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A representation is a thing that can be interpreted as providing information about something: a map, or a graph, for example. This book is about the expanding world of computational representations, representations that use the power of computation to provide information in new forms, and in new ways. Unlike printed maps or graphs, computational representations can be dynamic, and even interactive, so that what is represented, and how, can be shaped by user actions. Exploring these new possibilities can be guided by an emerging theory of representation, that clarifies what characteristics representations must have to express the meaning being represented, and to enable users to discern that meaning easily and accurately. The theory also shows the way to inclusive design, for example using sounds to represent information commonly presented visually, so that people who cannot see can understand what is being presented. Because representations must be shaped by the abilities of their users, and by the nature of the meanings they convey, creating them requires perspectives from multiple disciplines, including psychology, as well as computer science, and the sciences appropriate to the content being expressed. The book presents a series of explorations of this large and complicated space, as invitations to further study, and to innovation.

Disability interactions (DIX) is a new approach to combining cross-disciplinary methods and theories from Human Computer Interaction (HCI), disability studies, assistive technology, and social development to co-create new technologies, experiences, and ways of working with disabled people. DIX focuses on the interactions people have with their technologies and the interactions which result because of technology use. A central theme of the approach is to tackle complex issues where disability problems are part of a system that does not have a simple solution. Therefore, DIX pushes researchers and practitioners to take a challenge-based approach, which enables both applied and basic research to happen alongside one another. DIX complements other frameworks and approaches that have been developed within HCI research and beyond. Traditional accessibility approaches are likely to focus on specific aspects of technology design and use without considering how features of large-scale assistive technology systems might influence the experiences of people with disabilities. DIX aims to embrace complexity from the start, to better translate the work of accessibility and assistive technology research into the real world. DIX also has a stronger focus on user-centered and participatory approaches across the whole value chain of technology, ensuring we design with the full system of technology in mind (from conceptualization and development to large-scale distribution and access). DIX also helps to acknowledge that solutions and approaches are often non-binary and that technologies and interactions that deliver value to disabled people in one situation can become a hindrance in a different context. Therefore, it offers a more nuanced guide to designing within the disability space, which expands the more traditional problem-solving approaches to designing for accessibility. This book explores why such a novel approach is needed and gives case studies of applications highlighting how different areas of focus—from education to health to work to global development—can benefit from applying a DIX perspective. We conclude with some lessons learned and a look ahead to the next 60 years of DIX.

What can Human-Computer Interaction (HCI) learn from art? How can the HCI research agenda be advanced by looking at art research? How can we improve creativity support and the amplification of that important human capability? This book aims to answer these questions. Interactive art has become a common part of life as a result of the many ways in which the computer and the Internet have facilitated it. HCI is as important to interactive art as mixing the colours of paint are to painting. This book reviews recent work that looks at these issues through art research. In interactive digital art, the artist is concerned with how the artwork behaves, how the audience interacts with it, and, ultimately, how participants experience art as well as their degree of engagement. The values of art are deeply human and increasingly relevant to HCI as its focus moves from product design towards social benefits and the support of human creativity. The book examines these issues and brings together a collection of research results from art practice that illuminates this significant new and expanding area. In particular, this work points towards a much-needed critical language that can be used to describe, compare and frame research in HCI support for creativity.

Museums have been a domain of study and design intervention for Human-Computer Interaction (HCI) for several decades. However, while resources providing overviews on the key issues in the scholarship have been produced in the fields of museum and visitor studies, no such resource as yet existed within HCI. This book fills this gap and covers key issues regarding the study and design of HCIs in museums. Through an on-site focus, the book examines how digital interactive technologies impact and shape galleries, exhibitions, and their visitors. It consolidates the body of work in HCI conducted in the heritage field and integrates it with insights from related fields and from digital heritage practice. Processes of HCI design and evaluation approaches for museums are also discussed. This book draws from the authors' extensive knowledge of case studies as well as from their own work to provide examples, reflections, and illustrations of relevant concepts and problems. This book is designed for students and early career researchers in HCI or Interaction Design, for more seasoned investigators who might approach the museum domain for the first time, and for researchers and practitioners in related fields such as heritage and museum studies or visitor studies. Designers who might wish to understand the HCI perspective on visitor-facing interactive technologies may also find this book useful.

It is all too common for products, such as consumer appliances, information systems, mobile apps, and websites, to cause trouble and frustration. For example, products are often difficult or dull to use, make tasks less flexible or more tedious, shift attention away from important or gratifying activities, and simply fail to deliver expected benefits or experiences. By identifying such trouble and frustration in the lab prior to widespread use, usability tests have proven a valuable method for informing redesign efforts. A usability test consists of having test users exercise a product and think aloud about their experience using it, while an evaluator observes the users and listens in on their thoughts. On this basis, the evaluator identifies usability problems and assesses the user experience. This book describes how to conduct usability tests. After providing context about concepts and testing, the main chapters of the book cover the steps involved in preparing for a usability test, executing the test sessions, and analyzing the test data. Throughout the chapters, concrete guidance is balanced against more complex issues with an impact on the robustness, validity, completeness, impact, and cost of a usability test. The book concludes with an outlook to variations of usability testing and alternatives to it.

This book is an account of how I addressed the need for a smartphone app that would allow someone with Type 1 diabetes to self-manage their condition. Its presentation highlights the major features of the app ' s interface design. They include the selection of metaphors appropriate to a user ' s need to form a mental model of the app; the importance of visible context; the benefits of consistency; and considerations of a user ' s cognitive and perceptual abilities. The latter is a key feature of the book. But the book is also about the design process, and especially about the valuable contributions made by the many focus group meetings in which design ideas were first presented to people with Type 1 diabetes. Their critique, and sometimes their rejection, of interface ideas were crucial to the development of the app. I hope this book will prove useful for teaching and design guidance.

Data-driven personas are a significant advancement in the fields of human-centered informatics and human-computer interaction. Data-driven personas enhance user understanding by combining the empathy inherent with personas with the rationality inherent in analytics using computational methods. Via the employment of these computational methods, the data-driven persona method permits the use of large-scale user data, which is a novel advancement in persona creation. A common approach for increasing stakeholder engagement about audiences, customers, or users, persona creation remained relatively unchanged for several decades. However, the availability of digital user data, data science algorithms, and easy access to analytics platforms provide avenues and opportunities to enhance personas from often sketchy representations of user segments to precise, actionable, interactive decision-making tools—data-driven personas! Using the data-driven approach, the persona profile can serve as an interface to a fully functional analytics system that can present user representation at various levels of information granularity for more task-aligned user insights. We trace the techniques that have enabled the development of data-driven personas and then conceptually frame how one can leverage data-driven personas as tools for both empathizing with and understanding of users. Presenting a conceptual framework consisting of (a) persona benefits, (b) analytics benefits, and (c) decision-making outcomes, we illustrate applying this framework via practical use cases in areas of system design, digital marketing, and content creation to demonstrate the application of data-driven personas in practical applied situations. We then present an overview of a fully functional data-driven persona system as an example of multi-level information aggregation needed for decision making about users. We demonstrate that data-driven personas systems can provide critical, empathetic, and user understanding functionalities for anyone needing such insights.

This book introduces the concept of worth for design teams, relates it to experiences and outcomes, and describes how to focus on worth when researching and expressing design opportunities for generous worth. Truly interdisciplinary teams also need an appropriate common language, which was developed in the companion book *Worth-Focused Design, Book 1: Balance, Integration, and Generosity*. Its new lexicon for design progressions enables a framework for design and evaluation that works well with a worth focus. Design now has different meanings based upon the approach of different disciplinary practices. For some, it is the creation of value. For others, it is the conception and creation of artefacts. For still others, it is fitting things to people. While each of these design foci has merits, there are risks in not having an appropriate balance across professions that claim the centre of design for their discipline and marginalise others. Generosity is key to the best creative design—delivering unexpected worth beyond documented needs, wants, or pain points. Truly interdisciplinary design must also balance and integrate approaches across several communities of practice, which is made easier by common ground. Worth provides a productive focus for this common ground and is symbiotic with balanced, integrated, and generous (BIG) practices. Practices associated with balance and integration for worth-focused generosity are illustrated in several case studies that have used approaches in this book, complemented them with additional practices.

This is the first of two books concerned with engineering design principles for Human-Computer Interaction-Engineering Design Principles (HCI-EDPs). The book presents the background for the companion volume. The background is divided into three parts and comprises—"HCI for EDPs," "HCI Design Knowledge for EDPs," and "HCI-EDPs—A Way Forward for HCI Design Knowledge." The companion volume reports in full the acquisition of initial HCI-EDPs in the domains of domestic energy planning and control and business-to-consumer electronic commerce (Long, Cummaford, and Stork, 2022, in press). The background includes the disciplinary basis for HCI-EDPs, a critique of, and the challenge for, HCI design knowledge in general. The latter is categorised into three types for the purposes in hand. These are craft artefacts and design practice experience, models and methods, and principles, rules, and heuristics. HCI-EDPs attempt to meet the challenge for HCI design knowledge by increasing the reliability of its fitness-for-purpose to support HCI design practice. The book proposes "instance-first/class-first" approaches to the acquisition of HCI-EDPs. The approaches are instantiated in two case studies, summarised here and reported in full in the companion volume. The book is for undergraduate students trying to understand the different kinds of HCI design knowledge, their varied and associated claims, and their potential for application to design practice now and in the future. The book also provides grounding for young researchers seeking to develop further HCI-EDPs in their own work.

The huge success of personal computing technologies has brought astonishing benefits to individuals, families, communities, businesses, and government, transforming human life, largely for the better. These democratizing transformations happened because a small group of researchers saw the

opportunities to convert sophisticated computational tools into appealing personal devices offering valued services by way of easy-to-use interfaces. Along the way, there were challenges to their agenda of human-centered design by: (1) traditional computer scientists who were focused on computation rather than people-oriented services and (2) those who sought to build anthropomorphic agents or robots based on excessively autonomous scenarios. The easy-to-learn and easy-to-use interfaces based on direct manipulation became the dominant form of interaction for more than six billion people. This book gives my personal history of the intellectual arguments and the key personalities I encountered. I believe that the lessons of how the discipline of Human-Computer Interaction (HCI) and the profession of User Experience Design (UXD) were launched can guide others in forming new disciplines and professions. The stories and photos of the 60 HCI pioneers, engaged in discussions and presentations, capture the human drama of collaboration and competition that invigorated the encounters among these bold, creative, generous, and impassioned individuals.

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