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.