CS774 HCI
Week 5, February 23th – Principles to Process

Objectives:
• Start on the process of HCI design

Class outline:
I. Discussion – previous experience with software engineering and other software development processes
II. Process – organizational design
III. Process – the three pillars
       Guidelines documents and process
       User interface software tools
       Expert reviews and usability testing
IV. Process – development methodology
       The LUCID process
V. Process – elements in understanding the user
       Ethnographic observation
       Participatory design
       Scenario development (use case modeling)

Readings:
Shneiderman, chapter 3, pages 96 to 112
LUCID design process handout

Written homework:
1. This assignment is intended to get you to think through the process issues in chapter 3 in preparation for a discussion. My expectations are only that you write more than one and less than two pages on this problem, and that you consider how the design steps apply.

The project would be a Movie Kiosk system for point of sale theater tickets. Assume the user walks up to a touch screen kiosk outside a movie theater to purchase a ticket with a credit card.

How would you structure the process to create this design? You don't have to create a design, just discuss the process issues. Again, I don't expect this time a polished design process – I expect an exploration of the issues at each stage as you might apply the LUCID process and other concepts in the chapter.