Human-Computer Interaction IS4300

Prof. Timothy Bickmore

Homework I7 Heuristic Evaluation

- Each of you will evaluate three projects (each project gets 4-5 reviews).
- ASAP – check to make sure you can run the interface.
  - Contact me and the project members if any problems.
- You are to evaluate using heuristic evaluation as covered in Nielsen.
  - Answer how well the interface meets each of the criteria.
  - Write 1-2 page report on each project covering at least **12** issues (positive or negative). Clarity is important (screen shots where possible).
  - Post each review on a separate web page and email the relevant URL to the appropriate team members.
  - Work through the 3 tasks used in paper prototyping, unless otherwise specified

chapter 20

You must be joking

- Ubicomp
- VR?
- Mobile

Ubicomp

- Ubiquitous Computing, aka
- Pervasive Computing

- "Computing off the desktop"
- Mark Weiser @ Xerox PARC 1990's

Ubicomp Topics

- Mobile computing
- Smart homes
- Passive sensing
- Context aware systems
- Ambient interfaces
- Automated capture & access
- Etc.

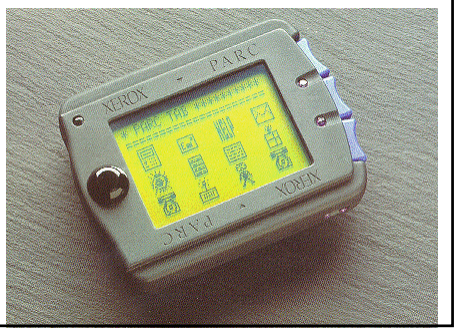
Professional Conferences

- ~CHI
- Ubicomp
- MobileHCI
- Pervasive Computing

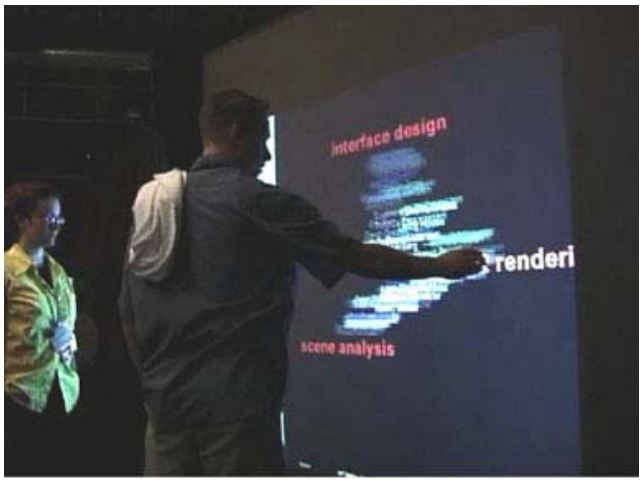
Xerox PARC Projects

- PARCtab (’90s)
  - Location sensitive mobile computing
  - IR communication with each room

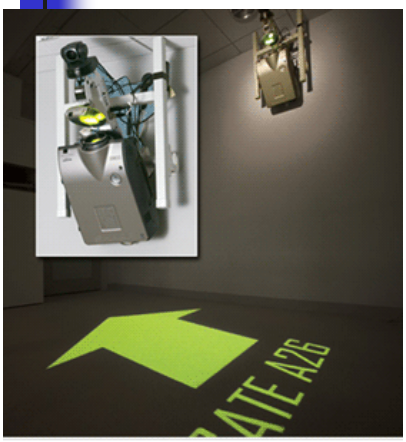
Ancient Video

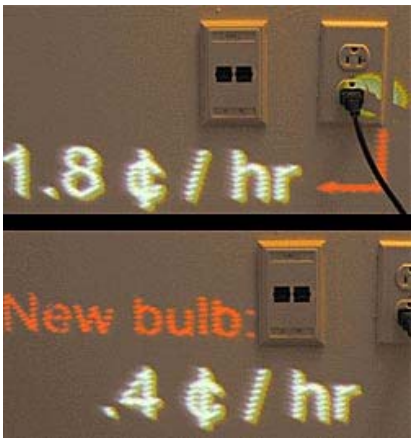


Interactive wall-sized displays



IBM Anywhere Display





PlaceLab

Evaluation challenges?

Ambient Interfaces: Ambient Orb

Ambientdevices.com

Pinwheels – Example Ambient Interface

Automated Capture & Access

Vannevar Bush "memex" – Brian Clarkson "Life Patterns"

A memex is a device in which an individual stores all his books, records, and communications, and which is mechanized so that it may be consulted with exceeding speed and flexibility. It is an enlarged intimate supplement to his memory. Vannevar Bush, 1945

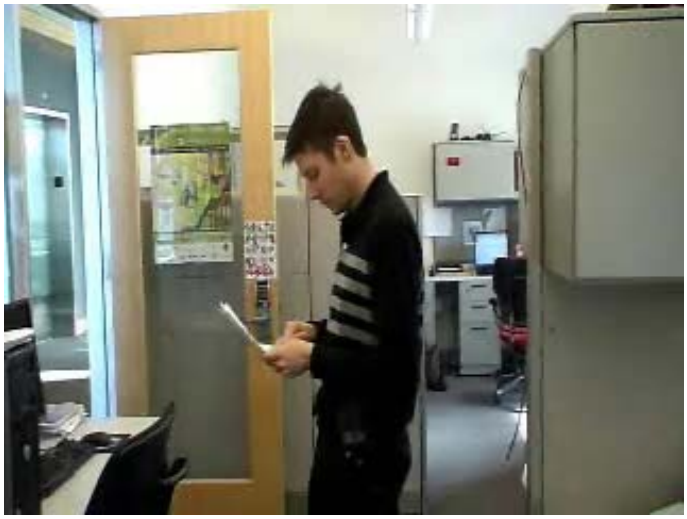
Context-Aware Computing

- Apps that automatically respond to, or incorporate, context
  - Location
  - Time
  - Activity
  - Who
- Current examples?
- Trying to guess 'user intent' is notoriously difficult…

Challenge in Context-aware Computing: Inferring User Intent

Challenge in mobile/ubicomp/everyday: how to monitor and interact proactively

Challenge in mobile/ubicomp/everyday: how to monitor and interact proactively



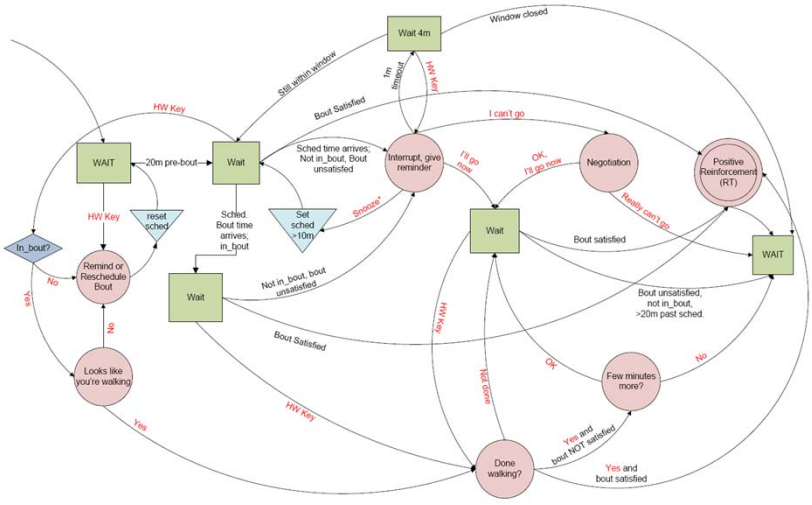
Context-awareness Study

- Compared automatic sensing of walking to explicit user signaling of walk start & end.
- Eight subject, 2-treatment (4day ea), within-subjects design.
- Results:
  - Awareness led to greater social bonding, but less walking.
  - Likely due to low perceived reliability & effective commitment of walk signaling.

Wearable Agent Field Study

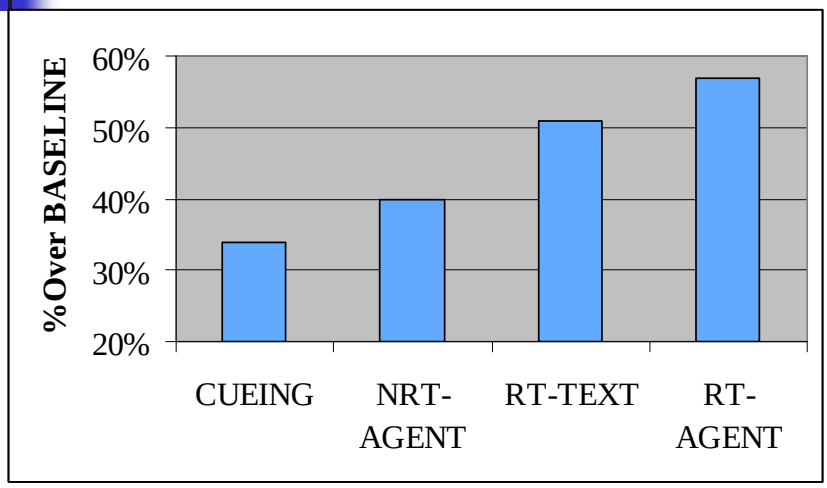
- Primary hypothesis: real-time intervention more effective than retrospective.
- 5-week, 5-treatment within-subjects design
- 100 free-living, sedentary adults

Challenge in mobile/ubicomp/everyday: how to monitor and interact proactively



Just-in-Time Study

N=51



How do our models of interaction need to change for ubicomp?

- Model Human Processor / Norman's Interaction Model, Assumes:
  - single user
  - uninterrupted task
  - state either on screen or in working memory
- Alternate theoretical frameworks
  - Activity theory, Distributed cognition, Ethnography

virtual and augmented reality

VR - technology & experience

web, desktop and simulators

AR – mixing virtual and real

virtual reality technology

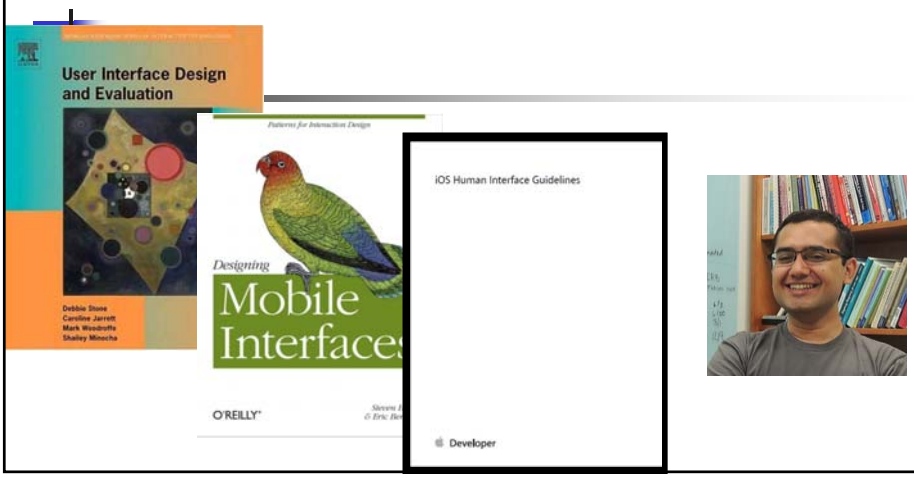
- headsets allow user to “see” the virtual world
- gesture recognition achieved with DataGlove (lycra glove with optical sensors that measure hand and finger positions)
- eyegaze allows users to indicate direction with eyes alone

Immersion

- VR
  - computer simulation of the real world
    - mainly visual, but sound, haptic, gesture too
  - experience life-like situations
    - too dangerous, too expensive
  - see unseen things:
    - too small, too large, hidden, invisible
      - e.g. manipulating molecules
- the experience
  - aim is immersion, engagement, interaction

Coming out of the lab...finally

Mobile UIs



Stone: Design Issues for Information Appliances

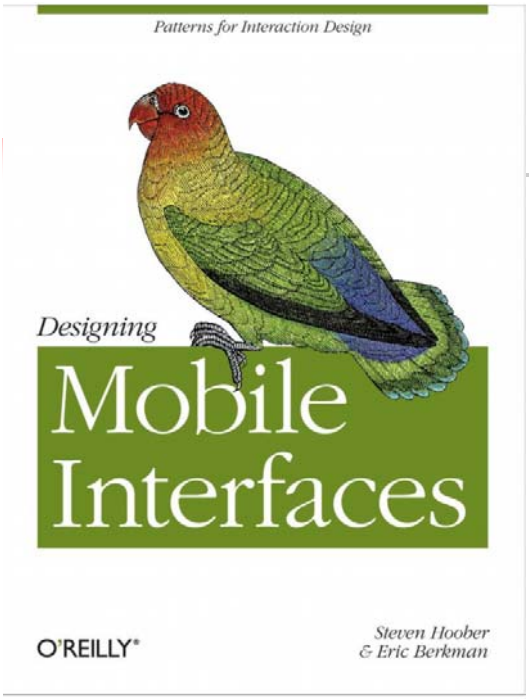
- Portability
- General Purpose versus Special Purpose
- Connectedness
- The Commercial Environment
  - Consumer products
  - Aesthetics of design even more important

Stone: "Block of Wood" prototyping

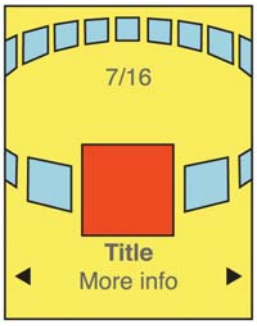
- Ask users to carry around
- Use as if a cell phone
- Jeff Hawkins used to prototype the Palm Pilot

UI Design Guidelines for Handheld Devices (Stone Table 18.1)

- Select vs. Type (typing is hard)
- Be consistent / Consistency between platforms
  - (External) Consistency
- Design stability
  - Robustness of connectivity
- Feedback
- Forgiveness - Error correction
- Use Metaphors
- Clickable graphics should look clickable (Visibility)
- Use icons to clarify concepts (Visiblity)



- 584 pages
- 11/11
- Design patterns



Mobile Interfaces

- What is a mobile UI?
- What is different in design methodology relative to desktop GUIs?

Mobile UIs

- Hoober & Berkman
  - Small
  - Portable
  - Connected
  - Interactive
  - Contextually Aware

Some Issues in Designing for Mobile Devices?

- Small UI
- Limited input ability
- Wide variety of
  - Screen size / resolution
  - Hardware inputs
  - Sensor inputs
  - Connectivity options
  - OS / API versions
- Rapidly changing device & OS (some)

Principles of Mobile Design
Hooker & Berkman

- Respect User-Entered Data
  - Input is hard
- Mobiles are Personal
  - Assume one user, with personal data active
- Lives Take Precedence
  - Don't interrupt unless necessary
- Must Work in all Contexts
  - E.g., screen brightness
- Use Sensors & Smarts
  - Do things for the user when possible
- User Tasks Take Precedence
  - User-directed interaction
- Consistency (external & internal)
- Respect Information (present data precisely)

Page Layout Guidelines

- Mobile screen real estate is valuable.
  - Skip unnecessary banners, images, graphics ("administrative clutter" – Tufte)
- Consistent & simple navigation elements
- Keep everything as simple as possible
- For Serious tools (vs. games)
  - Minimal number of colors
  - Keep UI data-centered

Design Methodology
Hooker & Berkman

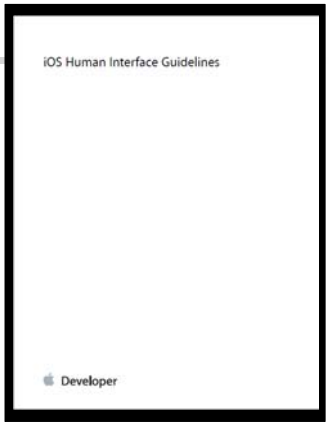
- Storyboard UIs (as before)
- Additional considerations
  - Gestural interface & finger size
  - Use contexts
  - Asynchronous events
  - Use of sensors, devices
  - Different display sizes, orientations (e.g., auto-switch landscape / portrait)

iPhone

https://developer.apple.com/library/ios/navigation/

Theme in iOS7:
- Minimize UI 'adornments'
- Focus on content

- e.g. 'borderless buttons'

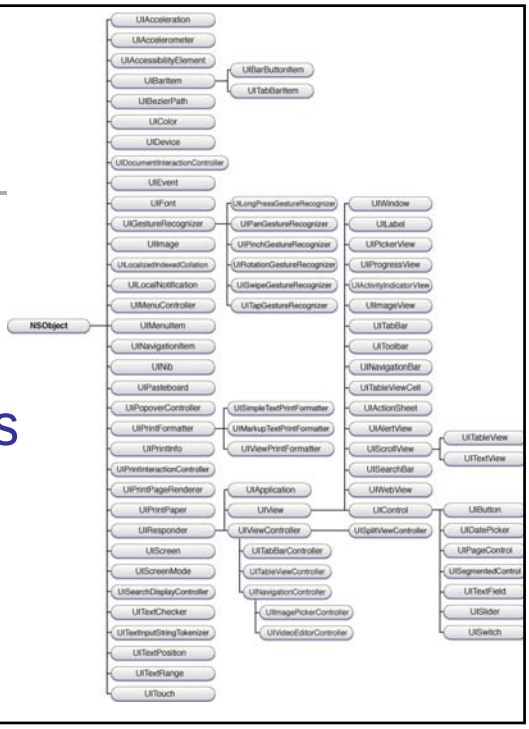


iPhone 5s / iOS 7

- 4” dia, 1136 x 640 screen resolution
- Multi-touch screen
- Audio output
- Vibration output
- Front and rear cameras
- Accelerometer (orientation, motion)
- Connectivity: GSM, CDMA, Wi-Fi, Bluetooth, etc.
- GPS, compass

- 1M+ apps

iOS 7 UI Widgets



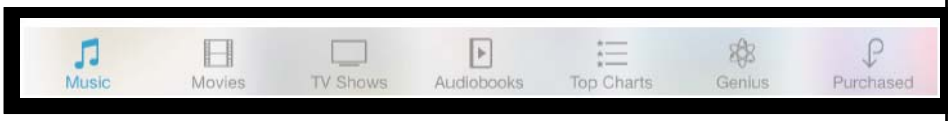
iOS Widgets

Navigation Bar
To traverse hierarchical information

Tool Bar
Controls that perform actions related to objects in the screen or view.

iOS Widgets

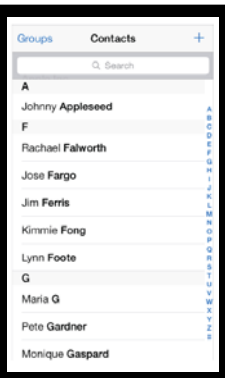
Tab Bar
ability to switch between different subtasks, views, or modes.



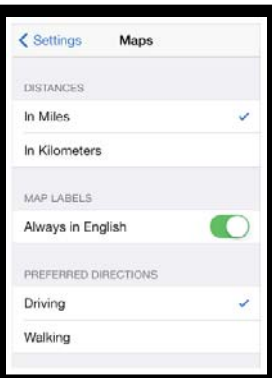
iOS Widgets

Table View
Display objects in single column

Simple

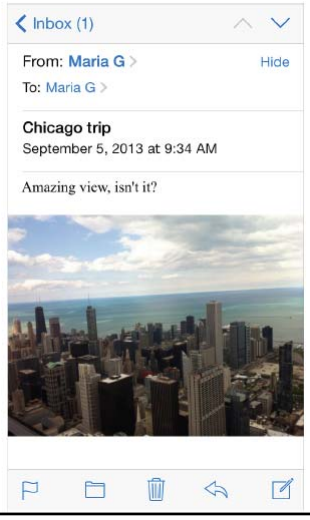


Grouped

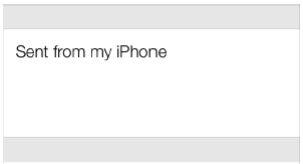


iOS Widgets

Web View
displays HTML

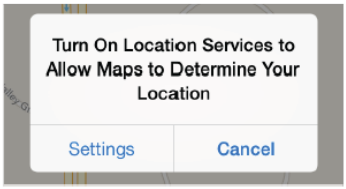


Text View
accepts & displays lines of text



iOS Widgets

Alerts



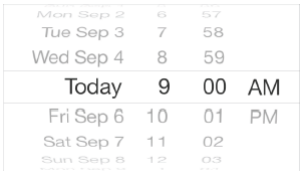
Action Sheet

iOS Widgets

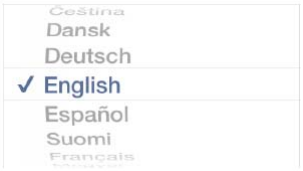
Slider

Switch

Date / Time Picker



Picker



Button

Search bar

iOS Human Interface Guidelines

- The Display Is Paramount
  - The display of an iOS-based device is at the heart of the user's experience.
  - The display encourages people to forget about the device and to focus on their content or task.
- Device Orientation Can Change

Apps Respond to Gestures, Not Clicks

- Tap
  - To press or select a control or item
- Drag
  - To scroll or pan; To drag an element.
- Flick
  - To scroll or pan quickly.
- Swipe
  - To reveal hidden content / widgets.
- Double tap
  - Zoom in and center; Zoom out.
- Pinch
  - Zoom in ; Zoom out

iOS Human Interface Guidelines

- People Interact with One App at a Time
- Preferences Are Available in Settings
  - Single, common settings app.
- Onscreen User Help Is Minimal
- Most iOS Apps Have a Single Window

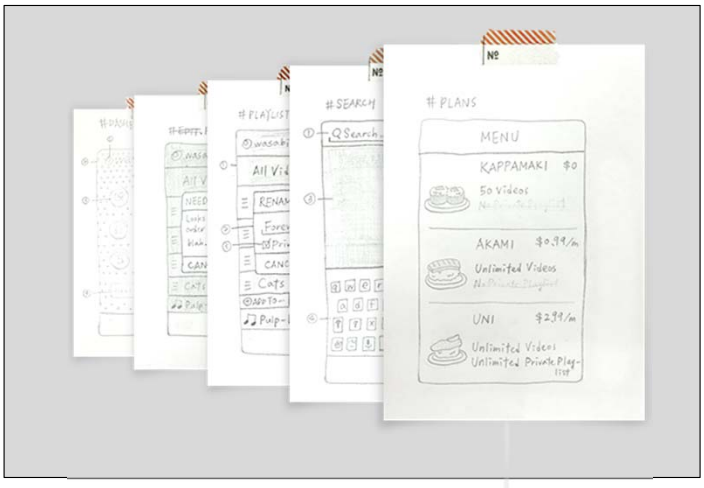
iOS Design Methodology

1. Create an App Definition Statement (aka requirements analysis)
   1. List All the Features (tasks) You Think Users Might Like
   2. Determine Who Your Users Are
   3. Filter the Feature List Through the Audience Definition

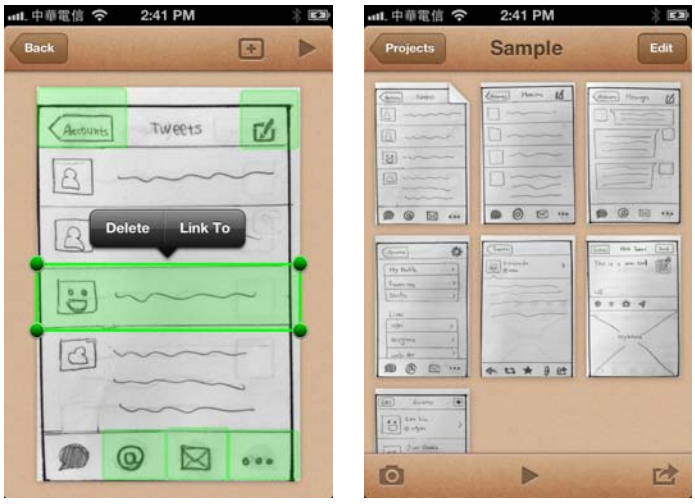
iOS Design Methodology

2. Design the App for the Device
   - Follow iOS UI Paradigms
     - Controls should look tappable
     - App structure should be clean and easy to navigate
     - User feedback should be subtle, but clear
   - Reconsider Web-Based Designs
     - Focus your app – narrow set of tasks
     - Make sure your app lets people do something – interactive
     - Design for touch
     - Let people scroll
     - Relocate the homepage icon

Remember SILK?
Try POP – Prototyping On Paper



Remember SYLK?
Try POP – Prototyping On Paper



Usability Testing for Mobile

How to do usability studies of *in situ* mobile users?

Oulasvirta & Nyyssönen, "Flexible Hardware Configurations for Studying Mobile Usability"

Mobile Usability Lab…

Example Apps

30 Superb Examples of iPhone Interface Design

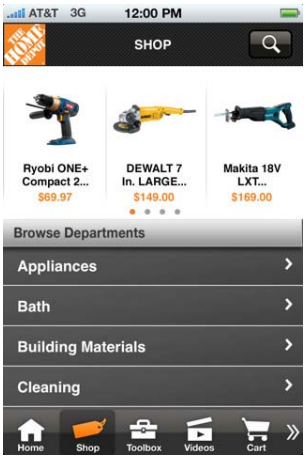
topDesign mag

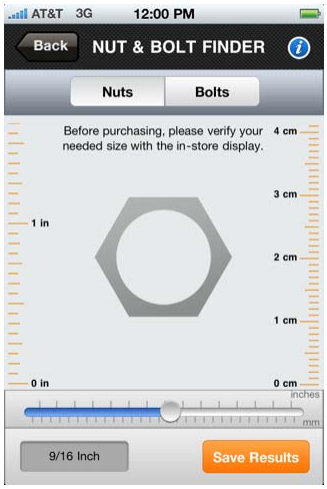
Simplicity

support few tasks – but do them well

Home Depot

research and purchase over 100,000 products



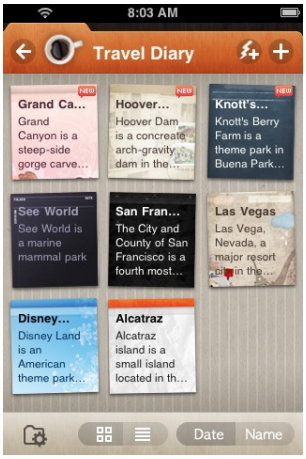


Golfscape
Augmented Reality Rangefinder

Fotopedia Heritage

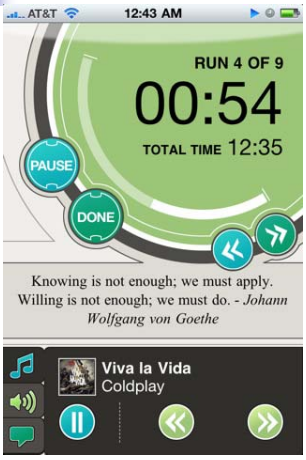
Awesome Note

an innovative note taking application and to-do manager that allows you to combine notes with to-do flexibility



Nike+ GPS

Couch to 5K



Your favorite (well-designed) apps?

Bad Examples..

Komarov, “iPhone Apps Design Mistakes”, *smashing magazine*

Olsen, “10 Surefire Ways to Screw Up Your iPhone App”, *UX magazine*

Motion X GPS Settings

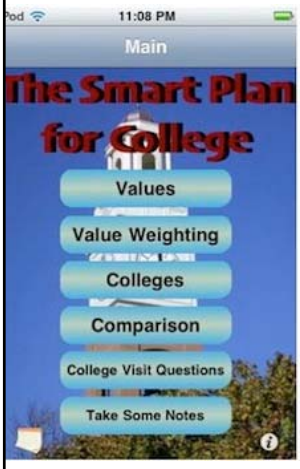
iFitness – weight entry

Help Screen

Instead of help manual...

Graphical instructions

In-context text help



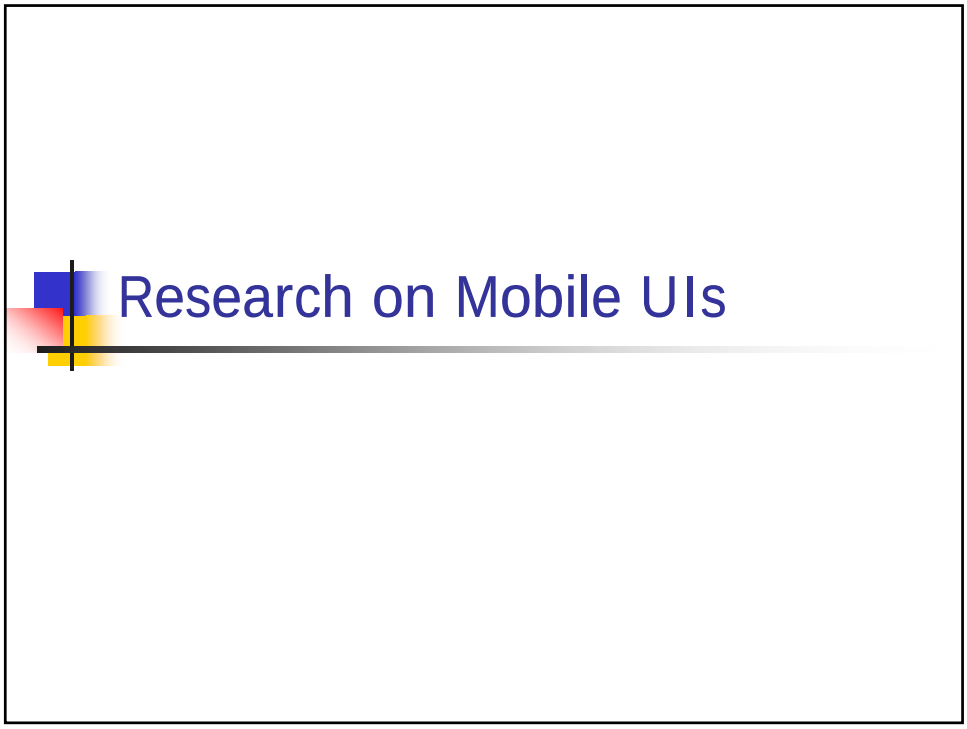
Basics of Graphic Design

Contrast: poor contrast between the background and the content.
Repetition: Last two rows in the left example break the font size pattern, and the right example doesn't have much repetition at all
Alignment: Left alignment generally looks more professional than centered alignment (left) or no alignment (right).
Proximity: Very weak spatial groupings

Exercise

- Break into teams
- Design a new myNEU portal* for an iPhone
  - Determine most important subset of tasks
  - Sketch conceptual design
  - Sketch main app page
  - How is your design different from a desktop app?

* *or other NU-related app*

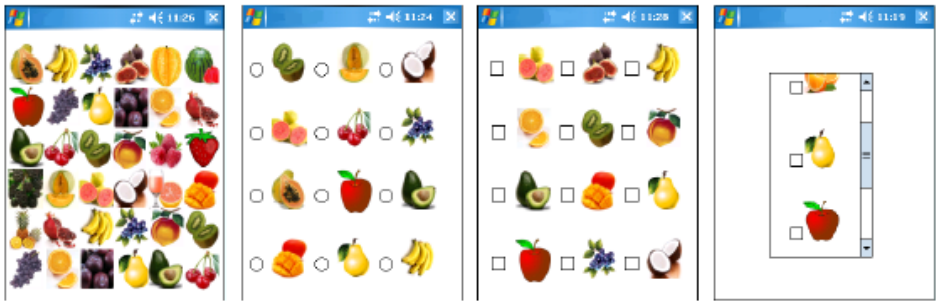


Research Papers

- Mobile Interface Design for Low-Literacy Populations
- Multi-Layered Interfaces to Improve Older Adults' Initial Learnability of Mobile Applications

- Kind of study?
- Methodology?
- Main findings?

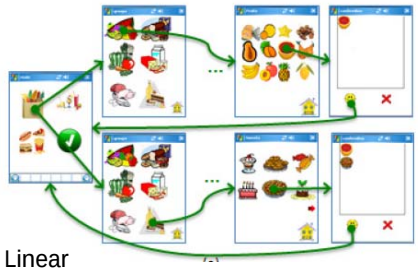
Mobile Interface Design for Low-Literacy Populations



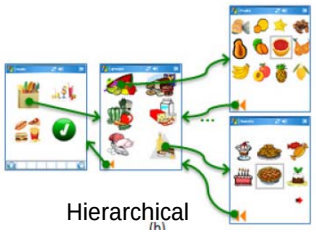
Study 1 – which widget is best?

- Icon vs. Radio Button vs. Checkbox vs. Scrollbar x 3 sizes
- N=17, all below 9th grade reading (REALM)
- Within subjects
- Results
  - Radio buttons best (performance & pref)
  - Large widgets best (performance & pref)

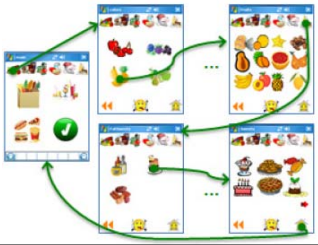
Study 2 – which navigation structure is best?



Linear



Hierarchical



Cross-linked

Study 2 – which navigation structure is best?

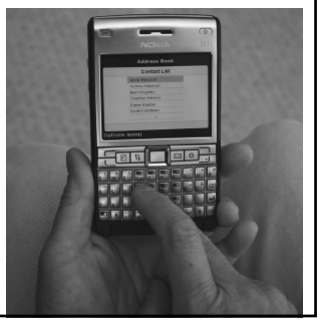
- N=19, low lit
- Users first trained on each interface
- Task = selecting a set of food items

- Results:
  - Linear is best (most tasks completed, most completed without error, recovered faster)
  - But – preferred cross-linked
  - Depth of 5, breadth 5-10 best (fewest errors)
  - Always provide BACK and HOME buttons

Multi-Layered Interfaces to Improve Older Adults' Initial Learnability of Mobile Applications

- "gray digital divide"
- Mobile devices require greater working memory (small UI, overloaded controls), which declines with age.
- Multi-Layered interface
  - "Training Wheels" aka scaffolding
  - Simplified interfaces decrease working memory load
  - May reduce abandonment of device

- N=16 older (65-81), 16 younger (21-36)
- Between subjects, stratified by age
  - ML: first master simple, then complex
  - Control: first master complex



Results

- ML simple could be learned in fewer steps
- ML simple resulted in better retention
- ML simple help elders more than younger users to master ML simple
- Elders rated ML simpler than control

Summary

- Why are mobile interfaces for low literacy and elder users important?
- Are these two studies necessarily about mobile interfaces?

P7 – Heuristic Evaluation & Prototype Revision – Due MONDAY

- After you receive the heuristic evaluations…
- Assign each of these problems your own severity rating (cosmetic, minor, major, catastrophic)
- Modify your system to correct as many of the problems found as possible (in priority order), documenting how you do this.

- **What to Post** A link to your updated prototype and a report describing how you responded to the heuristic evaluations.

To do

- Read
  - Usability Testing
    - Nielsen Ch 6
    - Review Dix Ch 9
- Finish P7
- Consider starting on final report

UI & Mobile Apps

Mansoor Pervaiz
PHD student (Personal Health Informatics)
College of Computer & Information Science
Bouve' College of Health Sciences

Challenges

Higher Expectations

Do not know about gestures and are not interested to learn new ones

Find features by accident

Meaning of well designed icons can be lost

Challenges

Do not explore all screens or details

Use phones

- on treadmills
- in cars
- super markets

Short interactions

- 30 second sprints

Challenges

Small screen

Using one hand

Challenges

When designing: Center of our attention

When using: One app in millions

Hop from one app to another

Other apps interrupt our app

- Push notifications
- Phone calls
- Text messages

Challenges

The right tool for the right job

Figure out the minimum, build it

Challenges

The right tool for the right job

Figure out the minimum, build it

Polish Polish Polish

Why Polish?

User bored and disloyal

If the application does not hold their interest they move on

Why Polish?

User bored and disloyal

If the application does not hold their interest they move on

No Viral Marketing

Get it right the first time

Figure out what users need

Further challenges

Big appetite for apps

Download 10 apps per month

Don’t use an app for more than 20 times

Use less than 33% apps, 2 months after purchase

Design needs

Give importance to users’ habits

Users’ need front and center

Design needs

Give importance to users’ habits

Users’ need front and center

Harder than it looks

Design needs

What we build:

Design needs

What users see:

Design needs

No intricate details

Design should be Large & Simple

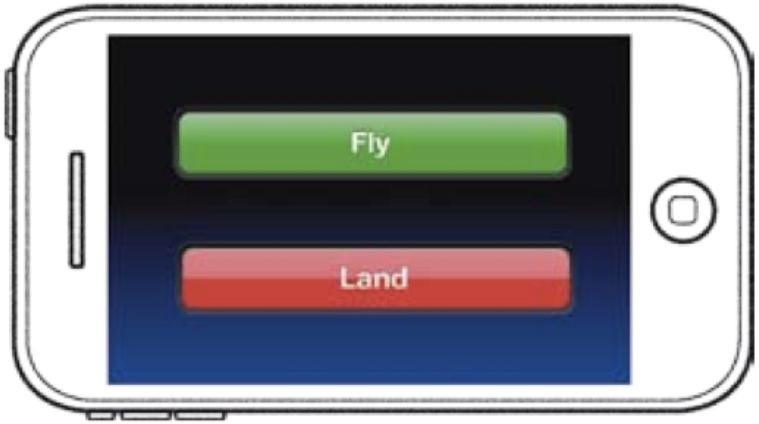
Minimum taps should get the job done

Design needs

Our flight simulator

Design needs

User Expectation



Design needs

Single finger gestures

Interfaces drawn on similar experiences

Design needs

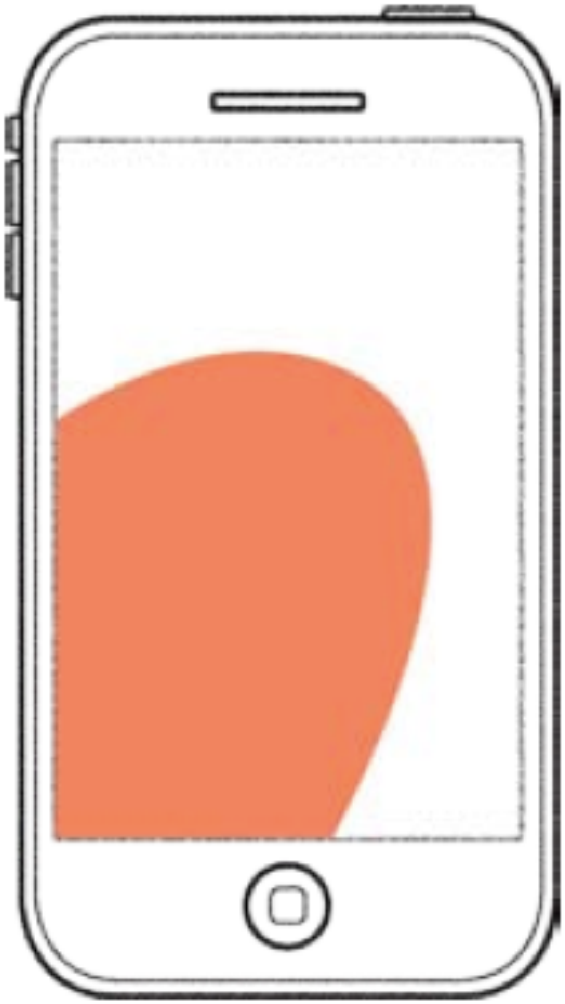
Clumsy fingers

Build for a thumb

Thumb can reach all parts of screen

But only third of it effortlessly

Interface design should focus on this area

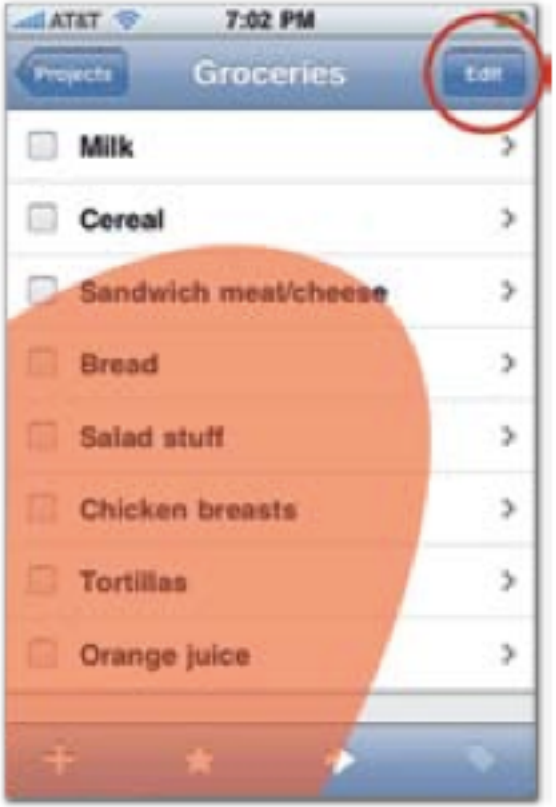


Build for a thumb

Frequently used buttons in hot zone

Buttons for changing/deleting

On top right to avoid accidental taps



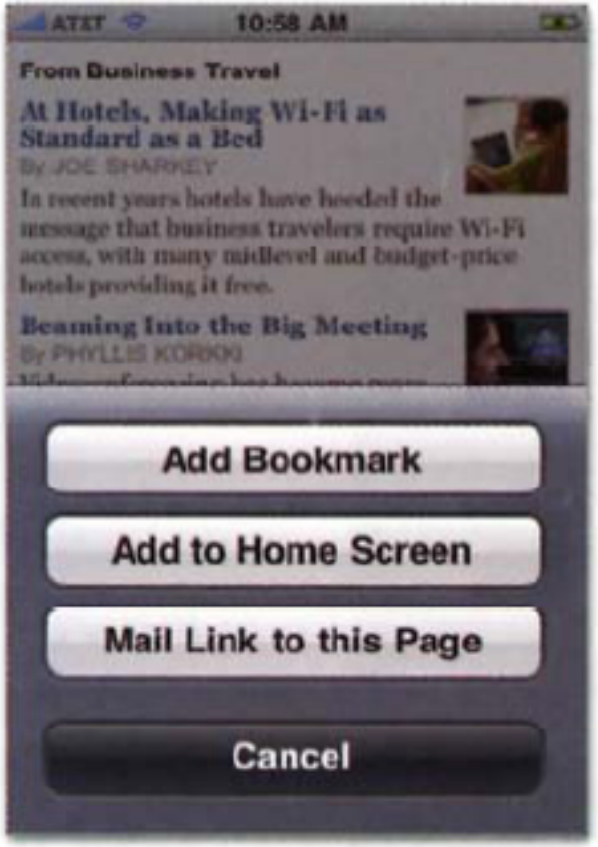
Left handed users?

“Swap” feature for left handed users

Left handed users?

“Swap” feature for left handed users

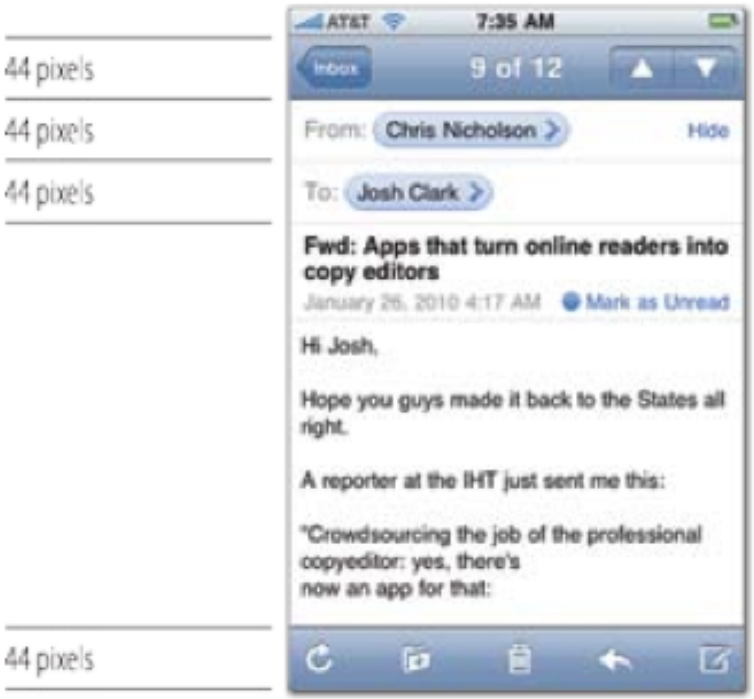
Better solution: full width buttons



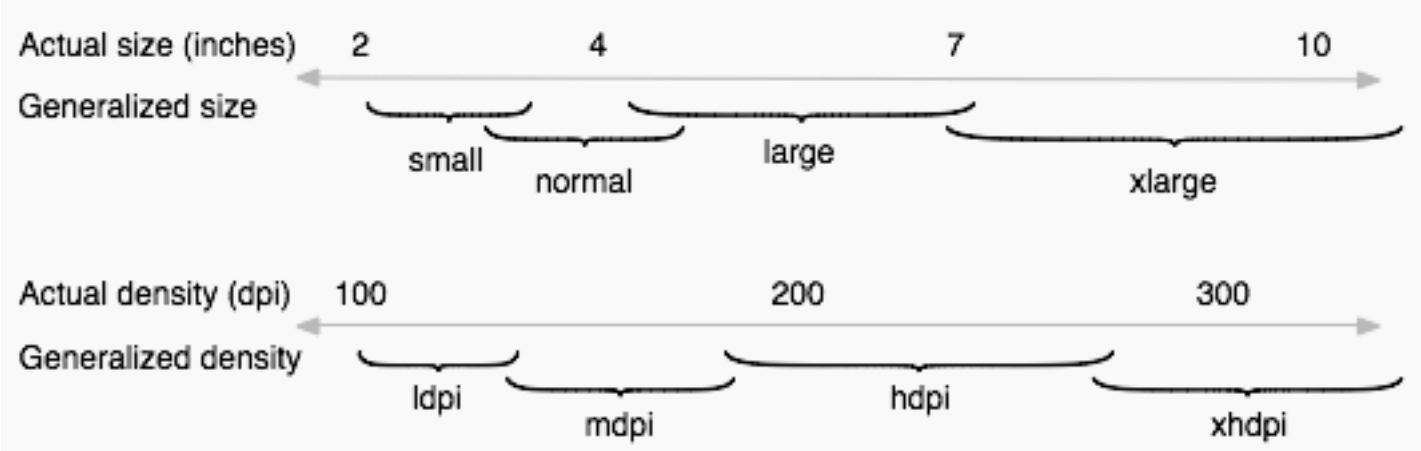
Magic Number

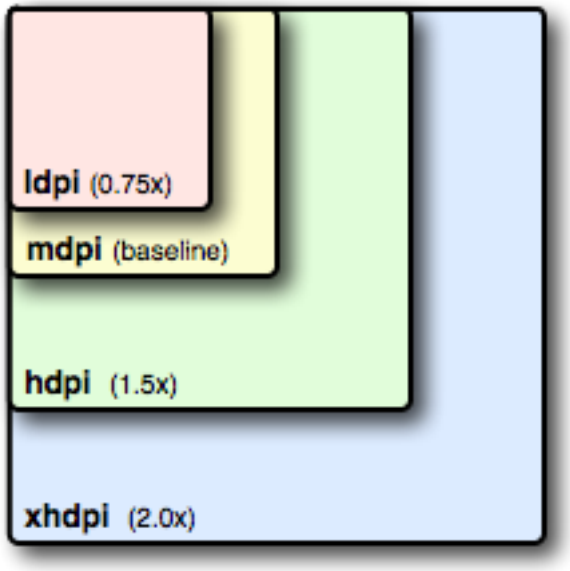
Average fingertip: 44 pixels

Apple keyboard 44x30
(absolute minimum)

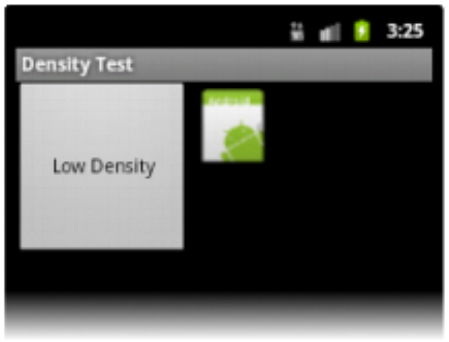


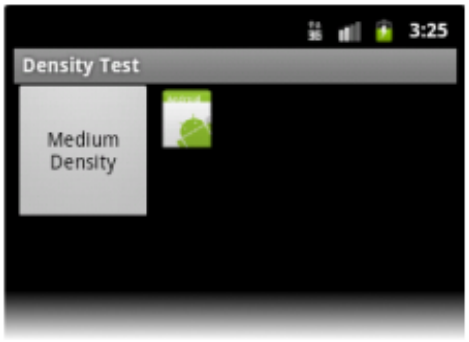
Different px densities

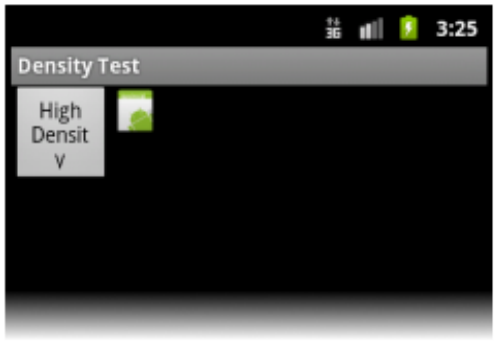




Different px densities







Different px densities

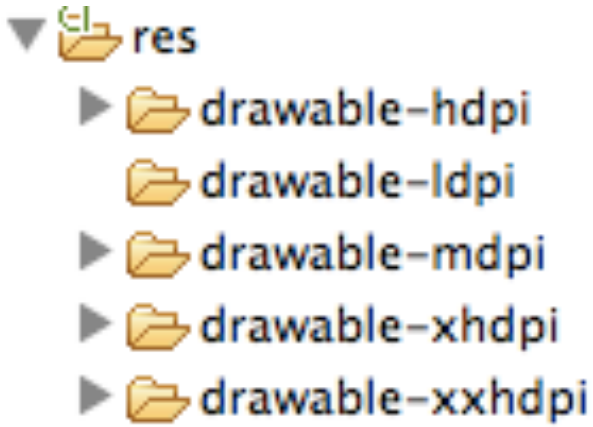
DP (Density Independent Pixels) – images

SP (Scale Independent Pixels) – fonts

Different px densities

DP (Density Independent Pixels) – images

SP (Scale Independent Pixels) – fonts

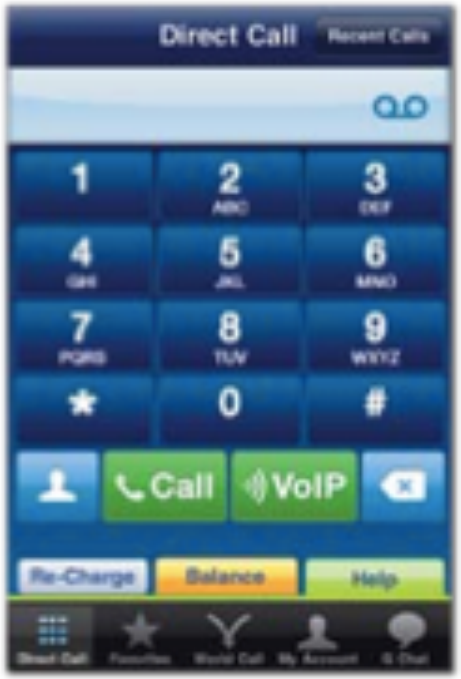


Buttons vs Tap Areas

Button image != tap area

44 x 44 should be enforces for tap areas

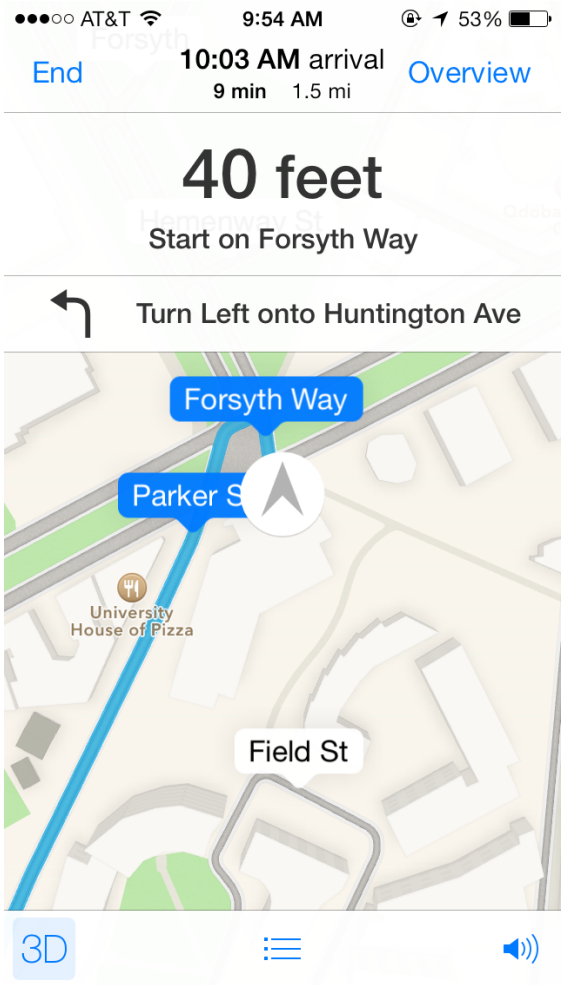
Don’t overcrowd



Organize as Top Down

Important info at the top

Primary buttons at bottom



No scrolling

Taking in content should be as effortless as possible

Scrolling takes effort

Absorbing new content as you scroll takes effort

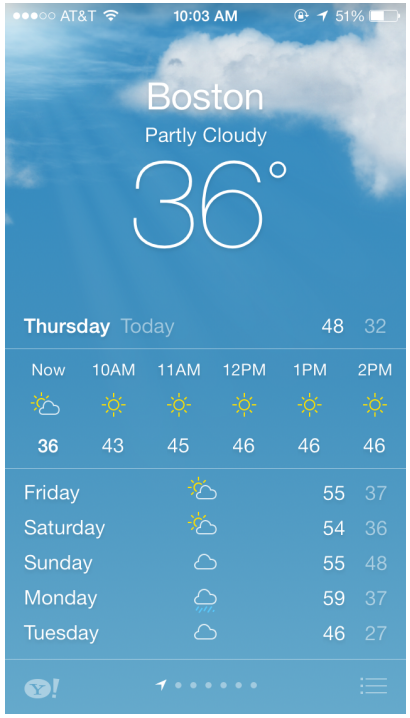
Act of realizing that you need to scroll takes effort

Single screen

No need to display everything

Just show the basics

Clarity trumps density

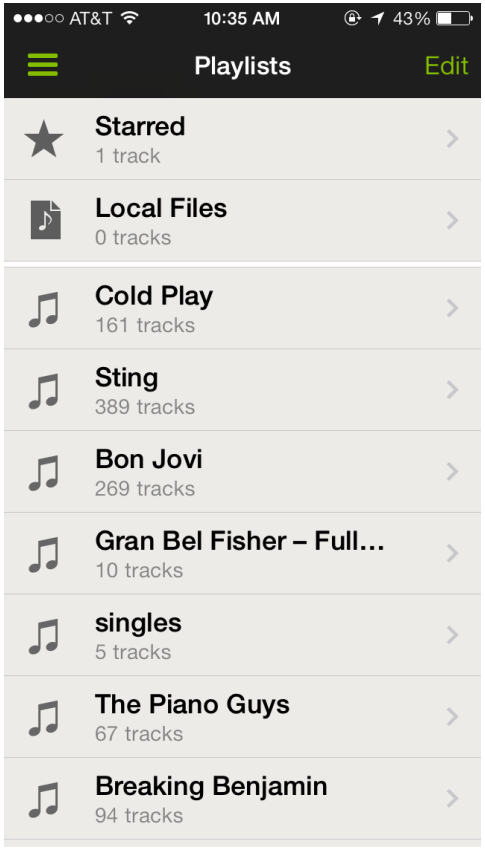


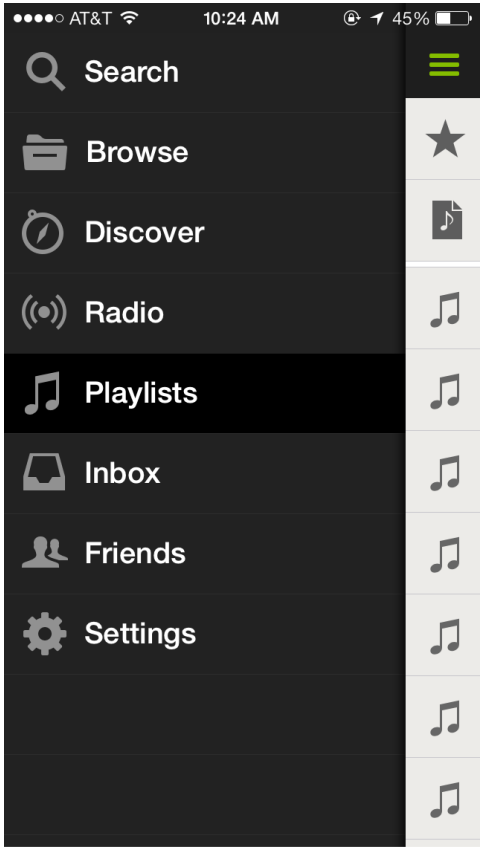
Simple vs Advance

Balance between simplicity and supply all tools to the user

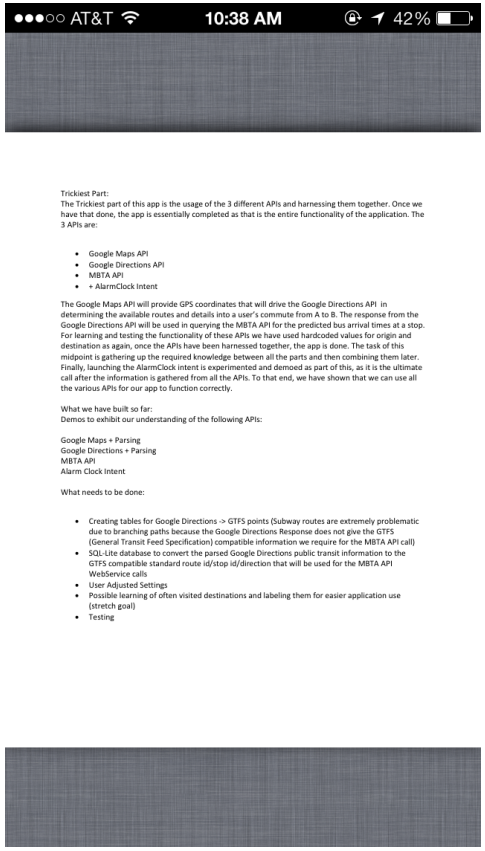
Advanced tools shouldn’t clutter experience

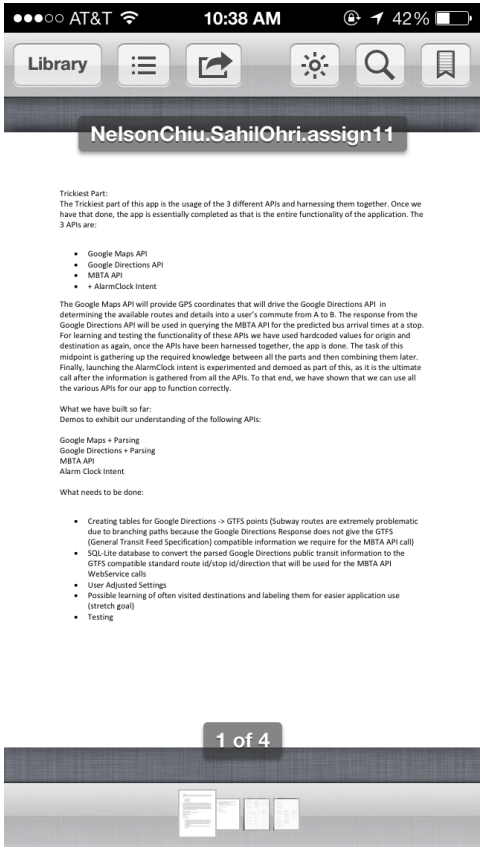
Advance Features





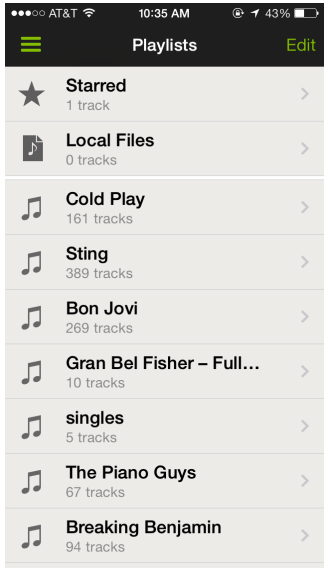
Advance Features

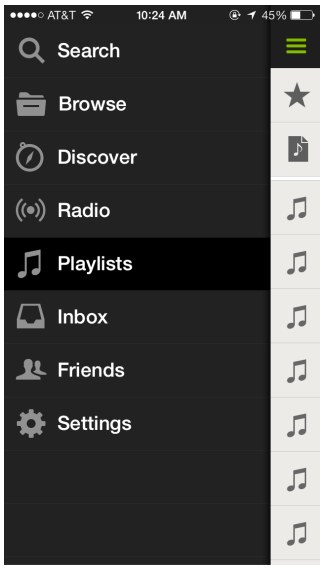


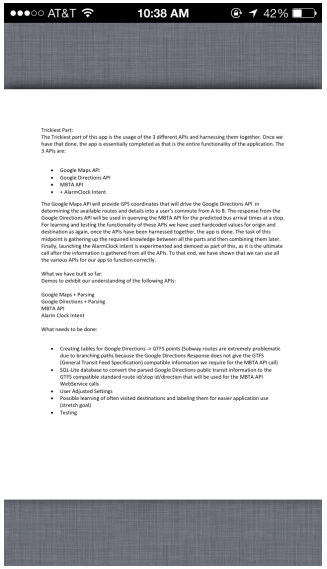


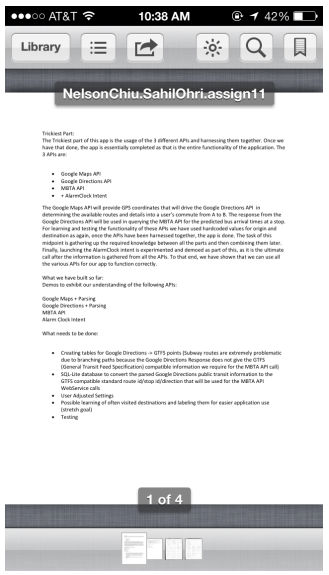
Easy way out

Make it simple to toggle between Advance and Regular layout









Summary

Challenges

Design Concerns

Challenges

Very high expectations of ease of use

Apps have to compete for user's attention

Short interactions

Just do the absolute minimum and polish it again and again

Design Concern

Less is more

Assuming single finger (thumb)

Show the least about of information

Do not clutter

Easy to use