Designing Interactive Systems I

Errors

Prof. Dr. Jan Borchers
Media Computing Group
RWTH Aachen University

Winter Semester ’21/’22

http://hci.rwth-aachen.de/dis
Classes of Slips

• Action-based: the wrong action is performed
  • E.g., pouring a cup of coffee and milk and placing the cup in the fridge
  • Types: capture slips, description-similarity slips, mode errors

• Memory-lapse: memory fails, and the intended action is not done or its results not evaluated
  • E.g., forgetting to lock the door when leaving the house
Action-based Slips

• Capture slips
  • Two action sequences with similar initial but different later sequence
  • The sequence well practiced “captures” the unfamiliar one
  • Driving to work on a Sunday
  • Pocketing a borrowed pen
Action-based Slips

• Description-Similarity slip
  • Intention not described in enough detail, fitting 2 different action sequences
  • Often occurs if similar objects are physically close to each other (e.g., switches)
  • E.g., throwing t-shirt into toilet instead of laundry basket
  • Putting a lid onto the obviously wrong container
  • Pouring orange juice into your coffee pot
Action-based Slips

- **Mode errors**
  - Triggering the wrong action because the device is in a different mode than expected
  - Who has seen this in their favorite text editor: ":wq"?
  - Happens whenever devices resort to modes to cope with more functions than controls
  - The most prominent problem in many software user interfaces
Memory-Lapse Slips

- Memory lapses are common causes of errors
- Caused by interruption through other people or devices
- Forgetting to complete action sequence
  - E.g., walking into your bedroom, then wondering what you wanted to do here
- Sometimes because main part of goal is accomplished
  - E.g., ATM card in machine, originals in copier
- Minimize by
  - reducing the number of required steps
  - providing reminders of the steps
  - applying forcing functions
In-Class Exercise: Slips

• Think of three examples of slips that happened to you. What type are they?
  • Capture (driving to work)
  • Description-similarity (shirt in toilet)
  • Mode (vi)
  • Memory-lapse (ATM)
Detecting Errors

• Detecting slips is easier than mistakes, but requires visible feedback
  • Example: “Adjust the window!”

• Action-based slips are easier to detect than memory-lapses because the feedback is tangible

• Mistakes are hard to detect because nothing signals a wrong goal

• Problem: Finding the right level at which to correct
  • Are we doing this bottom-up?
  • The wrong car key
  • Confirmation is unlikely to catch errors
    • “Remove file blah.txt?”
  • Soft, reversible actions are better (e.g., trashcan), but people begin to rely on it
The Paradox of Automation

• When automation works, tasks are done as well or even better than by people

• The paradox is that automation can take over dull and simple tasks, but not complex ones

• When automation doesn't work, the results are unpredictable and could be dangerous, e.g., self-driven cars
Designing for Error

• Assume all possible errors will be made
• Minimize the chance of errors occurring
• Minimize their effect if they are made
• Make them easy to detect
• Make them easy to reverse (undo)
• Watch people using your system (and their slips and mistakes)
• Don’t punish, don’t ignore
• Warning signals are ignored, warning features bypassed if inconvenient
Designing Interactive Systems I

Visual Design

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Review

• What are the 3 levels of processing?

• Why is knowledge in the world important?

• What is feedback in HCI? Why is it important?

• What are the differences between mistakes and slips?
VISUAL DESIGN

Why?
Graphic Design
Visual Design
UI Design
Web Design
Digital Design
Four Basic Design Principles

Proximity
Alignment
Repetition
Contrast
Proximity
AREAS OF EXPERTISE

- Strategic Planning and Execution
- Internet and New Media Development
- User Experience Improvements
- Software and Internet UX Design
- Market and Consumer Research
- New Product Development and Launch
- Process Design and Reengineering
- Organizational Turnarounds
Travel Tips

1. Take twice as much money as you think you’ll need.
2. Take half as much clothing as you think you’ll need.
3. Don’t even bother taking all the addresses of the people who expect you to write.

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2. Take half as much clothing as you think you’ll need.
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First Friday Club

Winter Reading Schedule

Friday November 1 at 5 p.m. Cymbeline
In this action-packed drama, our strong and true heroine, Imogen, dresses as a boy and runs off to a cave in Wales to avoid marrying a man she hates.

Friday, December 6, 5 p.m. The Winter’s Tale
The glorious Paulina and the steadfast Hermione keep a secret together for sixteen years, until the Delphic Oracle is proven true and the long-lost daughter is found.

All readings held at the Mermaid Tavern. Sponsored by I Read Shakespeare.
Join us for $3!

For seating information phone 555-1212

Also Friday, January 3 at 5 p.m. Twelfth Night
Join us as Olivia survives a shipwreck, dresses as a man, gets a job, and finds both a man and a woman in love with her.
Correspondences
Flowers, herbs, trees
Ancient Greeks and Romans
Historical characters

Quotes on motifs
Women
Death
Morning
Snakes

Language
Iambic pentameter
Rhetorical devices
Poetic devices
First lines

Collections
Small printings
Kitschy
Dingbats
JOIN A
SHAKESPEARE
CLOSE READING!

How would you like to...

understand every word and every nuance in a Shakespeare play?

Can you imagine...

seeing a play performed and actually understanding everything that’s going on?

What if you could...

laugh in the right places in a play, cry in the right places, boo and hiss in the right places?

Ever wanted to...

talk to someone about a Shakespeare play and have that person think you know what you’re talking about?

Would you like to...

have people admire and esteem you because you know whether or not Portia betrayed her father by telling Bassanio which casket to choose?

It’s all possible.

Live the life you’ve dreamed about!

Be an Understnder!

For more info on how to win or up and start your joyful new life as an Understnder, contact us right away:

phone: 1-800-555-1212
email: SFStreaders@gmail.com
web: http://www.meetup.com/SFSCloseReaders/
GERTRUDE’S PIANO BAR

STARTERS:
GERTRUDE’S FAMOUS ONION LOAF - 8
SUMMER GARDEN TOMATO SALAD - 8
SLICED VINE-RIPENED YELLOW AND RED TOMATOES WITH FRESH MOZZARELLA AND BASIL
BALSAMIC VINAIGRETTE
HAMLET’S CHOPPED SALAD - 7
CUBED CUCUMBERS, AVOCADO, TOMATOES, JALAPENOS, AND ROMAINE LEAVES TOSSED IN A LIGHT LEMON VINAIGRETTE
CARIBBEAN Ceviche - 9
LIME-MARINATED BABY SCALLOPS WITH RED PEPPER, ONIONS, CILANTRO, JALAPENOS, AND ORANGE JUICE
SHRIMP COCKTAIL - 14
FIVE LARGE SHRIMP WITH HOUSE-MADE COCKTAIL SAUCE

ENTREES:
NEW YORK STEAK, 16 OZ. - 27
ROSTISERIE CHICKEN - 17
NEW ORLEANS LUMP CRAB CAKES WITH WARM VEGETABLE COLESLAW, MASHED POTATOES, SPINACH AND ROMESCO SAUCE - 18
GRILLED PORTOBELLO MUSHROOM STUFFED WITH RICOTTA CHEESE, GARLIC, ONIONS AND SPINACH, SERVED OVER MASHED POTATOES - 18
NEW ZEALAND RACK OF LAMB - 26
BARBEQUE BABY BACK RIBS - 24
AUSTRALIAN LOBSTER TAIL, 10 OZ. - MARKET PRICE
SURF & TURF
AUSTRALIAN LOBSTER & 8 OUNCE Filet - MARKET PRICE

Gertrude's Piano Bar

Starters
Gertrude’s Famous Onion Loaf - 8
Summer Garden Tomato Salad - 8
Sliced vine-ripened yellow and red tomatoes with fresh mozzarella and basil Balsamic vinaigrette
Hamlet’s Chopped Salad - 7
Cubed cucumbers, avocado, tomatoes, jalapenos, and romaine leaves tossed in a light lemon vinaigrette
Caribbean Ceviche - 9
Lime-marinated baby scallops with red pepper, onions, cilantro, jalapenos, and orange juice
Shrimp Cocktail - 14
Five large shrimp with house-made cocktail sauce

Entrees
New York steak, 16 ounce - 27
Rostisserie Chicken - 17
New Orleans Lump Crab Cakes - 18
with warm vegetable coleslaw, mashed potatoes, spinach, and Romesco sauce
Grilled Portobello Mushroom - 18
stuffed with Ricotta cheese, garlic, onions and spinach, served over mashed potatoes
New Zealand Rack of Lamb - 26
Barbeque Baby Back Ribs - 24
Australian Lobster Tail, 10 ounce - Market Price
Surf & Turf
Australian Lobster & 8 ounce Filet - Market Price

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Australian Lobster & 8 ounce Filet - Market Price

New York Steak, 16 ounce - 37
Rostisserie Chicken - 17
New Orleans Lump Crab Cakes - 18
with warm vegetable coleslaw, spinach, mashed potatoes, and Romesco sauce
Grilled Portobello Mushroom - 18
stuffed with Ricotta cheese, garlic, onions and spinach, served over mashed potatoes
New Zealand Rack of Lamb - 36
Barbeque Baby Back Ribs - 24
Australian Lobster Tail, 10 oz. - Market Price
Surf & Turf
Australian Rock Lobster and 8-ounce Filet - Market Price
Alignment
A Return to the Great Variety of Readers
The History and Future of Reading Shakespeare

by
Patricia May Williams

February 26

A Return to the Great Variety of Readers
The History and Future of Reading Shakespeare

Patricia May Williams
February 26
O ye gods!

Render me worthy of this noble wife.

Brutus in *Julius Caesar*
<table>
<thead>
<tr>
<th>Family Medicine</th>
<th>Women's Health Services &amp; Family Medicine</th>
<th>Specialty Services</th>
<th>Specialty Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult &amp; Family Practice</td>
<td>Adult &amp; Family Practice</td>
<td>Treatment of</td>
<td>Adult &amp; Family Practice</td>
</tr>
<tr>
<td>Infusion</td>
<td>Internal Medicine</td>
<td>HIV &amp; Hepatitis C</td>
<td>Infusion</td>
</tr>
<tr>
<td>Infectious Disease</td>
<td>Gynecological Services</td>
<td>Research</td>
<td>Infectious Disease</td>
</tr>
<tr>
<td>Sexual Health</td>
<td></td>
<td>Pharmacy Services</td>
<td>Sexual Health</td>
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<tr>
<td>Travel Medicine</td>
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<td>Travel Medicine</td>
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<tr>
<td>HIV &amp; Hepatitis C Testing</td>
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<td></td>
<td>HIV &amp; Hepatitis C Testing</td>
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<tr>
<td>1-775-555-1621</td>
<td></td>
<td></td>
<td>1-775-555-1623</td>
</tr>
</tbody>
</table>

www.tristatewellnesscenter.org
Good Design Is As Easy as 1-2-3

1. Learn the principles.
   They’re simpler than you might think.

2. Recognize when you’re not using them.
   Put it into words — name the problem.

3. Apply the principles.
   You’ll be amazed.

Good design is as easy as...

Learn the basic principles.
They’re simpler than you might think.

Recognize when you’re not using them.
Put it into words — name the problem.

Apply the principles.
Be amazed.
6 Steps to Pie as Art

1. Preparation for creating
2. Building the pie
3. Beautifying the pie as art
4. Cooking to perfection
5. Presenting your creation
6. Eating pie art with joy

Six Steps to Pie as Art

1. Preparation for creating
2. Building the pie
3. Beautifying the pie as art
4. Cooking to perfection
5. Presenting your creation
6. Eating pie art with friends
le petit jambon pense à la vie et mort


"Wire nut, murder?" wined Guilty Looks, hoe diet never peony tension tore murder's scaldings.

"Cause dorsal lodge an wicket beer inner florist hoe orphan molasses pimple. Lade gulls shut kipper ware firm debt candor ammonol, an stare otter debt florist! Debt florist's mush toe destature fury lade gull!"

Hormone nurture

Wail, pimple oil-wares wander doe wart udder pimple dun wampum toe duo. Debt's jest hormone nurture. Wan moaning, Guilty Looks dissipater murder, an wan entity florist. Fur lung, disk evengeres gull wetter putty yowler coils cam tore morticed lade cordage inhibited buyer hullfirmly off beers—Fedder Beer (home pimple, fur oblivious raisins, coiled "Brewing"), Murder Beer, and Ladle Bore Beer. Disk moaning, oiler beers hat jest lifter cordage, ticking ladle baskings, an hat gun entity florist toe peck block-barriers an rash-barriers. Guilty Looks ranker dough ball; bought, off curs, nor bawdy worse hum, soda sully ladle gull win baldly rat entity beer's horse!

Sop's toe hart

Honor tipple inner darning rum, stud tree boils fullersop—wan grade bagboiler sop, wan muddle-each boil, an wan tweny ladle boil. Guilty Looks tucker spun fuller.
Repetition
Gulls Honor Wrote
Herosy rheumatic stary offer former’s dodder, Violate Huskings, an wart hoppings darn honor form.
Violate lift water ladder, oiled Former Huskings, hoe batter repititions for bang furry ratch—an furry sccochy. Infect, purple orphant set debt. Violate’s fodder worse noding button oiled mouser. Violate, honor udder has, wosomed furry guats pananus—jester pony ladle form gull, sample, mirted, an unfillicted.

Water rheumatic form!

Ner symphony
Violate! sorted dole former, Watcher setting darn bar? Bow canned gat with sett darn during nailing! Gunna pop oter debt cheer!
Arm tarted, Fedder, replesdent Violate warchy. Watcher tarted far, ater standy form, how din’t half much symphony further gull. Are boder that doo much wole dick meaning. Ditcher curry done buckles fudder sloh darn bator pap an hooker pug. Dua wosomed furry guats pann furrly lusnly dependable two. Nosing during or oil marks nearhe cents.

Vestibule guardings
Yap, Fedder. Are fitter pegs. Ditcher make-as cases an meeech othe chee staple? Of course, Fedder. Are multi color cave an meeped oster staple. Better chockings, an clemmed upper lower inner checking horse toe gadder olor ache, as won darn tate vestibule guardings toe peak ock or bogs an warme offer vestibule, an wached an curned yore closing, an fitter hurrews any oil ding well.

Mouse-an steers
Violate were jest witht abored Hyary, how worse jester pane form boar limmig adurning form. Sun pile pur set debt. Hyary Parkings dust half gat once, butter hatter got disposision as hy worse medly an half wet. Violate, Infect, Hyary sander toe mitem, buter were toe skir toe sit.

Moan-tale an steers
Violate were jest witht abored Hyary, how worse jester pane form boar limmig adurning form. Sun pile pur set debt. Hyary Parkings dust half gat once, butter hatter got disposision as hy worse medly an half wet. Violate, Infect, Hyary sander toe mitem, buter were toe skir toe sit.

Arsenate rheumatic
• Snuff done fragrant odors.
• Moan lit an merry age.
• Odors fitter put matches inner floor guardings.
• Denuty half summ-sing impertinent toe animal.
• Hyary were fodder.
• Cureng gas were hopping.
• Violate dist merry Hyary.
• Debt gull roolu wit a wocket furrly ratch land.

Consistent double rule on the tops of all pages.

Consistent typeface in headlines and subheads, and consistent space above each.

This single rule repeats across the bottom of each page.

All stories and photos or illustrations start at the same guideline across the top of each page (also see the note on the opposite page about “bottoming out”).

Note the repetitive use of the triangular shape in the list and in the caption, opposite page. That shape is probably used elsewhere in the publication as well.

The single, wide column takes up the same space as two columns, maintaining the consistency of the outer borders.
R. William Whetstone Memorial Committee presents the Twentieth Memorial Lecture

Dr. Euphemia May Weber
Professor of Psychiatry and Neuroscience
at the University of California, Younsville
on "A Hundred Years of Science"

Monday, September 27, 8 p.m.
Reilly Rooser Auditorium, Truchas
Free admission

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A Hundred Years of Science

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This Twentieth Memorial Lecture is presented by the R. William Whetstone Memorial Committee.
Contrast
Exciting Headline
Wants pawn term dare worsted ladle call hoe hat search putty yowler calls debt pimple colder Guilty Looks. Guilty Looks lift inner ladle codeage saturated adder shirt dissidence firmer bag florics, any ladle gull orphan sister murder toe letter gore entry florics oil buyer shelf.

Thrilling Subhead
“Guilty Looks!” crater murder angularly. “Hominy terms area garner asthma suture stooped quirk-in’? Gober door florics? Sordidly nut?”

“Wire net, murder?” wined Guilty Looks, how dint peony tension tore murder’s scalldings.

“Cause dorsal lodge an wicket; beer inner florist hoe orphan mollases pimples, Ladie gull’s shut klippers were firm debt cancel ammonal, an store otter debt florics! Debt florics’ mush toe dentures furry ladle gull!”

Another Exciting Headline

Boring Subhead
Honor tipple inner dazzling rum, stud tree bolls fuller sop—wan grade bag bolier sop, wan mudderwash ball, an wan twavwy ladle bol. Guilty Looks Tucker span fuller sop inner grade bag boll—busby spurted arc inner honey.

*Arch!” crater gull, “Debb’s sop’s toe hart—barns mar mouse.”

Dinny traitor sop inner mudderwash ball, witl worse toe corked. Butter sop inner twavwy ladle boll worse jest.

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PROFILE:
I am a hard-working, dependable, cheerful person of many talents. My ideal position is with a company that values my combination of creativity and effort and one in which I can continue to learn.

ACCOMPLISHMENTS:
2011–present
English Teacher, Yomago High School for Language and the Arts
2006–2011
Acts of Good, web designer and developer, working with a professional team of creatives in Portland.
2003–2006
Pocket Full of Posies Day Care Center. Changed diapers, taught nursery rhymes by rote, straightened out spoiled behavior and taught children basic hygiene.
1997–2000
Developed and led a ski band called Lead Vein. Designed the website and coordinated national tour.

EDUCATION:
Santa Rosa Junior College, Santa Rosa, California; focus on graphic design and drafting, 1999–2001

PROFESSIONAL AFFILIATIONS:
2000–2002
Grand National Monotype Club, Executive Secretary
1999–2003
Jerks of Invention, Musicians of Portland. President
Local Organization of Travelers' Wild

LANGUAGES:
English, native
Japanese, fluent

HOBBIES:
Music (guitar, bass, trumpet, keyboard, vocals), photography, drawing, dancing, rowing, reading, magic

REFERENCES:
Sally Psychei 563-888-0419
Eugene J. Laghun 413-808-3009

ADDRESS:
James Clifton Thomas
Yomago-Shi, Tottori-Ken, 683-0065 Japan

EMAIL:
james@tomatoes.com
The Rules of Life

Your attitude is your life.

Maximize your options.

Don’t let the seeds stop you from enjoyin’ the watermelon.

Be nice.
Sally’s Psychic Services
Providing psychic support in Santa Fe
Contact lost loved ones, including pets. Get help with important decisions. Find clarity in a fog of unknowns.
Special rate for locals!
Sally@SantaFePsychic.com
SantaFePsychic.com
Phone consultations available 555-0978

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Four Basic Design Principles

Proximity
Alignment
Repetition
Contrast
Color
Triads

Split

Complementary Triads

Blue & orange
Red & green
Yellow & purple

Lime green & violet
Bluish-purple & yellow-orange
Aqua & red-orange

Prof. Dr. Jan Borchers: Designing Interactive Systems I • WS 2021/22
Shades and Tints

Monochromatic

- Shades
- Hues
- Tints
- Purple
Type
Type Categories

Oldstyle
Modern
Slab serif
Sans serif
Script
Decorative—
including Grungy!
Serif (pronounced “sairiff,” not “suh reef”)

This curve is the bracketing

Serifs on lowercase letters are slanted

Diagonal stress

Moderate thick/thin transition in the strokes

Oldstyle

Goudy Oldstyle

Goudy Palatino Times

Bell Sabon Garamond
Vertical stress
Serifs on lowercase letters are thin and horizontal
There is no bracketing
Radical thick/thin transition in the strokes

Bodoni  Didot, Didot Bold
Walbaum  Modern No. 20
Serifs on lowercase letters are horizontal and thick slabs

Vertical stress

Very little or no thick/thin transition, or contrast, in the strokes

Slab serif

Clarendon

Memphis

New Century Schoolbook

Diverda Light, Black
No serifs anywhere
No thick/thin transition in the strokes
No stress because there's no thick/thin

Sans serif

Trade Gothic Next

Brandon Grotesque
Folio
Modernica Light, Heavy
Bailey Sans, Bold
Transat Text
Decorative

MATCHWOOD
THE WALL
HORST SCARLETT
SYBIL GREEN
FLYSWIM
Oiled Mudder Harbored
Oiled Mudder Harbored
Wen tutor cardboard
Toe garter pore darker born.
Bud wenchy gut dare
Door cardboard worse bar
An soda pore dark hat known.

Oiled Mudder Harbored
Oiled Mudder Harbored
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Creating Contrast

Grey Value: Lighter for larger type

Size
Don’t be a wimp.

Weight
Contrast heavy weights with light weights, not medium weights.

Structure
Look at how the letterforms are built—monoweight or thick/thin. Choose fonts from different categories to get different structures.

Form
Caps versus lowercase is a contrast of form, as well as roman versus italic or script. Scripts and italics have similar forms—don’t combine them.

Direction
Think more in terms of horizontal type versus tall, narrow columns of type, rather than type on a slant.

Color
Warm colors come forward; cool colors recede. Experiment with the “colors” of black text.
"66 and 99" ⇒ “66 and 99” or „99 und 66“

The 90's ⇒ The 90’s

Hyphen: odd-looking

en dash: 9:00–12:00, Human–Computer Interaction

em dash: Bob—to my astonishment—finished the game.

Never underline. It cuts through letters and is hard to read.

Avoid ALL CAPS. Missing “coastline”. Hard to read (lawyers love it).

- cat dog
- whistle sweeper
- CAT DOG
- WHISTLE SWEEPER
Kerning

WATERMELON  No adjustments made.
WATERMELON  The software program made
WATERMELON  automatic adjustments.
WATERMELON  Hand kerning applied.

Widows & Orphans

Avoid single word on last line, or single line on new page, at end of paragraph.

Styled Text

Include punctuation: Then finish.

Ligature
Indenting Paragraphs

Either indent the first word of a new paragraph by one em = width of “m” letter = 12 pt for 12 pt font.

Or add some space between paragraphs (default for German.) Never both, and never for the first paragraph after a heading.
Center Alley worse jester pore ladle gull hoe lift wetter stop-murder an toe heft-cisterns. Daze worming war furry wicket an shellfish Parsons, spatially dole stop-murder, hoe dint lack Center Alley an, infect, word orphan traitor pore gull mar lichen.

Warnock Pro Regular 9/10.8
(9 point type, 10.8 leading or linespacing)

Center Alley worse jester pore ladle gull hoe lift wetter stop-murder an toe heft-cisterns. Daze worming war furry wicket an shellfish Parsons, spatially dole stop-murder, hoe dint lack Center Alley an, infect, word orphan traitor pore gull mar lichen.

Warnock Pro Bold 9/10.8
This is exactly the same as the example above, except it is the bold version.

Center Alley worse jester pore ladle gull hoe lift wetter stop-murder an toe heft-cisterns. Daze worming war furry wicket an shellfish Parsons, spatially dole stop-murder, hoe dint lack Center Alley an, infect, word orphan traitor pore gull mar lichen.

Warnock Pro Light 9/10
This is the light version of the font, but it has less linespacing, making the texture appear more dense.

Warnock Pro Light 9/13, extra letterspacing.
Notice this has a lighter color than the example above (same font) due to the extra space between the lines and the letters.

Center Alley worse jester pore ladle gull hoe lift wetter stop-murder an toe heft-cisterns. Daze worming war furry wicket an shellfish Parsons, spatially dole stop-murder, hoe dint lack Center Alley an, infect, word orphan traitor pore gull mar lichen.

Warnock Pro Light 9/13, extra letterspacing.
This is exactly the same as the one above, except in italic. It has a different color and texture.

< 60 characters
Process

1. Identify focal point
2. Group information
3. Strengthen alignments
4. Find or create repetition
5. Create contrasts
Designing Interactive Systems I

Introduction to the Course

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Winter term 2018/19

http://hci.rwth-aachen.de/dis
Designing Interactive Systems I

Visual Design

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Winter Semester ’21/’22

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Summary

Basic Visual Design Principles

- Proximity
- Alignment
- Repetition
- Contrast

Working with Type

- Oldstyle
- Modern
- Slab serif
- Sans serif
- Script

Decorative—Including Grungy!