

HCCS Advanced Topics

AUTUMN TERM 2006

Week 8 – Methods

Rationale: Once we move away from the desktop, look beyond the individual and beyond task-based work support and usability, we need new methods that inform design. Here are some examples for methods that go beyond traditional usability. The papers for this week range from studying peoples' lives as is, to more interventionist approaches and to performative methods that combine imagining of future devices or uses of a given device and evaluating it (with either the designers or the users doing the performing and imagining). Besides of these (more novel and creative) approaches there are classic methods such as interviews, focus groups, or ethnographic observation.

Everyone is to read papers 1 and 2. Paper 1 will give you an introduction into ethnographic approaches as the 'classical' approach to inspiring UCD. Paper 2 is very short and provides you with some ideas on how to approach application areas, where you can't observe your users directly. The remaining papers introduce novel approaches that experiment with creative methods will be distributed across the class so that everybody reads one additional paper (each paper to be read by 3 people). Focus on the method and how it is applied.

ALL to read:

1. *Ethnography:*

Blomberg, J., Burrell, M., Guest, G. An ethnographic approach to design.
In Jacko J. A., Sears A. (eds.). *The Human-Computer Interaction Handbook: Fundamentals, Evolving Technologies and Emerging Applications*.
Lawrence Erlbaum Associates, Inc.: Mahwah, New Jersey, 2003.
Outline: http://www.isrc.umbc.edu/HCIHandbook/Chapter_50.html
[**Read pages 967-973.** If you find the time, we recommend reading the whole chapter. Hard copy in the IS folder in the Masters Lab.]

2. *Experience Sampling*

Stephen S. Intille John Rondoni Charles Kukla Isabel Iacono Ling Bao (2003)
A Context-Aware Experience Sampling Tool.
Proceedings of CHI '03 Extended Abstracts on Human Factors in Computing Systems. New York, NY: ACM Press, 2003, pp. 972-973.
<http://web.media.mit.edu/~intille/papers-files/IntilleETAL03.pdf>

DISTRIBUTE around the class:

3. *Cultural probes*

Gaver, B, Dunne, T., Pacenti, E. (1999)
Cultural Probes. *Interactions*, Vol 6 (1), ACM, pp 21-29.
<http://portal.acm.org/citation.cfm?doid=291224.291235>

4. *Technology probes*

Hilary Hutchinson, Wendy Mackay, Bosse Westerlund, Benjamin B. Bederson, Allison Druin, Catherine Plaisant, Michel Beaudouin-Lafon, Stéphane Conversy, Helen Evans, Heiko Hansen, Nicolas Roussel, Björn Eiderbäck, Sinna Lindquist, Yngve Sundblad
Technology Probes: Inspiring Design for and with Families.

Proc. of CHI 2003, pp.17-24

<http://www.cs.umd.edu/local-cgi-bin/hcil/rr.pl?number=2002-16>

5. *Experimental prototyping with users, playacting and performance*

Giulio Iacucci and Kari Kuutti.

Everyday Life as a Stage in Creating and Performing Scenarios for Wireless Devices.

Personal and Ubiquitous Computing (2002) 6:299–306

http://users.tkk.fi/~giulio/P2_jacucci.pdf

6. *Playful prototyping with users (using a doll house)*

Tore Urnes, Åsmund Weltzien and Anne Zanussi, Solveig Engbakk and Julie Kleppen Rafn

Pivots and Structured Play: Stimulating Creative User Input in Concept Development

Proc. of NordiCHI, 2002, S. 187-195

<http://www.ivt.ntnu.no/ipd/fag/Brukergrensensnittedesign/2005/papers/p187-urnes.pdf>

7. *Body Storming*

Buchenau, M., Suri, J.F. (2000) Experience Prototyping.

Proc. of DIS 2000. Pp. 424-433

<http://www.viktoria.se/fal/kurser/winograd-2004/p424-buchenau.pdf>