology

Computational Linguistics

Cognitive Psychology

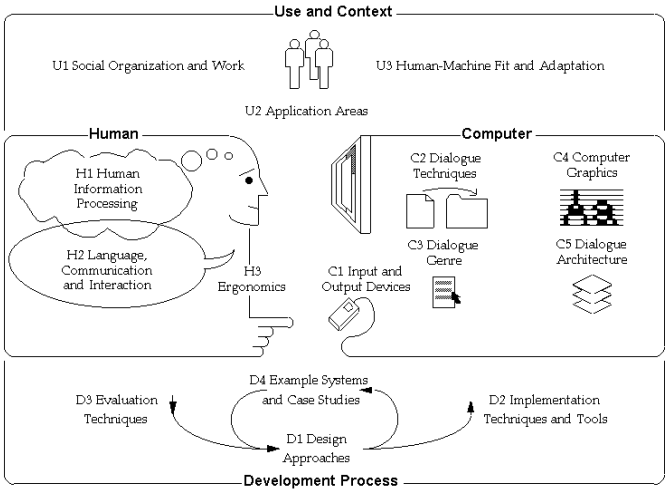
Software engineering

Communications

Experimental Methods

Art/Design

SIGCHI Framework

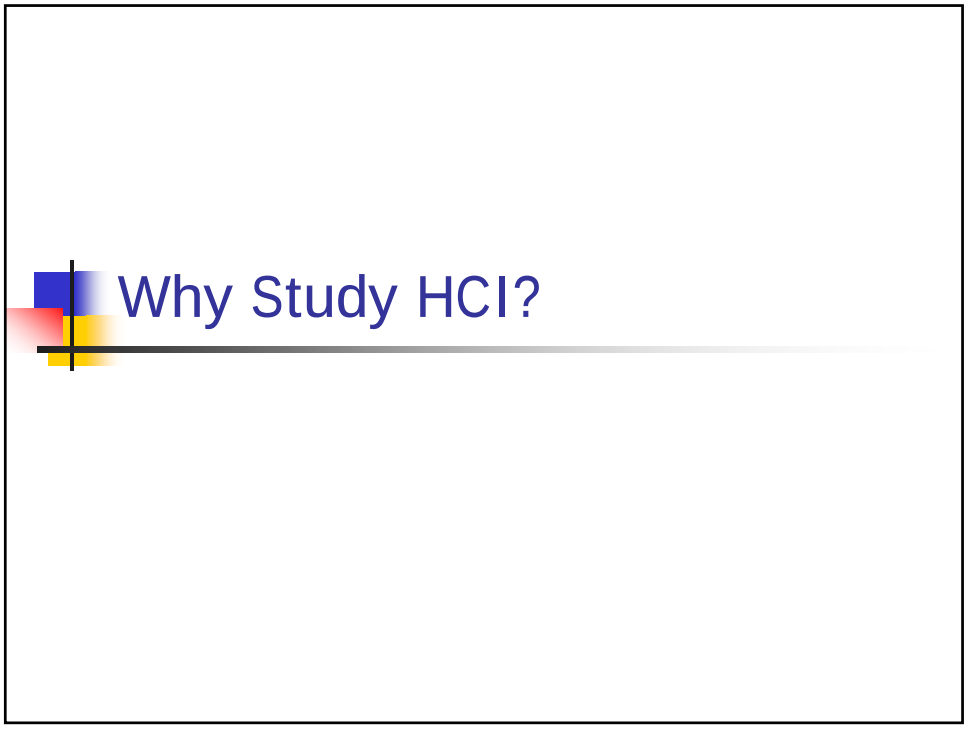


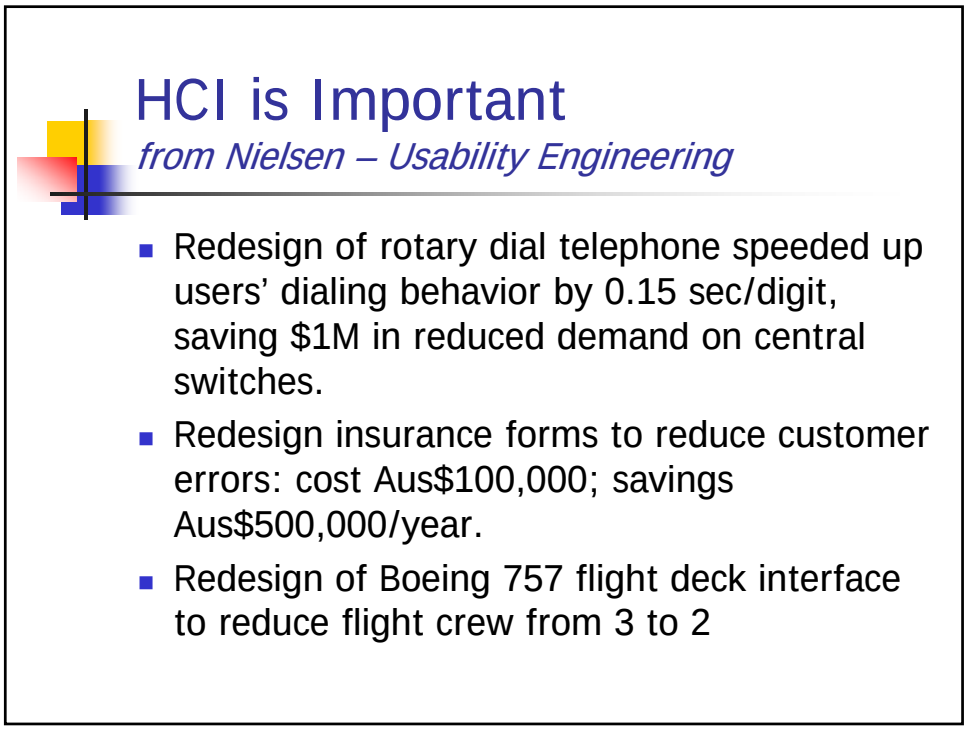
What is HCI?
extensional definition

- Human factors
- GUIs & toolkits
- Mobile computing
- Speech interfaces
- Social interfaces
- Multimodal interfaces
- ...

What do UI professionals do?

- **interaction designers** - people involved in the design of all the interactive aspects of a product
- **usability engineers** - people who focus on evaluating products, using usability methods and principles
- **web designers** - people who develop and create the visual design of websites, such as layouts
- **mobile app designers**
- **information architects** - people who come up with ideas of how to plan and structure interactive products
- **user experience designers (UX)** - people who do all the above but who may also carry out field studies to inform the design of products


Why Study HCI?


HCI is Important
from Nielsen – Usability Engineering
Redesign of rotary dial telephone speeded up users' dialing behavior by 0.15 sec/digit, saving $1M in reduced demand on central switches.
Redesign insurance forms to reduce customer errors: cost Aus$100,000; savings Aus$500,000/year.
Redesign of Boeing 757 flight deck interface to reduce flight crew from 3 to 2

HCI is Important

from Nielsen – Usability Engineering

- Study of software engineering costs
  - 63% significantly overran budgets
  - 4 reasons rated with highest responsibility:
    - Frequent change requests by users
    - Overlooked tasks
    - Users' lack of understanding of their own req'ts
    - Insufficient user-analyst communication & understanding

Lederer & Prasad, CACM '92
115 surveys of projects >=$50K

HCI is Important

- UI strongly affects perception of software
  - Usable software sells better
  - "Ease of use" ratings
- For many shrink-wrapped products a single call to customer support can wipe out profits

HCI is Important

FDA Center for Devices and Radiological Health report

- Many deaths and injuries attributable to poor human interface (hardware & software) design.
  - oxygen flow control knob, smooth rotation but with discrete settings and no flow at intermediates

HCI is Important

JAMA. 2005;293:1197-1203

- Study of a hospital computerized physician order entry system (CPOE)
  - Identified 22 ways in which the system caused patients to get the wrong medicine, e.g.
    - fragmented displays that prevent a coherent view of patients' medications
    - pharmacy inventory displays mistaken for dosage guidelines
    - separation of functions that facilitate double dosing and incompatible orders

- **Three quarters of the house staff reported observing each of these error risks, indicating that they occur weekly or more often**

HCI is Important

Therac-25 Accidents

Therac-25
- performed both radiation treatment and X-rays

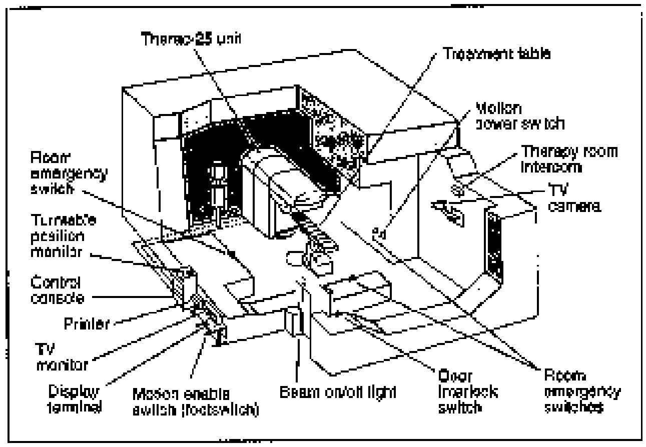


Figure 1. Typical Therac-25 facility.

HCI is Important

Therac-25 Accidents

```
PATIENT NAME  : TEST                                        A     1
TREATMENT MODE: FIX    BEAM TYPE: X ENERGY (KeV):  25

                                                       ACTUAL           PRESCRIBED
          UNIT RATE/MINUTE                            0             200
          MONITOR UNITS                    50    50             200
          TIME (MIN)                                  0.27            1.00

GANTRY ROTATION (DEG)               0.0                0   VERIFIED
COLLIMATOR ROTATION (DEG)     359.2             359  VERIFIED
COLLIMATOR X (CM)                    14.2             14.3  VERIFIED
COLLIMATOR Y (CM)                    27.2             27.3  VERIFIED
WEDGE NUMBER                              1                 1  VERIFIED
ACCESSORY NUMBER                          0              0  VERIFIED

DATE   : 84-OCT-26  SYSTEM: BEAM READY   OP.MODE: TREAT   AUTO
TIME   : 12:55. 8   TREAT : TREAT PAUSE           X-RAY     173777
OPR ID: T25VO2-RO3  REASON: OPERATOR     COMMAND:
```

HCI is Important

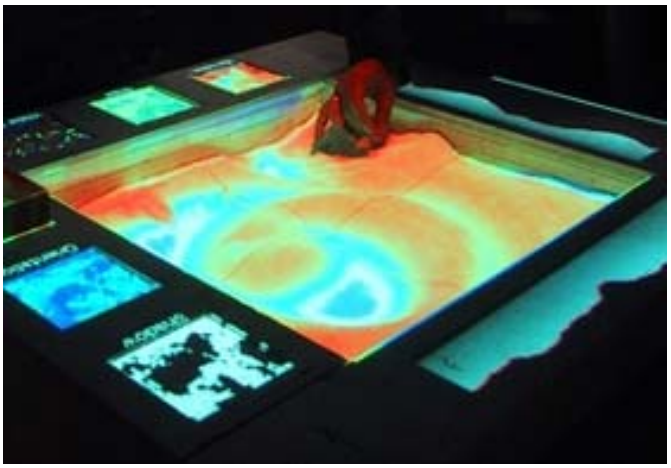
Therac-25 Accidents

- Six accidents involving massive overdoses to patients occurred between 1985 and 1987
- Occasional machine malfunctions with little feedback, resulting in repeated dosages (6 in one case)
- Poor feedback about which mode the machine was in caused treatments with 125x the expected dose
- Machine occasionally underreported dosage

Why do work in HCI?

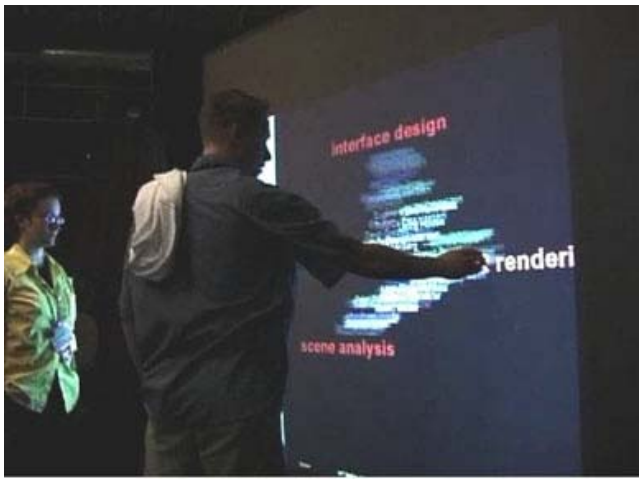
- Interdisciplinary work
- Interact with people, learn about them and their work
- Help people
- It's cool...

HCI is Cool

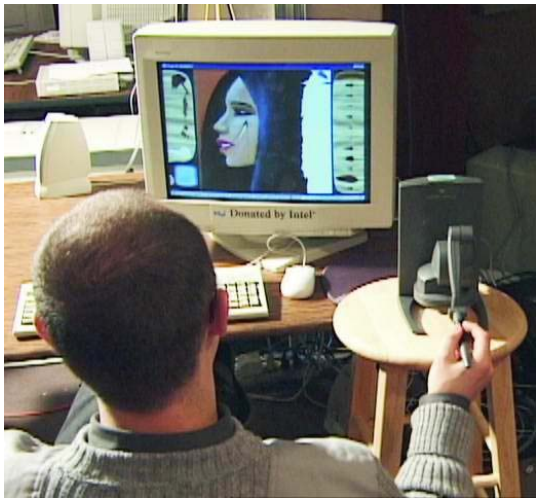


HCI is Cool

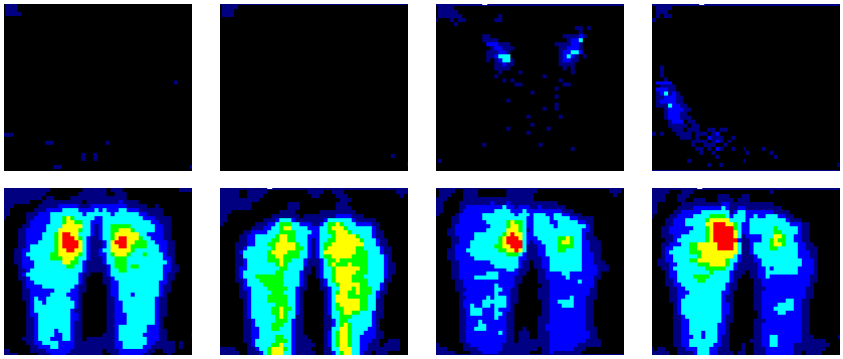
HCI is Cool



HCI is Cool



HCI is Cool



HCI is Cool

I/O Brush

Ryokai & Marti
MIT Media Laboratory (C) 2005

Now ubiquitous examples...

Some basic issues & concepts

- Building good UIs is hard
  - Many iterations
  - Much user interaction
  - Many kinds of expertise
  - 50% of the total lifecycle effort in modern software
    - *Survey of 74 projects, Myers & Rosson, CHI'92*

Some basic issues & concepts

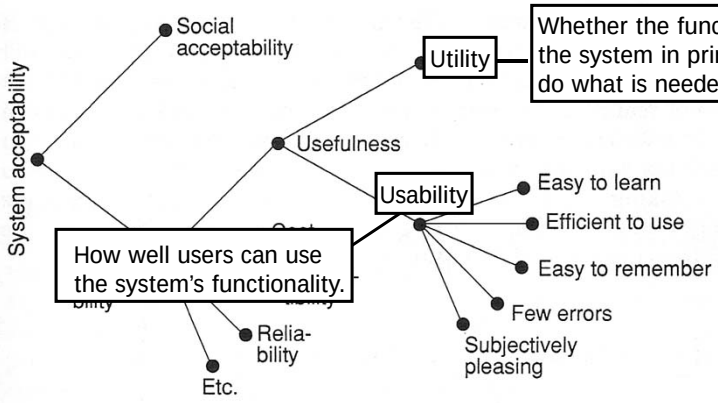
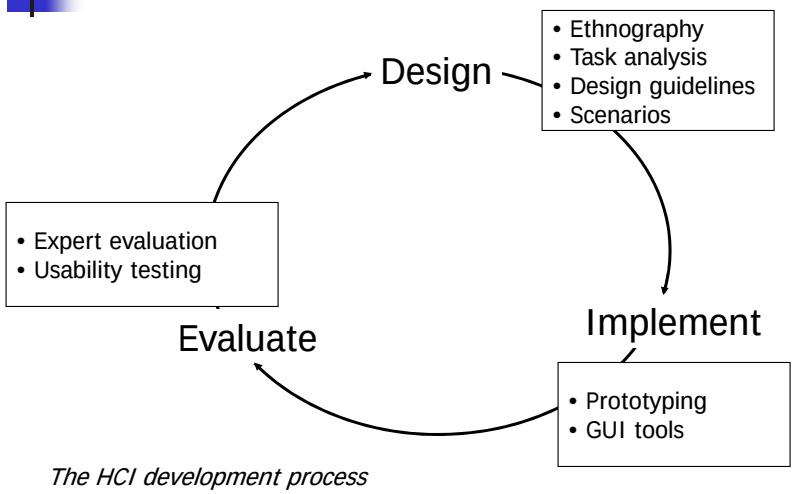


Figure 1 *A model of the attributes of system acceptability.*

From Nielsen, Usability Engineering

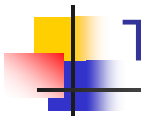
Some basic issues & concepts



The HCI development process

Team Project Guidelines

- Must have a substantial UI
- UI must be interactive
- Creative, original, non-obvious is better
- Ideas: research papers & past CHI, UIST, IUI, CSCW
- Each team should have 2-4 members
- Ideally complementary skills



To Do for Next Week

1. Read
   - Norman Ch 1-2.
2. Set up individual course web page
   - *Note: All assignments must be posted 1 hour before class on due date.*
3. Start Homework I1, Project T1 (thinking about team projects)
4. Review CHI Proceedings for inspiration.