Observations in HCI

Informatics 131 Discussion A

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Prelude

10 questions you should be able to answer... (Prof. Judith S. Olson, UC Irvine)

1) What is the problem? What are you going to solve?

2) Who cares? Why should people care about this problem?

3) What have other people done about it? Literature review. Why is that not sufficient? What are the gaps and unanswered questions?

4) What are you going to do about it? Your approach.

5) What are you really going to do about it? Methods, operationalization, sample.

Prelude

10 questions you should be able to answer... (Prof. Judith Olson, UCI), contd.

6) What do you expect to find? What did you find? Results.

7) What does this mean? Conclusions.

8) Who cares? Implications.

9) Where are you going to publish? What are you going to do next?

10) What are you going to be doing in 5 years?

Observations in HCI

Why?

- Users consume, modify, domesticate, design, reconfigure, and resist technologies. (Oudshoorn & Pinch, 2003)

- We want to find out about:
  - How do people use technology?
  - Why do people use technology in certain ways?
  - Where do we see room for innovative technology?

Oudshoorn, Nelly, and Trevor Pinch. *How Users Matter: The Co-Construction of Users and Technology (Inside Technology)*. The MIT Press, 2003.

Observations in HCI

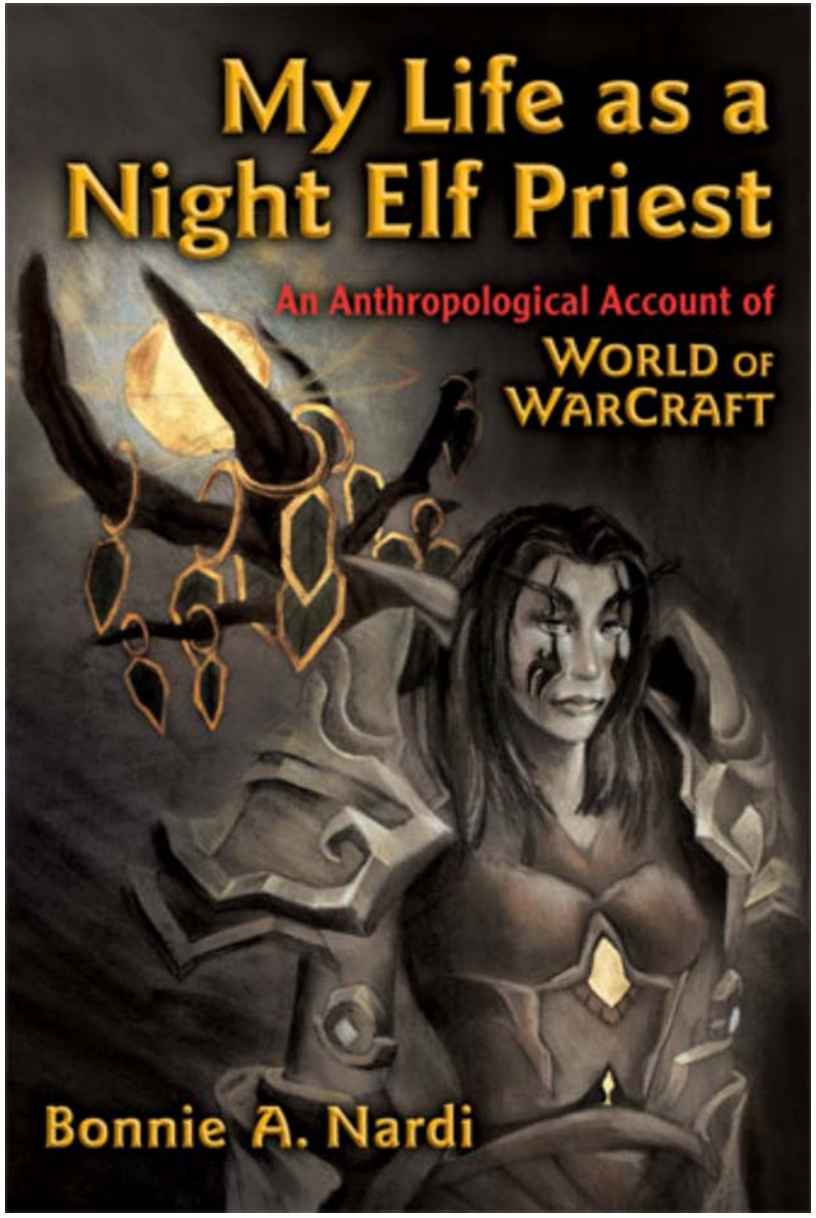
Methods

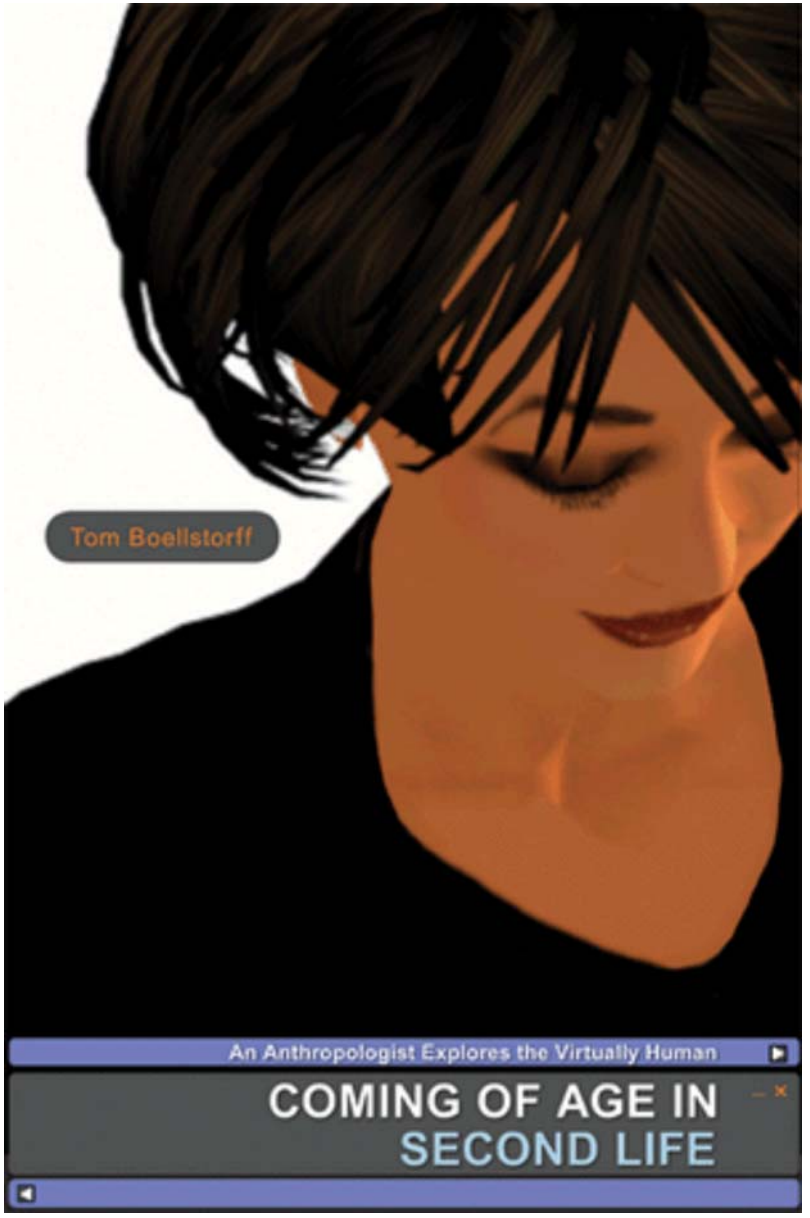
- Qualitative vs. quantitative investigations
- Ethnographic observations
- Contextual inquiry: interviews in context

Fieldsite

- ‘In the wild’ (real world)
- Controlled setting (lab, confined space)

Ethnographies in Virtual Worlds





Recording Observations, Data

Your Observations

Goals

- Total 40 minutes, at least 15 min per session
- At least 2 different times/locations

What to turn in

- Fieldnotes (at least 4 pages, timestamps, sketches)
- Photographs (at least 4, captions) or alternative evidence
- Observation summary (2-3 paragraphs)
- Observation reflection (1-3 paragraphs)

Details: http://ellieharmon.com/inf131/131-design/#D1