User-Centered Design

Review

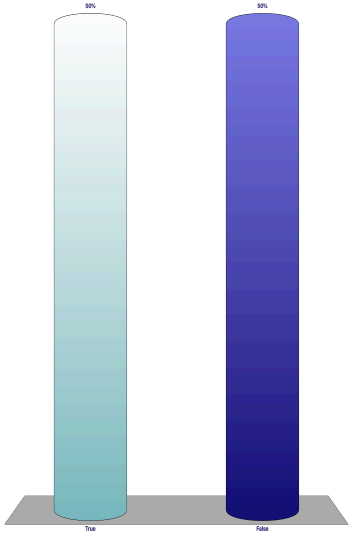
For a motion-activated light controller with a physical button or switch, describe the:

- affordances
- conceptual model
- mapping
- feedback

Should users be asked what features they want in a product?

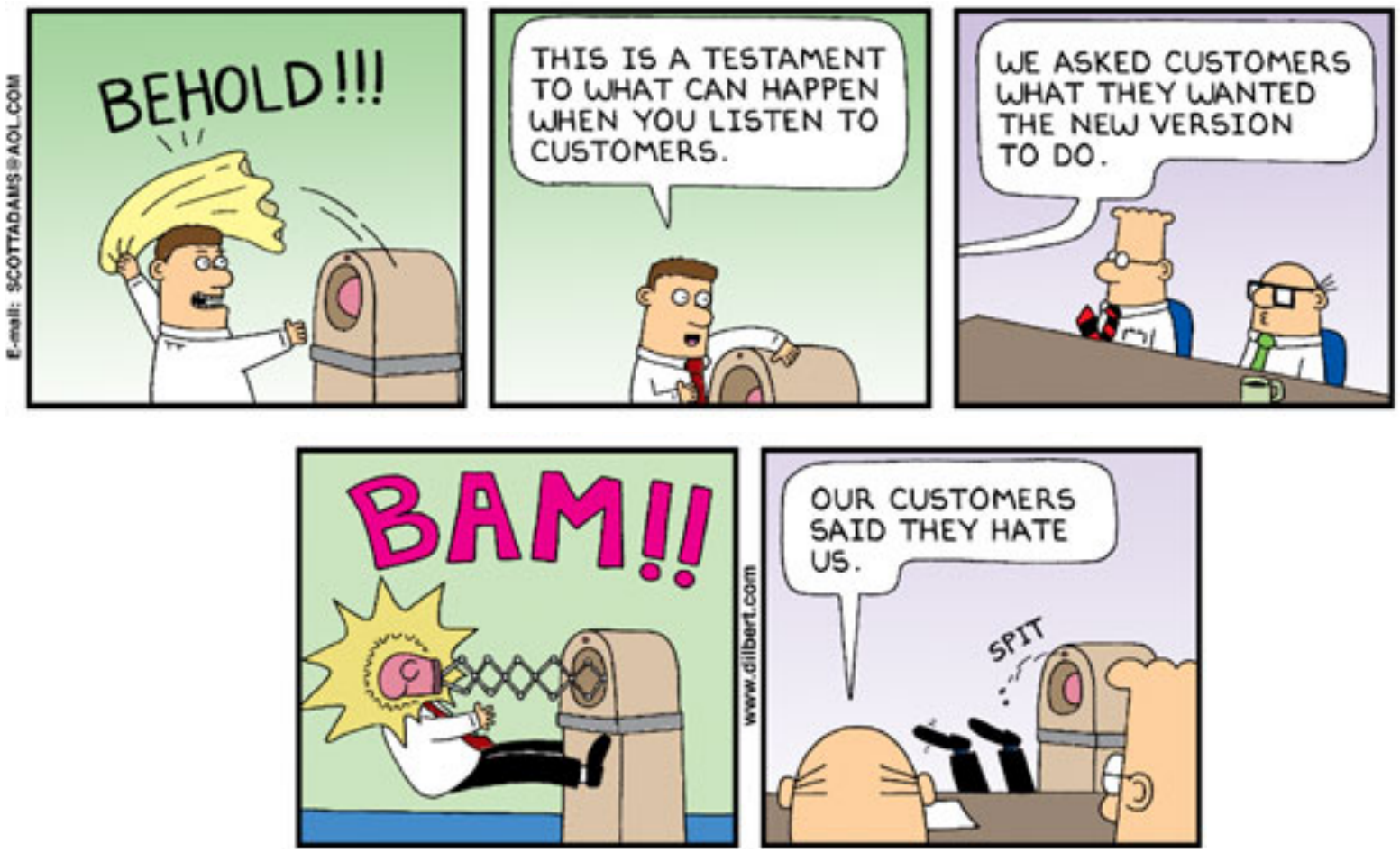
A. True

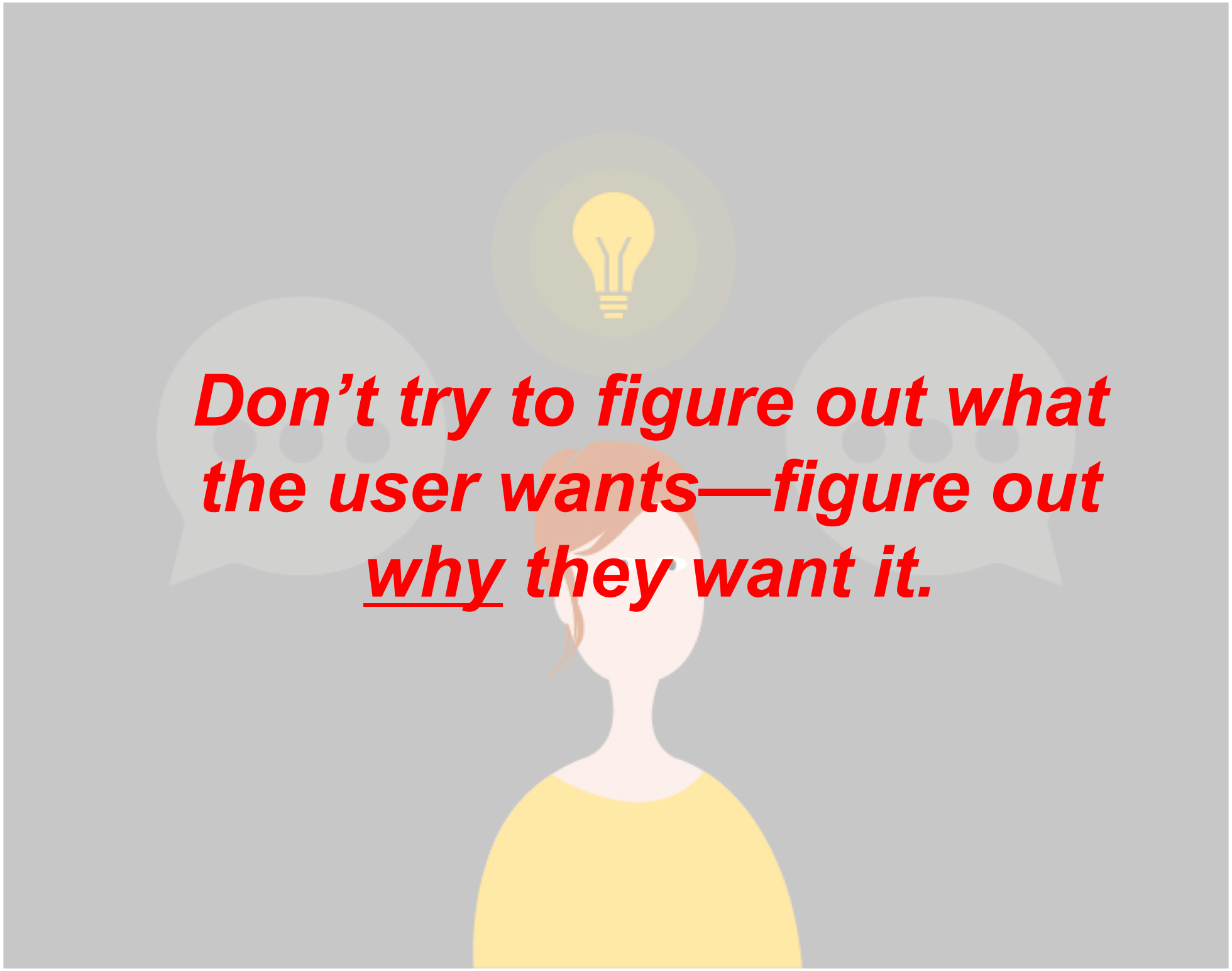
B. False



What to build? Let's ask the user

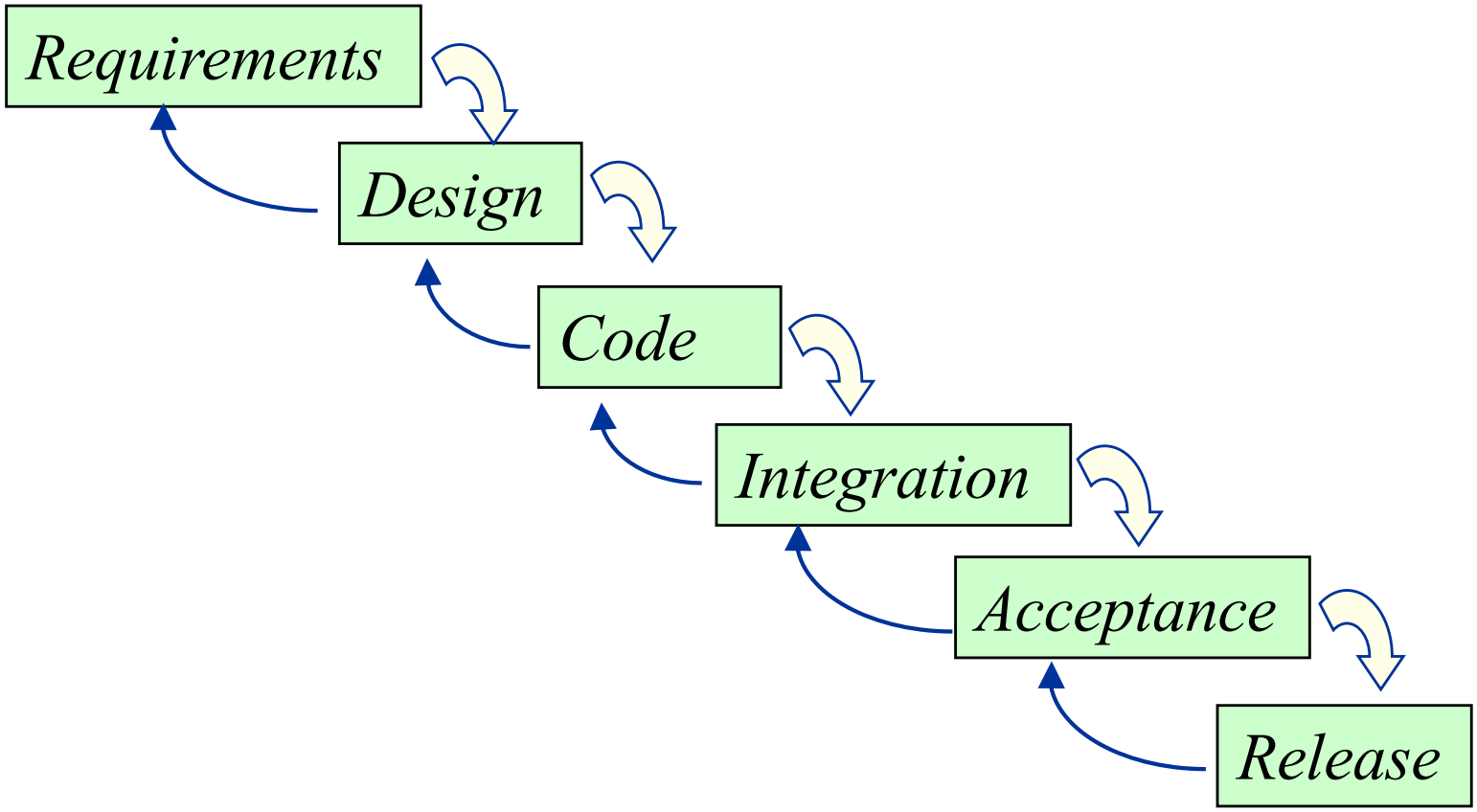
Formally soliciting user requirements as suggested by software engineering seems to be a "best practice" approach



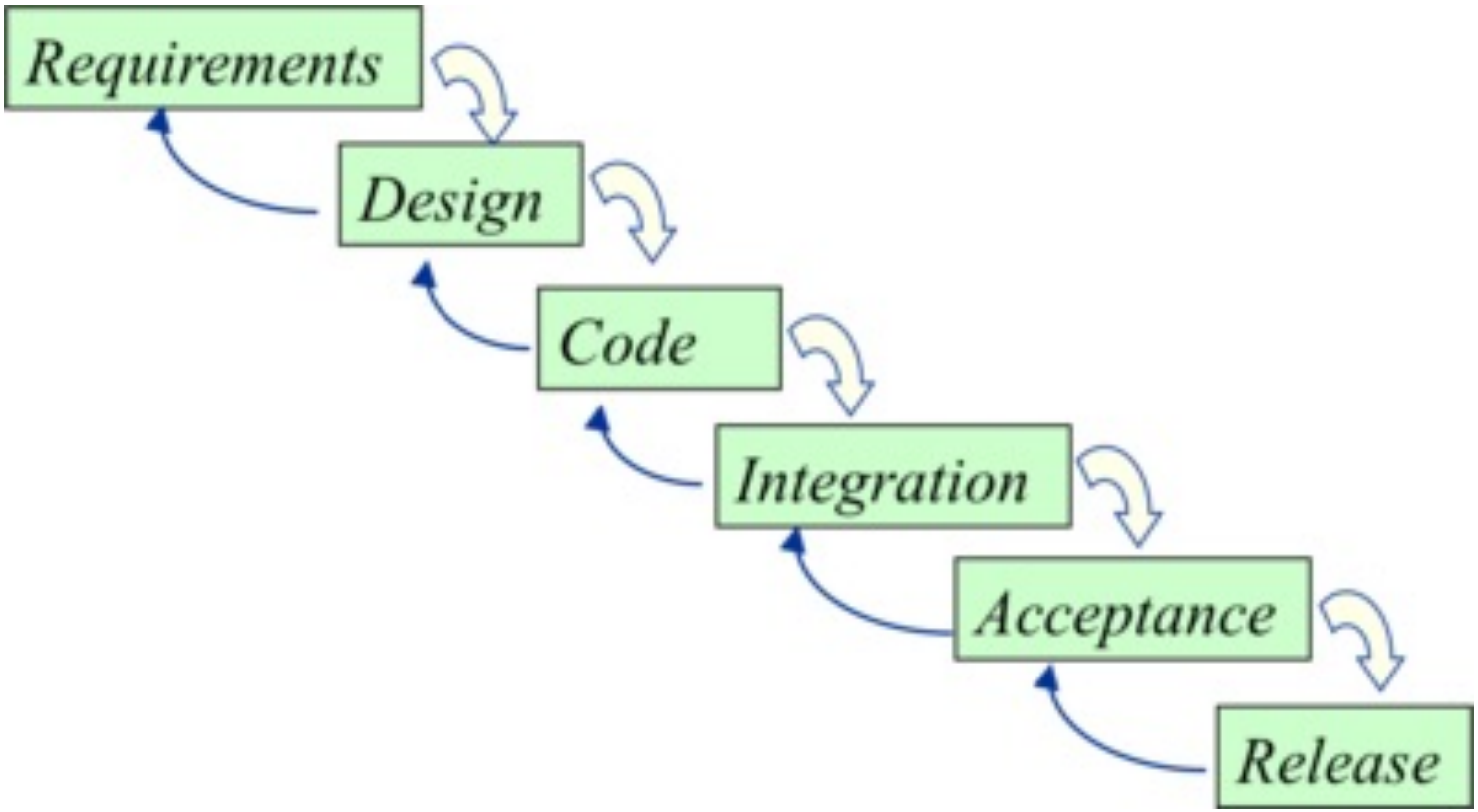

Don’t try to figure out what the user wants—figure out why they want it.

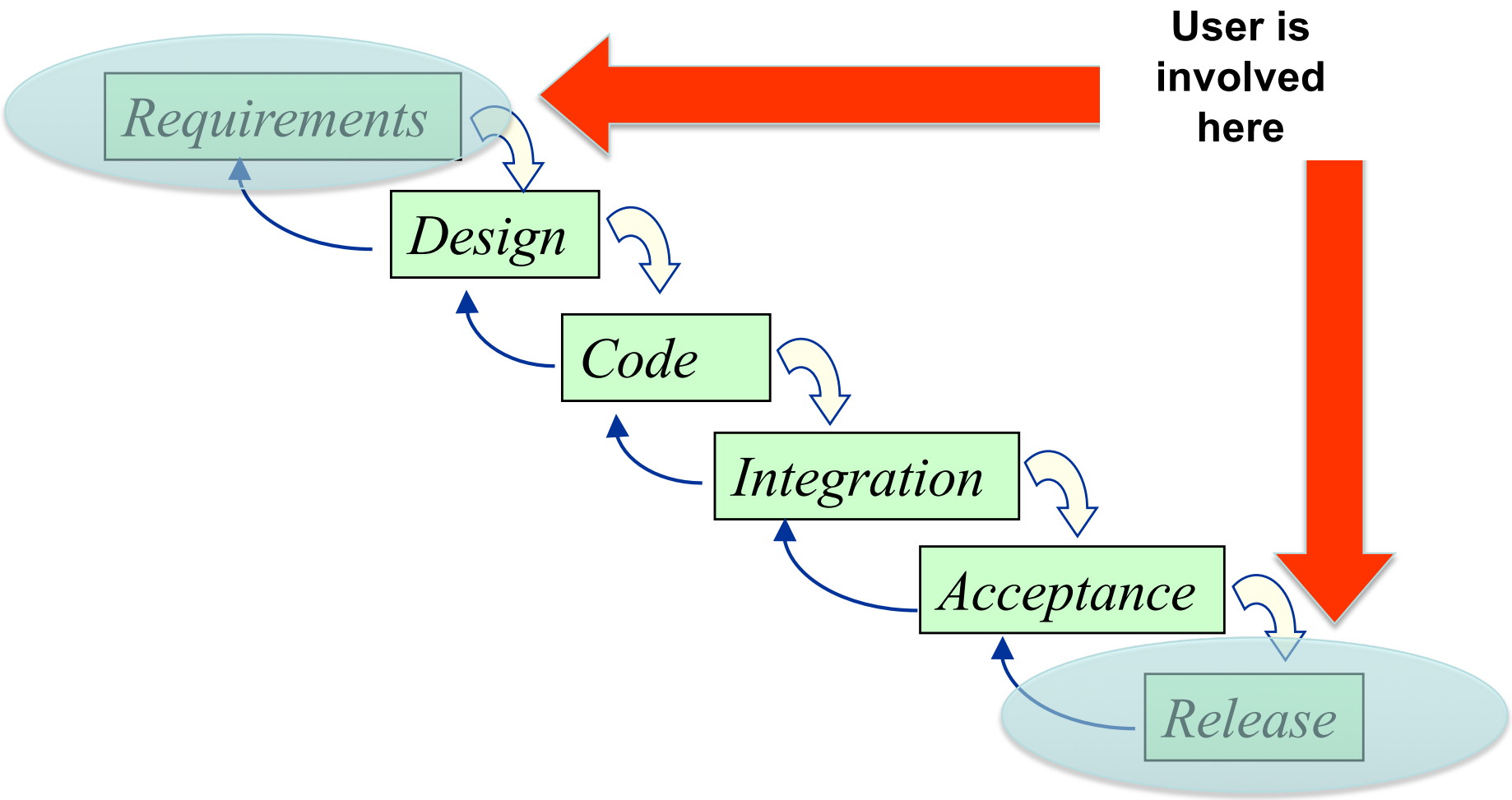
A somewhat better approach

Traditional Software Engineering Design “Waterfall Model”



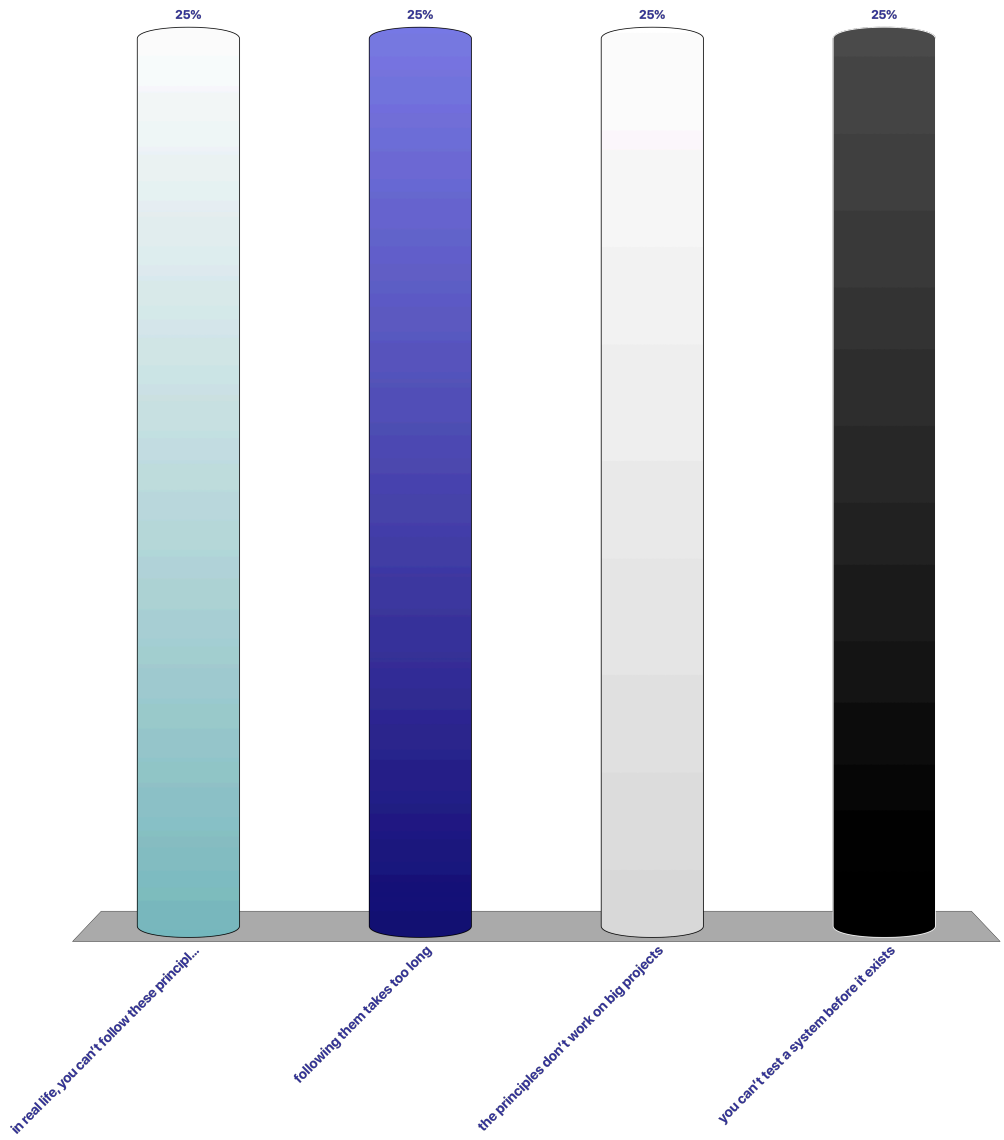
Where is the user involved in the "waterfall model" development process?




User is involved here
Requirements
Design
Code
Integration
Acceptance
Release

Which of the following statements about the principles of User Centered Design are true?

A. in real life, you can't follow these principles
B. following them takes too long
C. the principles don't work on big projects
D. you can't test a system before it exists



Myth or Fact?

"Human factors is just fine-tuning"
or
"you can do usability at the end"

- But why should we care?
  (this is the "I'm just taking HCI for a credit" line)

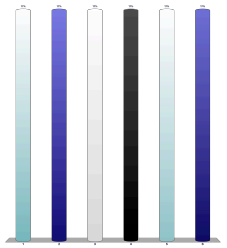
Discover
• Observing customers in their workplace
• Listening to problems and suggestions
• Learning what is meaningful
Design
Our Customer
Evaluate
• Reflecting on customer needs
• Brainstorming new ideas
• Sketching design concepts
• Testing concepts with customers
• Measuring the results
• Improving designs

Give an example of a user-centered design practice employed during the design of the Olympic Messaging System

Keyword:

Rank	Responses
1	SHORT ANSWER A
2	SHORT ANSWER J
3	SHORT ANSWER G
4	SHORT ANSWER E
5	SHORT ANSWER I
6	SHORT ANSWER F

Keyword Matches: 0



Exercise: Design Critique

- Instructions can be found under “in-class exercises” for today’s class on the course home page, cim.mcgill.ca/~jer/courses/hci
- Post your suggested improvements on the Moodle discussion for “Design Critique”

Next class

- Guest lecture by André Gascon

Readings for next class

- Tullis, Is user interface design just common sense?
  - Describes the simple GUI layout task you were shown in our first class
- Dreyfus, Five Steps from Novice to Expert
  - Long article, but you only need to read a few sections as indicated
  - Relevant to understanding the different type of users we encounter

Deliverable: Project pitch

- Time to form teams and start “pitching” early project ideas
- post these on Moodle so we can offer you feedback!

Peerwise

- Don’t forget: bonus marks available for contributions to class via Peerwise