

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?

Observations in HCI

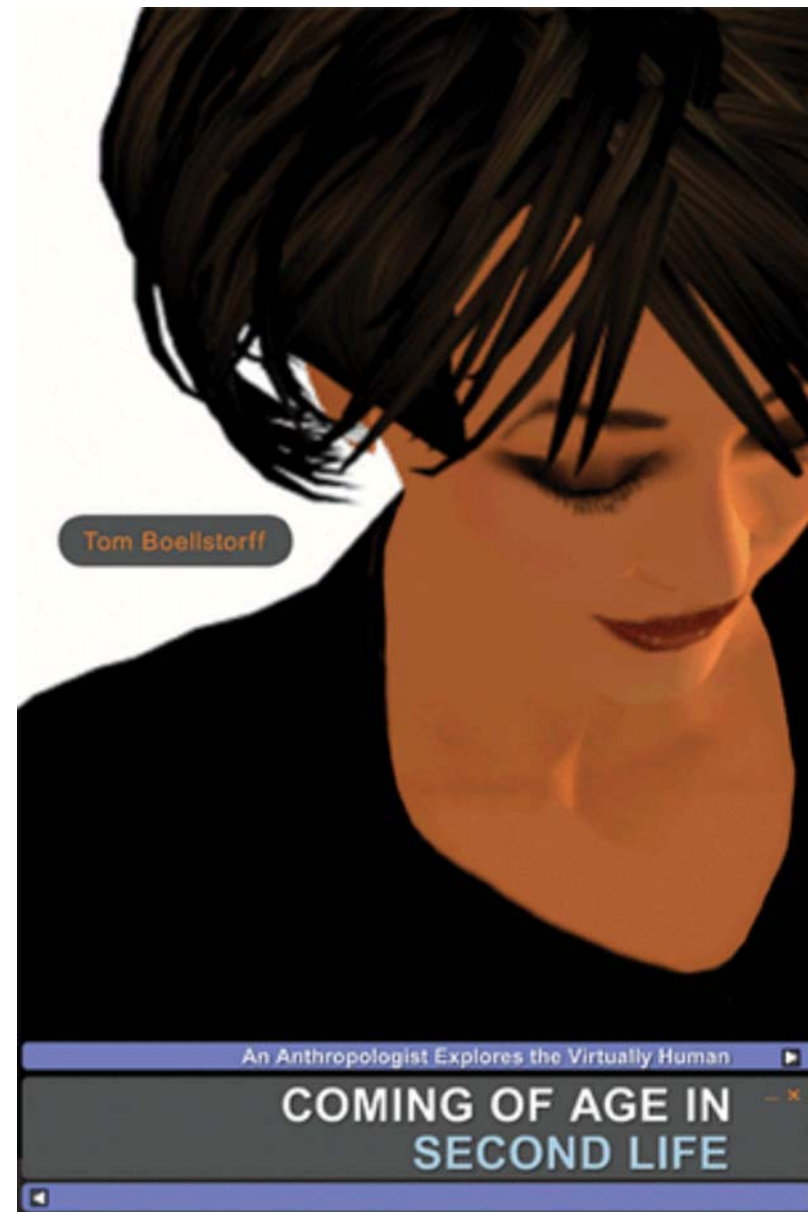
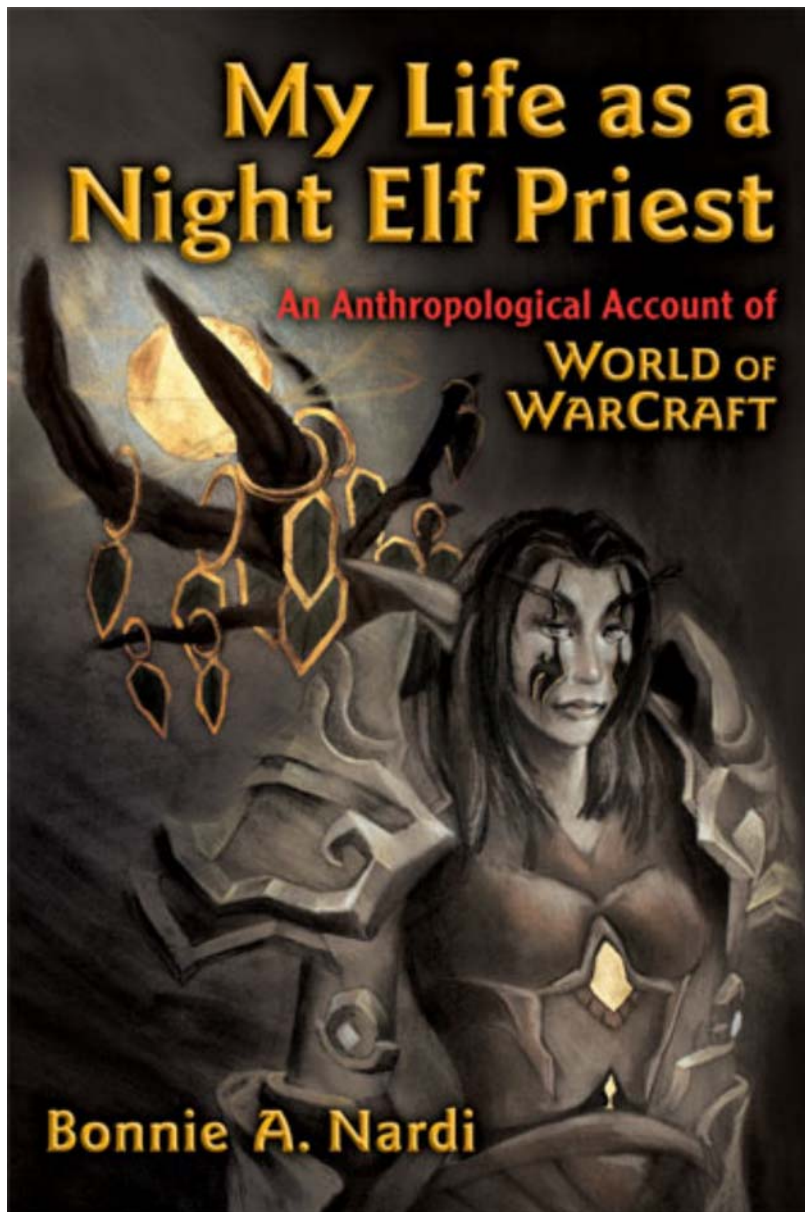
Methods

- 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

The screenshot displays a virtual world interface with the following elements:

- Window Title:** Phoenix Firestorm-Release v4.3.1.31155 -
- Navigation Bar:** Avatar, Comm, World, Build, Content, Help, CRADLverse 1 (412, 103, 22) - Moderate - Your Parcel
- System Info:** OS\$ 0 BUY OS\$ 3:27 PM PST
- Map:** A small map in the top-left corner shows a grid with directions (SW, W, NW, S, N, SE, E, NE) and a green dot indicating the current location.
- Challenge Panel:**
 - Challenge:** Nokia City Lens Walkthrough
 - Team:** Team B-1-2
 - Step 1:** Launching Nokia City Lens application
 - Step 2:** Choosing Nearby option
 - Timer:** 00h 12m 06s
 - Mobile App Simulation:** A Nokia City Lens interface titled "explore irvine" is shown, featuring various icons for navigation and services.
- Task Instructions:**
 1. What is the user trying to achieve at this point? (What's their "goal"? Why is it their goal?)
To search for nearby City Lens to find a restaurant for lunch
 2. What actions are obviously available in the interface?
To launch the Nokia City Lens app in order to locate and use the Nokia City Lens app.
 3. Once the label for the correct action matches, the user's goal is achieved. The image in the cityscape from the task of the app is the most prominent and not entirely relative. It was clearly known the label of the app was "Nokia City Lens" and it was clearly known the app was "Nokia City Lens".
- Avatar:** A large avatar in the foreground is looking towards the challenge panel. Other avatars are visible in the background.
- UI Elements:** A search bar, a "Nearby Chat" window, and a toolbar with various icons (chat, microphone, walk, eye, etc.) are visible at the bottom.

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>