Digital Civics (COMPSCI 592C)

HCI for Digital Civics

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What is Human-Computer Interaction (HCI)?

The design and evaluation of systems, applications, or devices that utilizes computation or information and communication technology to support human activity in a manner that respects the users physical, cognitive, social, and cultural needs and aspirations.

Prof. Kellogg Booth

Human-Computer Interaction (HCI)

- Human
  - the end-user of a program
  - the others in the organization
- Computer
  - the machine the program runs on
  - often split between clients & servers
- Interactions
  - the user tells the computer what they want
  - the computer communicates results

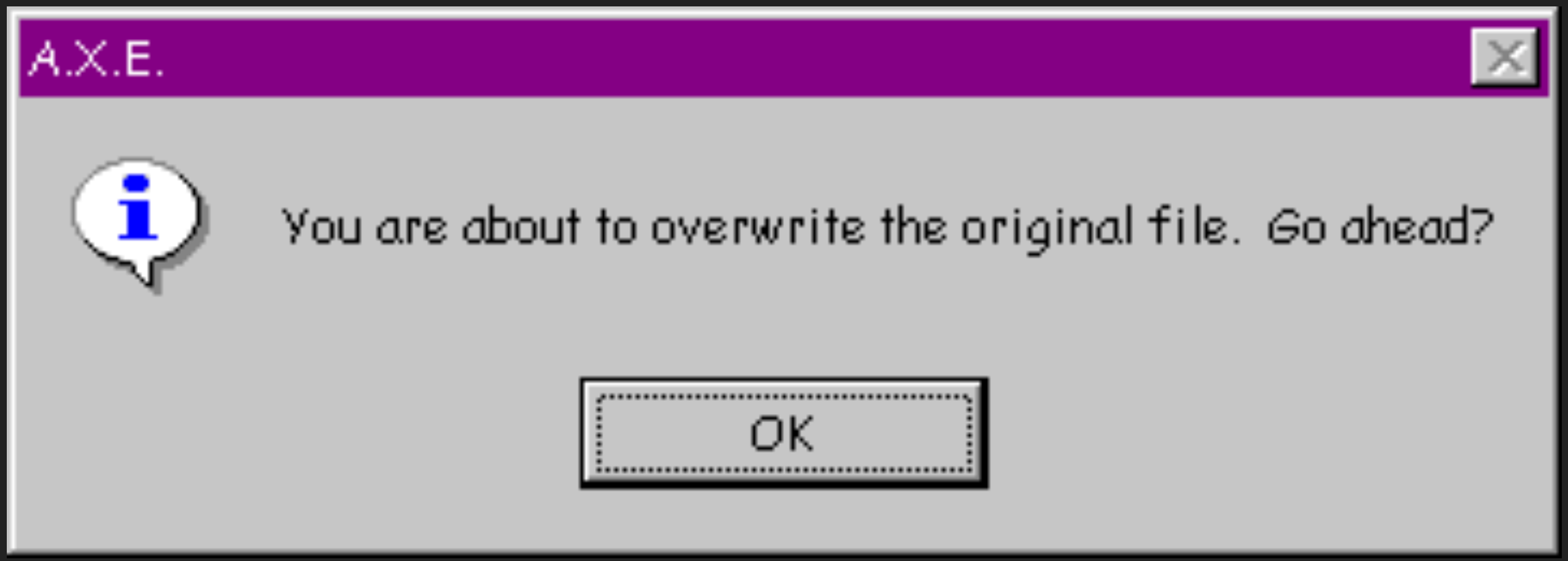
What are the main concerns of HCI?

- Design, Implementation and Evaluation of interactive systems for HUMAN use.

What is Usability?

- Ease of learning
- Recall
- Productivity
- Minimal error rate
- High user satisfaction

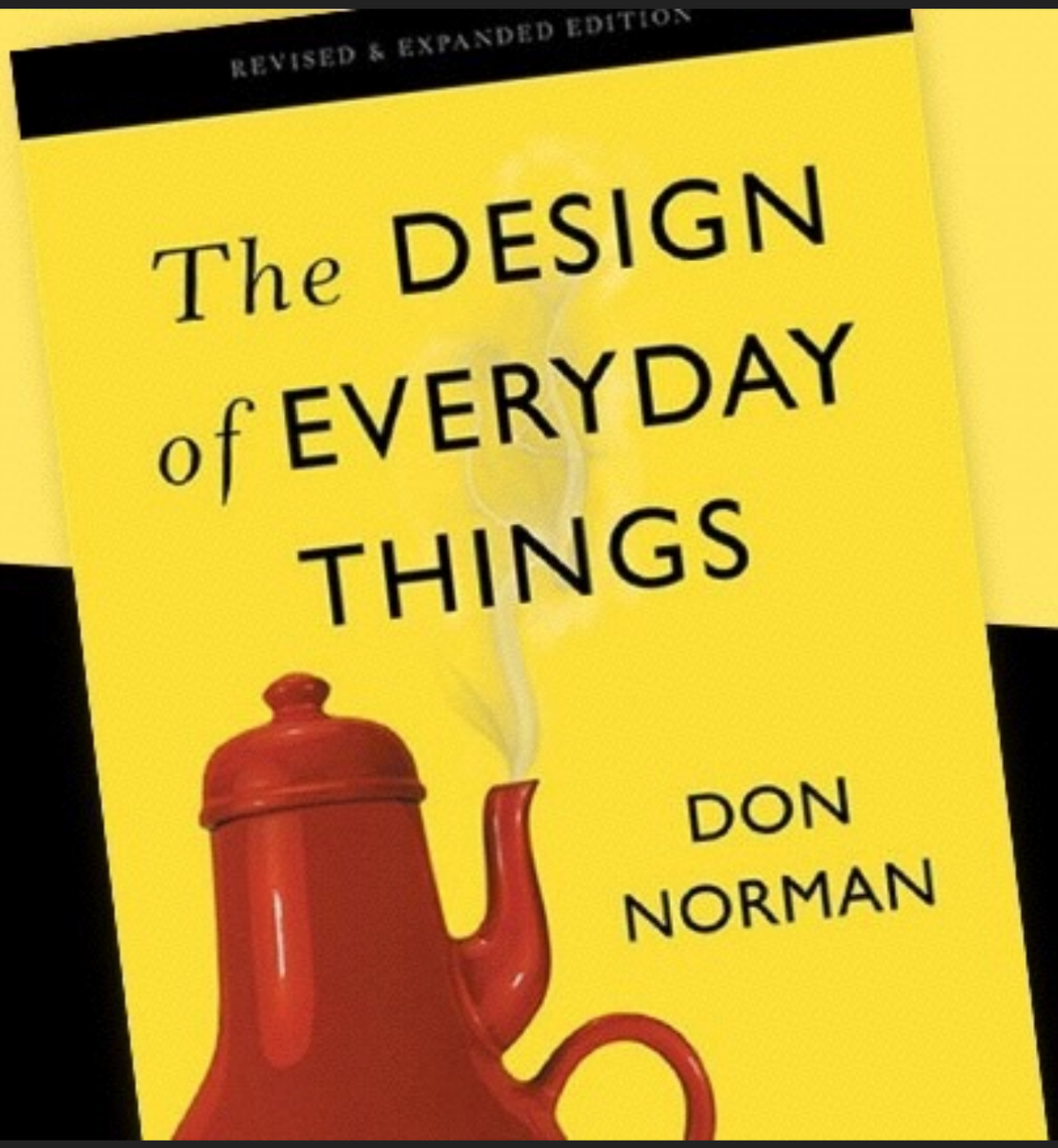
Example of bad UI designs



User Interfaces (UI's)

- HCI sometimes (narrowly) thought of as the design, prototyping, evaluation, and implementation of UI's for desktop computers

Usability and the concept of Norman Doors



Norman door!

Human-Centered Design (HCD)

- Focuses on the need and core issue of the user
- Keeps people involved in the process of design
- People’s tasks, goals, and values drive development

Applying HCI principles in digital civics

- Reframing “users” as “people/the public”
- Design digital technology with and for the public to create more relational and community services

10k
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hack·a·thon
for People-Centric Mobility
with Don Norman
Sept 15-17 @ MIT Media Lab

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The Future
of Streets
A Human-Centered
Urban Design Workshop

People-Centric Mobility

- Define the problem
- Research and observe
- Design
- Prototype
- Iterate