

NordiCHI 2000 — Tutorials

## **What is HCI all about? One day introductory tutorial**

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What is HCI all about? This tutorial is a full day introduction to Human Computer Interaction, combining lectures, discussions and exercises. The conclusion of the tutorial is a full design and evaluation exercise.

### **Who should attend?**

Anyone interested in requirements gathering, specification, design and evaluation of human computer systems. As many of the real life examples and techniques covered are based on man-machine interaction in general, the tutorial should also be of interest to those that work with other types of systems, ranging from kitchen stoves to cars. Developers, web designers, project managers, et al. are all welcome!

### **Goals**

After the tutorial, the participants should:

- Know why HCI is so important, so difficult and so interesting to work with.
- Know what usability really is, and how it can be both quantified and measured.
- Know about existing standards &mdash; de facto and de juro &mdash; and how to take them into account or deviate from them when warranted.
- Know how to create and employ powerful paper & pencil prototypes.
- Know how to perform a fast evaluation of a prototype.

### **Course content**

- Usability -- formal and informal definitions
- Some common misconceptions of what usability is
- The flat metaphor
- Quantifying and measuring usability

- "Functionality frenzy" versus ease of use
- Ergonomics and Human Factors
- Basic human characteristics
- Consistency
- Intuitive design
- How to avoid human mistakes
- Feedback
- Official and industry standards
- Prototyping
- Evaluation

### **Biography**

Nils-Erik Gustafsson is Expert in Human Factors at Ericsson Utvecklings AB in Älvsjö, Sweden. After studying Computer Science & Technology at Linköping University 1977-1983, he has worked exclusively with user interface design and evaluation at Ericsson Information Systems, IBM Nordic Labs and ELLEMTEL Telecom Systems Laboratories. He is also a popular lecturer at several universities, including KTH, LiTH and the Umeå School of Design.

