

Computer/Human Interaction

Lecture 22

Overview:

- Information Design and SBD
 - Explore information design space
 - Information scenarios
 - Information claims
 - Refining information scenarios
 - Consistency and coherence

Information Design & SBD

- Transform activity scenarios (stories about new functionality, new needs) into **information scenarios** (same stories with visual, auditory, or other presentation details)
- Specify representations of task's objects and actions that help users perceive, interpret, and make sense
- Make **claims** regarding presentation features and analyze consequences

Explore Metaphors

- Again, brainstorm as in activity design – often the same metaphors
- Concentrate on what they suggest with regard to presentation
- Example:
 - Electrical circuit looks like...
 - Voltmeter looks like...
- Use sketches to illustrate metaphors

Explore Technology

- Elaborate what technology being considered looks like
- Example:
 - Electrical circuit looks like...
 - Voltmeter looks like...

Information Scenarios

- Identify claims features of activity scenario that can be supported by specific choices of presentation
- Rewrite scenario with presentation details
- Consider consequences, side effects

Claims Analysis

- Same as before: identify feature of information scenario, consider consequences of feature
- Pros and cons from the point of view of the information being presented as related to activity claims
- Goal is to maximize overall pros and minimize overall cons

Example

- Problem scenario: Dr. Hwang builds a circuit by getting a breadboard...
- Activity scenario: Dr. Hwang builds a circuit using a simulation program to draw a circuit...
- Information scenario: Dr. Hwang builds a circuit using a simulation program... She notices that it looks very much like a drawing program like OpenOffice Draw. It has toolbar buttons with different shapes... The shapes appear to be the different circuit element types...

Example 2

- Information claim: Toolbar buttons for each circuit element type
 - + ...
 - ...

Refining Information Design

- "Picture is worth a thousand words"
- Sketches are quick and inexpensive
- Sketch multiple important views
- Insert details about individual information elements into scenarios and sketches. E.g. icons, menu items
- Again, participatory design – ask end users what they think

Consistency and Coherence

- Individual display elements and overall visual design programs should be internally consistent.
- Externally, want coherence – the constructed pieces should look related; however, do not want to stifle individual, task-specific creativity

Homework 3

- Exercises 4 & 5 on page 156 of textbook
- **Due at beginning of class on Monday**, will discuss and compare