

Questions?

- Interested by doing research?
- A “A” class?
- Project?

Psychopathology of everyday things

- Everyday frustrations
 - Blame it on the users?
 - *They should learn?*
 - *Need to read the manual?*



Psychopathology of everyday things

- Everyday frustrations
 - Blame it on the users?
 - *Need to read the manual?*
 - *They should learn?*
 - Blame it on poor design?
 - *Does not take into account basic human capabilities*
 - How humans perceive the world
 - How humans learn
 - How humans deal with error

Psychopathology of everyday things

- How many of you can program or use all aspects of your
 - *digital watch?*
 - *VCR?*
 - *sewing machine?*
 - *washer and dryer?*
 - *stereo system (especially car ones)*
 - *unfamiliar water faucets*



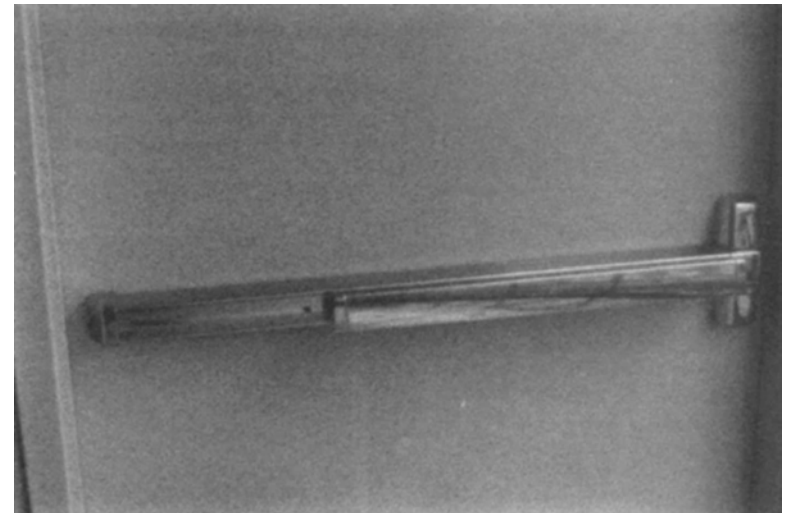
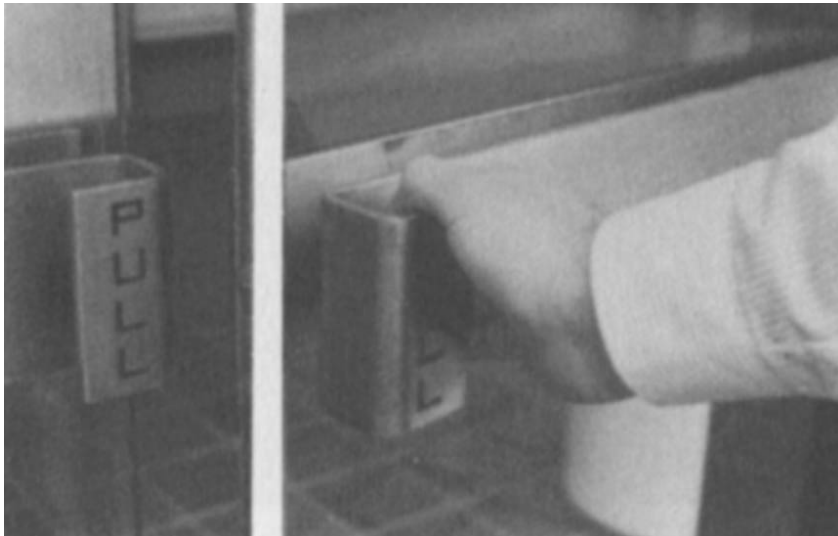
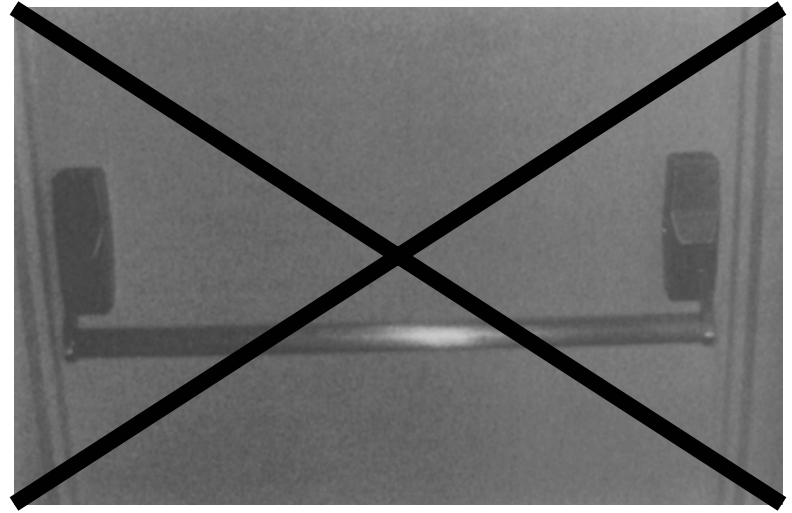
Is the iPod a good design?

- No hardware buttons
 - How to reset?



Fundamental Design Goals

- Provide the right affordances



Different population, different affordances

- Kids
 - How to deal with small buttons?



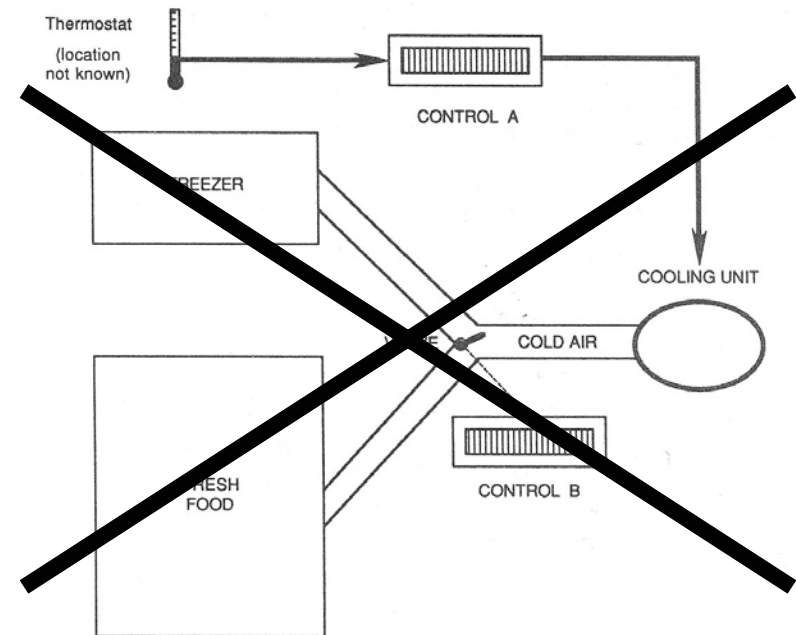
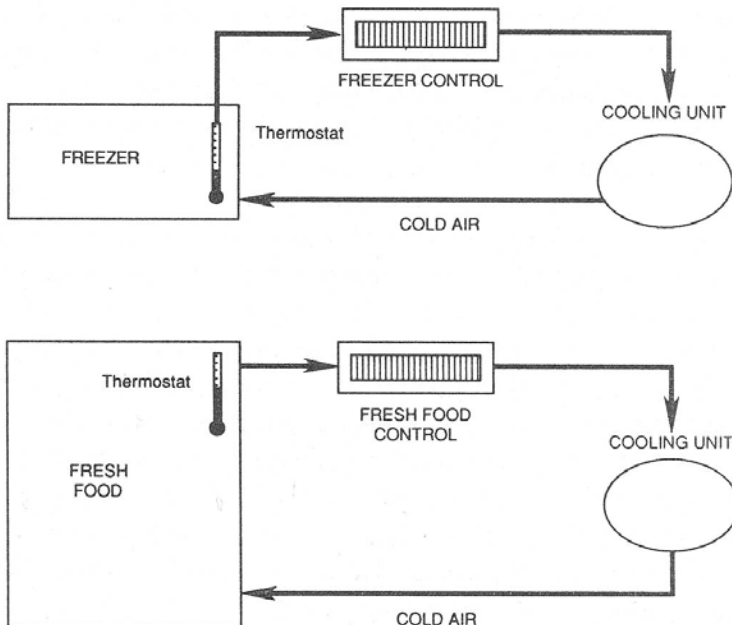
- Elderly
 - Age Explorer suit (Meyer-Hentschel)
- Disable users...
 - Limited vision, movements,...



Age Explorer suit (I.D. magazine)

Fundamental Design Goals

- Provide the right affordances
- Provide the right conceptual model
 - Fridge control



Fundamental Design Goals

- Provide the right affordances
- Provide the right conceptual model
- Provide a good mapping
 - Mercedes seat adjustments



Fundamental Design Goals

- Provide the right affordances
- Provide the right conceptual model
- Provide a good mapping
- Make things visible
 - A step backward: BMW iDrive?



Fundamental Design Goals

- Provide the right affordances
- Provide the right conceptual model
- Provide a good mapping
- Make things visible
- Provide feedback
 - Visual, tactile, auditory...



Brainstorming

“The best way to get a good idea is to get a lot of ideas”

- Seed the brainstorm
- Get physical
- Follow the rules (IDEO)
 - One conversation at a time
 - Stay focused
 - Encourage wild ideas
 - Defer judgment
 - Build upon idea from others
- Number your ideas



PHOTO: JOE WATSON

Brainstorming sessions

Reading

- The Xerox Star system (handout)
- The computer for the 21st century (handout)