



Designing Interactive Systems I: Lab 3

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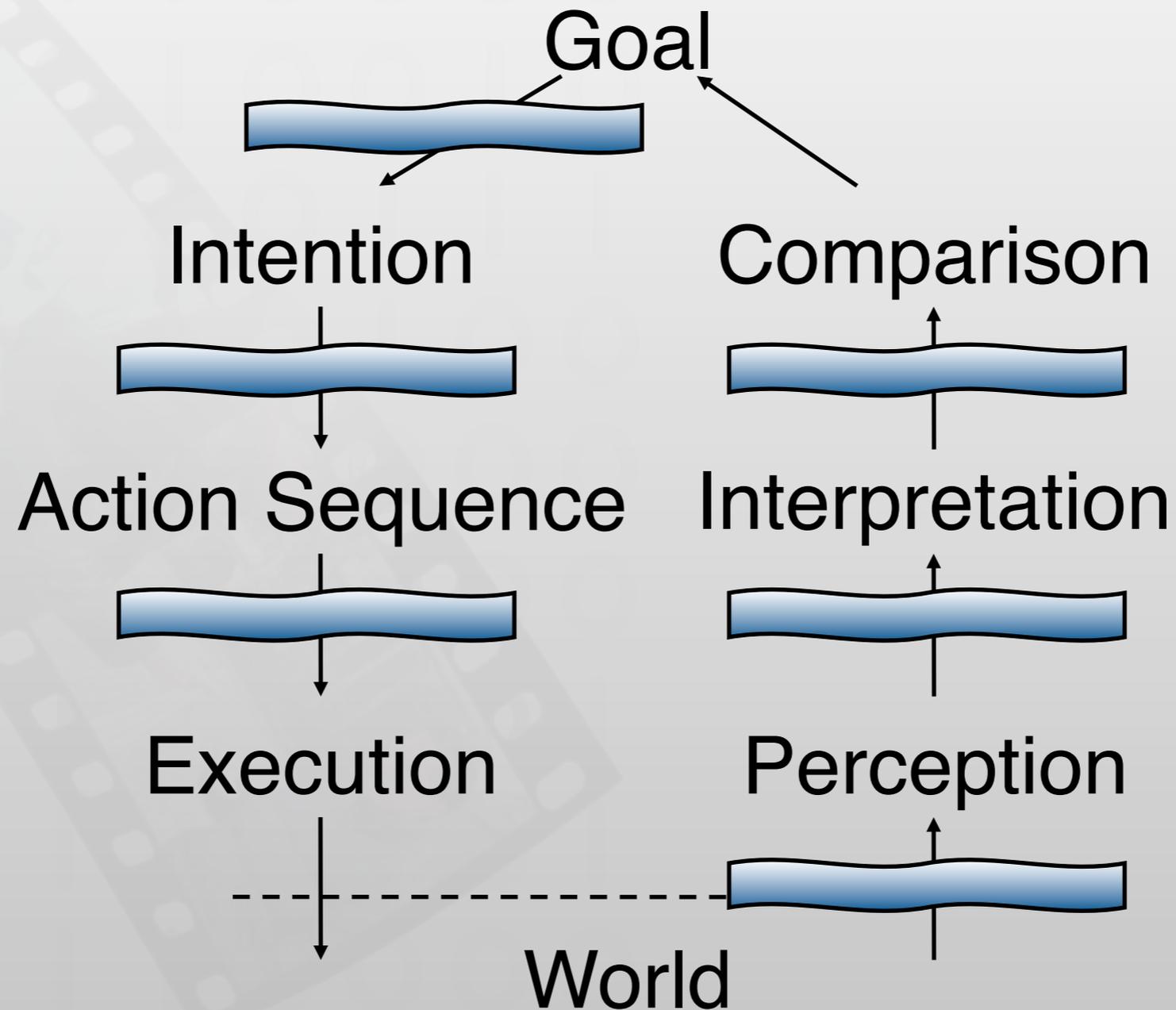
*Media Computing Group
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<http://hci.rwth-aachen.de/dis>



The Seven Stages of Action & Gulfs



Brainstorm:
What could have
gone wrong when
one make her first
cup of coffee?



What could have gone wrong?

Image: <http://www.flickr.com/photos/visualpanic/5942994577/sizes//in/photostream/>

Comparing Knowledge in the Head and in the World

- In the world:
 - Available as soon as visible
 - No learning needed
 - Low efficiency (interpreting needed)
 - High initial usability
 - Aesthetics difficult with much to display

- In the head:
 - Learning needed
 - Learning efficiency
 - High efficiency
 - Burden of labels
 - Invisible (less labels)

• Review: Differences between the knowledge in the world and in the head

• Example of knowledge in the world/head: from your mobile phone

Discussion:

• What are factors that are influencing where to place knowledge:

- User expertise
- Frequency of use

• Remember: Natural mappings can save both learning and labeling





**DUTCH
DESIGN
WEEK**

EINDHOVEN

22-30 OCT 2011



Morphing Cutlery
by Jeffrey Braun

<http://www.sjwagger.nl/showcase/index.php?/present/morphing-interaction/>



Now you can cut off beautiful slices.



Apollon

by Gordon Tienstra

<http://www.gordontiemstra.nl/?page=work&work=apollon>



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Apollon

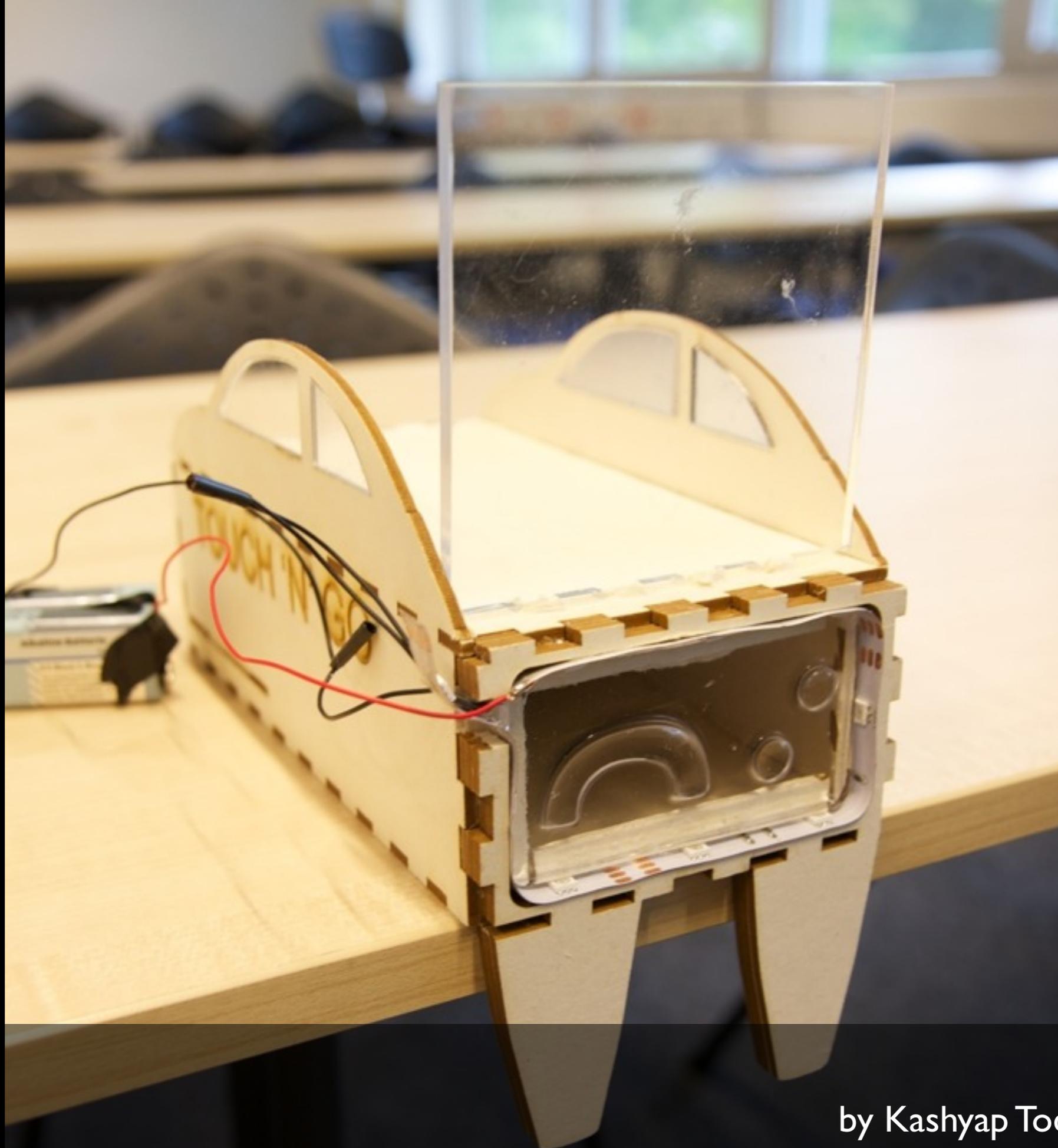
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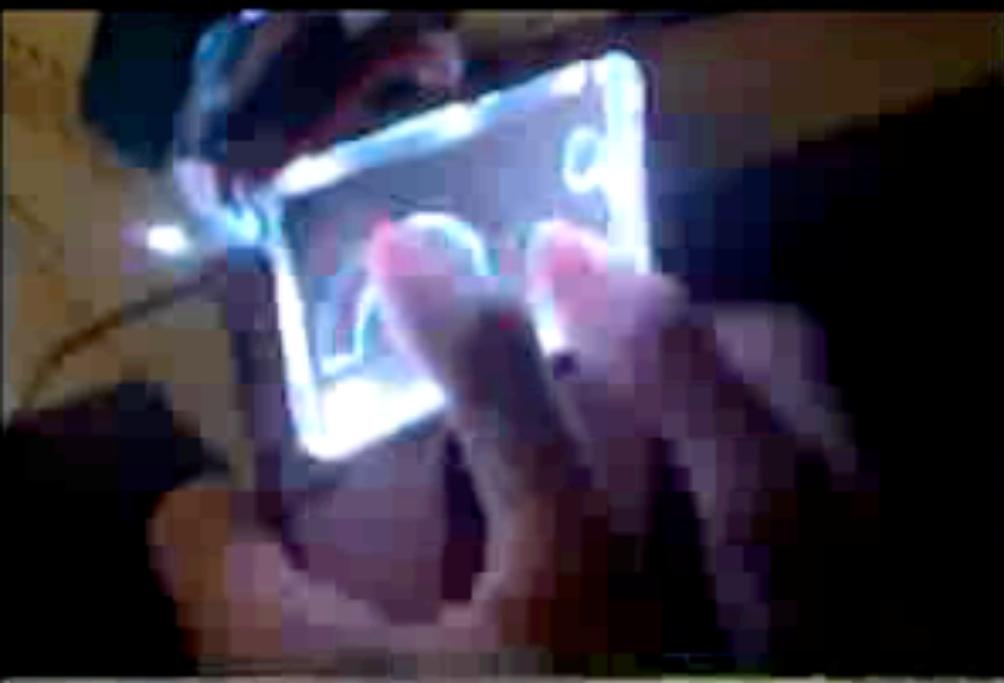








Touch 'n' Go
by Kashyap Todi, Ignacio Avellino
a project from Current Topics in HCI, SS 2011



Assignment 3: Prototyping the Remote Control



- Refine your remote control
- Create a paper prototype of your remote control
- Find a primary user and ask them to use your prototype in a fixed scenario
- Analyze the feedback and write down the positive and negative aspects of your design
- Same group as A02



How to Ask Questions

- Clear and simple, not too broad
 - “How do you like the UI?” is too general!
- Users don't always answer truthfully
 - Lack of knowledge, bad estimates, embarrassment
 - So formulate questions carefully, maybe indirectly
- No leading questions!
 - For initial input, do not focus on presenting your design ideas, but on learning about the **task**



Before the Interview

- Interview protocol
 - What will you ask?
E.g., Is edible walkman a good idea?
 - How will you ask?
E.g., “Don’t you think it would be cool to have an edible walkman?” ← Bad question
- Pilot interview
 - Interview one student inside/outside your group
 - A separate observer to note the pitfalls







Interview Resources

- Good interview:
<http://video.google.com/videoplay?docid=-3014876514716824348>
- Bad interview:
<http://video.google.com/videoplay?docid=-6510529985102675685>
- Good user interview technique slides by Liz Danzico
<http://www.slideshare.net/edanzico/user-interview-techniques>

“Listen” to signals



CLOSED

Uncertain about each other



OPEN

Openness and acceptance

Checklist

Three to four weeks before

- Figure out what you're going to be asking
- Figure out who you want to visit in the field
- Develop your screener
- Test the screener (with one another)
- Announce need for participants
- Consider right interview style

