

HCCS Advanced Topics

AUTUMN TERM 2006

Week 6 – User experience – beyond usability

Rationale: Recently, there has been much discussion about the limited notions surrounding usability. The notion of the user experience has begun gathering momentum, providing a more encompassing account of how people interact and use technologies. This class will cover some of this new ground, looking at the range of concepts that have emerged.

Everybody to read this one – it is really short and provocative

1. J.P. Djajadiningrat, C.J. Overbeeke, S.A.G Wensveen (2000): Augmenting Fun and Beauty: A Pamphlet. Proc. of DARE 2000

<http://www.itproducts.sdu.dk/djajadiningrat/publications/00DjajDARAUGM.pdf>

The remaining four papers are to be split over the class. Half of the class reads papers 2 and 3, the other half reads papers 4 and 5 (read one paper, skim the other).

2. Forlizzi, J. and Battarbee, K. (2004) Understanding experience in Interactive Systems.

Proceedings of DIS'04, ACM Press, pp. 261-268.

<http://delivery.acm.org/10.1145/1020000/1013152/p261-forlizzi.pdf?key1=1013152&key2=5452408901&coll=ACM&dl=ACM&CFID=29281933&CFTOKEN=36071676>

3. Sengers, P. and Gaver, B. 2006. Staying open to interpretation: engaging multiple meanings in design and evaluation. In *Proceedings of the 6th ACM Conference on Designing interactive Systems* (University Park, PA, USA, June 26 - 28, 2006). DIS '06. ACM Press, New York, NY, 99-108. <http://doi.acm.org/10.1145/1142405.1142422>

4. Wright, P. and McCarthy, J. (2003) Making sense of experience. (Pre-final Draft of Chapter) in Blythe, MA, Overbeeke, K., Monk, AF & Wright, PC (eds) *Funology: From Usability to user enjoyment*, Kluwer Academic Publishers.

http://www-users.cs.york.ac.uk/~pcw/papers/FunBook_chapter_Draft.doc

5. Gaver, W, et al (2004) The Drift Table: Designing for Ludic Engagement. *CHI 2004*

Extended Abstracts, ACM Press, pp885-900. (describes a ludic design project)

<http://portal.acm.org/citation.cfm?id=1015555&coll=ACM&dl=ACM&CFID=29281933&CFTOKEN=36071676>

Additional reading:

Jonas Löwgren (2002) The use qualities of digital designs. Draft manuscript Oct. 2002 (first version of a book chapter: Löwgren, J. (forthcoming). Articulating the use qualities of digital designs. To appear in Fishwick, P. (ed.) *Aesthetic computing*, MIT Press.) – this is one of the influential Scandinavian Interaction Design theorists

<http://webzone.k3.mah.se/k3jolo/Material/uqDDv1.pdf>

Gaver, W, Beaver, J. and Benford, S. (2003) Ambiguity as a resource for design. In *Proc CHI 2003*, ACM Press, Fort Lauderdale, pp 233-240.

<http://portal.acm.org/citation.cfm?id=642653&coll=ACM&dl=ACM&CFID=29281933&CFTOKEN=36071676>

ACM *Interactions* magazine, special issue on Funology, Vol 11 (5), Sept-Oct 2004.

Websites:

User Experience Design

<http://semanticstudios.com/publications/semantics/000029.php>

Measuring the user experience

<http://www.sitepoint.com/article/quantify-user-experience>