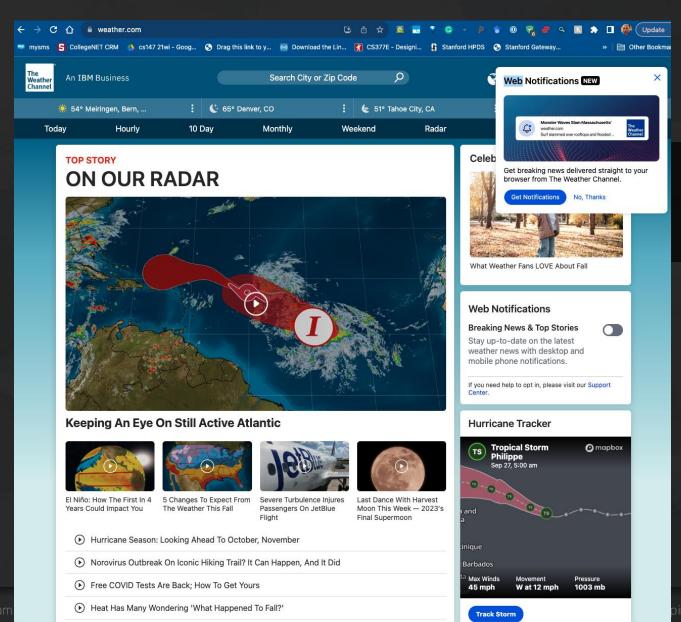
#### CS 147 Introduction & Course Overview Design Thinking for User Experience Design, Prototyping & Evaluation

Prof. James A. Landay Computer Science Department Stanford University

Autumn 2024

September 23, 2024

### Hall of Fame or Shame?

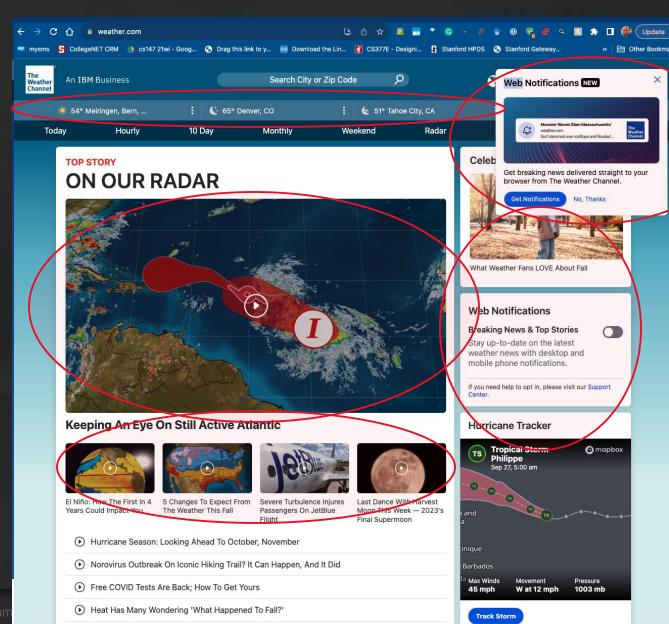


#### weather.com

#### ng & Evaluation

### Hall of Shame!





weather.com Need to click for weather What is the "first read"? videos popups/ads not my local weather!

It used to be worse!

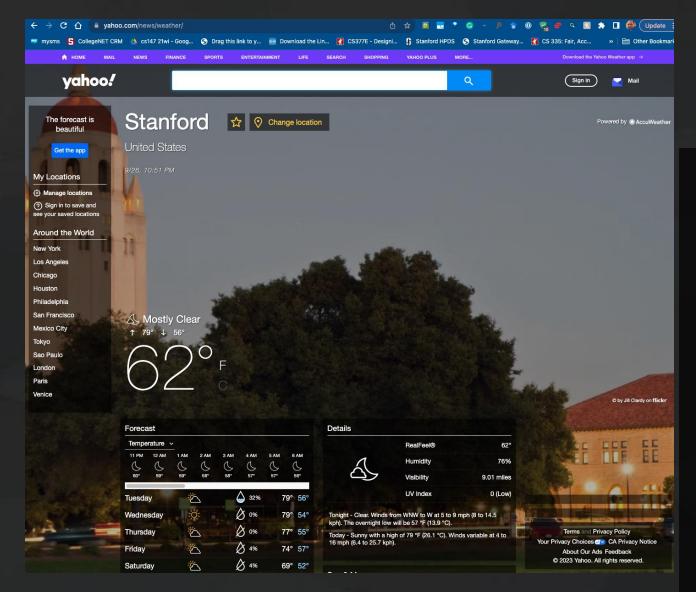
### Hall of Fame or Shame?



#### weather.yahoo.com

Hall of Fame!





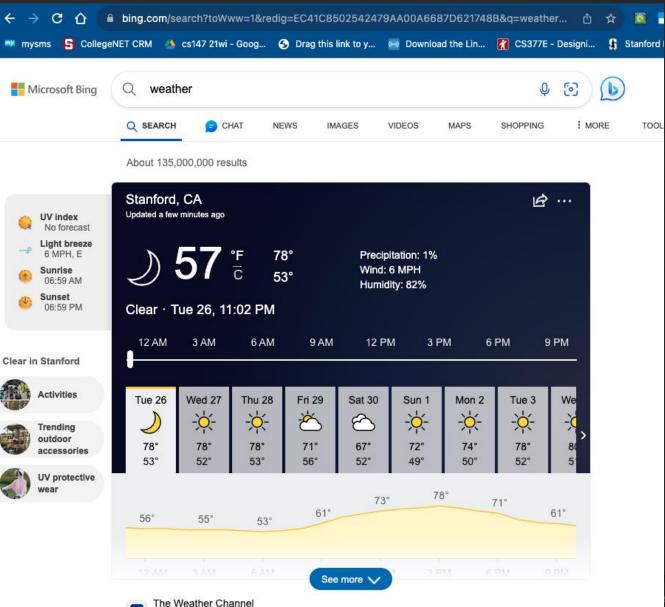
#### weather.yahoo.com

Good! aesthetic clean typography & icons

#### Bad!

image is 1<sup>st</sup> read too much **empty space**!

### Hall of Fame or Shame?



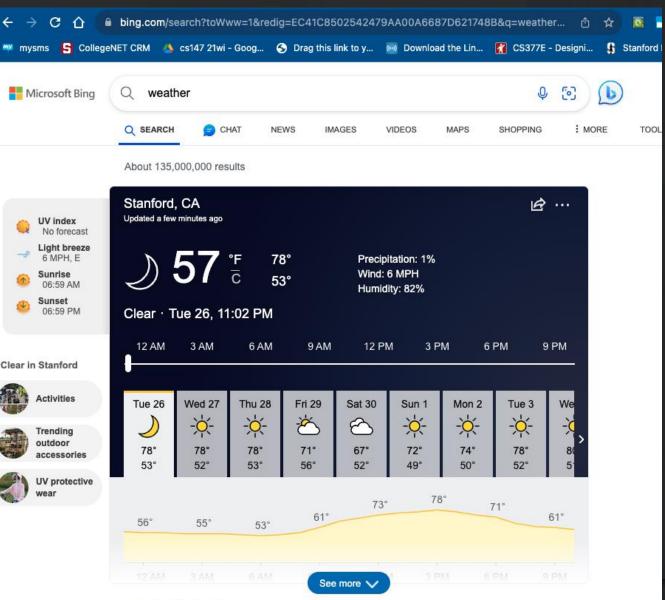


#### bing.com/weather

#### sign, Prototyping & Evaluation

### Hall of Fame!

The Weather Channel





#### bing.com/weather

Good! less clutter eye drawn to current temp

Bad? maybe a little boring...

### Hall of Fame!



### iOS yahoo weather Good! aesthetic

#### clean typography & icons (new version not as nice)

#### image recedes to background w/ flick or tap



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59°

64°

61°

+

#### CS 147 Introduction & Course Overview Design Thinking for User Experience Design, Prototyping & Evaluation

Prof. James A. Landay Computer Science Department Stanford University

Autumn 2024

September 23, 2024



## Who are We?

Design Thinking for User Experience Design, Prototyping & Evaluation





# James Landay

- Professor in Computer Science at Stanford
   Co-Director of Stanford Institute for Human-Centered AI
  - formerly at Cornell Tech, University of Washington, & UC Berkeley
  - spent 3 years as Director of Intel Labs Seattle
- · PhD in CS from Carnegie Mellon '96
- · HCI w/ focus on ubiquitous computing, web design (tools, patterns, etc.), HAI
- Founded NetRaker, 1st in web experience management (sold to Keynote)
- · Co-authored The Design of Sites with Doug van Duyne & Jason Hong
- · Office Hours: TBD (390 Gates) or by appointment (slack me)
- Email: landay@[insert usual Stanford email domain]



## Shardul Sapkota

he/him

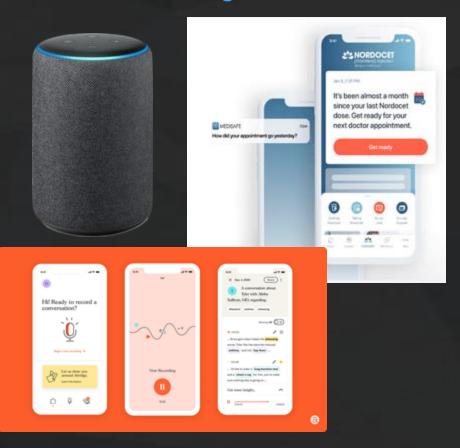
#### · CS PhD

- Math, CS, and Stats Bachelor's at Yale-NUS
- HCI with a focus on designing sensing systems and interfaces for health
- I love soccer and playing the guitar!!
- Office Hours: Tue 4:15 5:15 PM (386 Gates) or by appointment

### Designing AI for Older Adults

As the global life expectancy rises, the World Health Organization estimates that the older adult population will nearly double by 2050. Aging introduces unique challenges, often leading to inequitable access to resources and technology, highlighting the growing need to support older adults. Designing for older adults requires a deep understanding of their needs and empowering them through solutions that address these needs.

While AI tools have been transformative for many, the needs of marginalized groups—especially older adults, who stand to benefit greatly from this technology—are often overlooked. In this studio, we will explore ways to develop accessible and inclusive AI tools that enrich the lives of older adults. **Studio** Thu 4:30-6:20PM *Examples: Voice Assistants,* <u>Medisafe, Abridge</u>





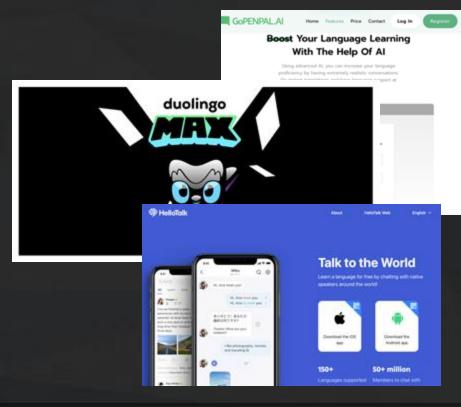
Defne Genç she/her

- B.S. Symbolic Systems
- M.S. Computer Science (HCI)
- Interested in research for behaviour change, human-AI interaction
- Love specialty coffee and cooking!
- Office Hours: Tue 09:00 -10:30 AM (Old Union) or by appointment

### Transforming Language Learning with AI

Mastering a new language opens doors to different cultures and experiences, but traditional learning methods can be **tedious and uninspiring.** In this studio, we'll explore how AI can revolutionize language acquisition and practice.

How can we leverage AI to create **personalized learning experiences**, provide instant feedback, or simulate immersive language environments? What **innovative interfaces** can make language learning **accessible** and **motivate diverse learners**? How might we use AI to craft interactive storytelling or gamified learning that adapts to each user's progress and interests? **Studio** Friday 1:30-3:20PM *Examples:* Duolingo Max, Babbel, Influent, HelloTalk, GoPenPal... but you can be creative!





#### Gray Wong Any pronouns

- B.S. Symbolic Systems (HCI)
- M.S. Computer Science (HCI)
- · Interested in technology in education, art, and interactive media
- Come talk to me about digital art and/or baking!
- Office Hours: Mon 11:30 AM -12:30 PM (Zoom) or by appointment

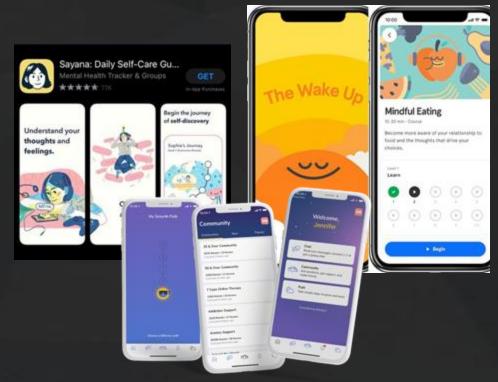
### Technology for Mental Health

Digital platforms and services have long been peddled as easy, pain-free solutions to our problems, even for things like **well-being** and **mental health**. However, such solutions are particularly infamous for **predatory and manipulative design practices** in order to drive profit, such as increasing **reliance** on the platform, locking materials behind **paywalls**, and more.

How can we ensure that technology for mental health remains ethical? How can we safeguard against exploiting users for profit? Why is a shift toward mindful, user-first design so crucial? This studio will dive into the intricacies of designing for mental health and wellness to truly benefit users, instead of taking advantage of them.

#### **Studio**

#### Friday 11:30AM-1:20PM Friday 2:30-4:20PM



*Examples:* Headspace, MindDoc, Sayana, 7 Cups, ELIZA





- B.S. Symbolic Systems (Human Centered AI)
- M.S. Computer Science (HCI)
- Interested in design for health and behavior change
- Office Hours: Tue 10:00 -11:00 AM (Zoom) or by appointment (Calendly)

### Design for Healthy Behaviors

Healthy lifestyle choices are crucial for reducing the risk of chronic disease and promoting well-being. Yet, many struggle to **maintain healthy behaviors** such as balanced nutrition, regular physical activity, stress management, and adequate sleep.

In this studio, we will explore how to design digital tools that promote healthy behaviors. How can **AI be integrated to provide tailored recommendations** based on a user's unique health data, habits, and goals? How can we empower users to take control of their health through sustainable lifestyle changes? How can we ensure **AIdriven health tools are both accessible and trustworthy**? How can we use digital tools for preventive care?

#### Studio

Friday 9:30-11:20 AM Friday 1:30-3:20 PM

Examples: Oura, FitBit, Apple Health, Whoop, MyFitnessPal,





# Britney Tran

- B.S. Computer Science (HCI)
- M.S. Computer Science (HCI)
- Interested in intersection of social justice & technology
- Bullet journaling/hiking!
- Office Hours: Thur 10:30 -11:30 AM Zoom or by appointment

### Designing for Job Accessibility & Career Development

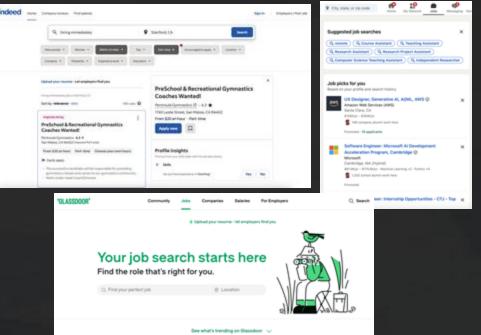
Finding a job often comes with many challenges, whether it's short-term or long-term, a career stepping stone or side gig, entry-level or seniorlevel. Though a source of income is critical for survival, securing an offer can be difficult for anyone of any age or level of experience. At times, personal circumstances influenced by systemic barriers may contribute to difficulty in finding a job such as completed education, language barriers, and criminal record.

In this studio, we will explore ways to address the challenges of job searching and career development. How can we make the job searching process less strenuous? How can we make job searching less daunting for first-timers? How can we make job searching and job boards more accessible to marginalized communities? How can we use AI coaches to help people improve their job prospects and their careers?

#### **Studio**

Friday 10:30AM-12:20PM Friday 12:30-2:20PM

*Examples:* Indeed, Glassdoor, Facebook, Craigslist, LinkedIn





# Star Doby she/her

- B.S. Computer Science (HCI)
- M.S. Computer Science (HCI)
- Interested in education technology (organizational & for learning)
- 2nd time CA'ing this class :)
- Office Hours: Tues 3:30 4:30 PM Zoom or by appointment

#### Al in the Classroom

Has a digital tool ever enhanced or disrupted your classroom experience? Think of how Ed Discussion, Canvas, or other classroom tools have shaped your education thus far. Technology has played a big role in 21st century education systems by **meditating how we learn**; how we **interact** with teachers and other students; how we are **evaluated** and graded on our work; and what **feedback** we receive from our peers.

Can we use AI to enhance classroom organization, learning, and/or evaluation? In this design studio, we will focus on how digital design can make tangible differences in the classroom, while navigating the limitations of AI.

#### Studio

Fri 12:30 - 2:20 PM Fri 2:30 - 4:20 PM

**Examples:** Canvas, Gradescope, Ed Discussion, Google Classroom, Bluebook, Carta, Simple Enroll, Stanford LaIR, Paperless





# Eli Waldman

- B.S. Symbolic Systems
- M.S. Computer Science (HCI)
- Interested in designing for motivation, organization, and health
   Office Hours: Wed 10:00 11:00 AM Zoom or by appointment

#### Designing for Movement

Movement is a fundamental part of daily life, whether it's **people** traveling, **objects** being delivered, or **locations** being navigated.

In this studio, we'll explore how artificial intelligence enhances our experiences of movement, from aiding decision-making to improving user interactions in various domains. Whether you're navigating new environments, organizing logistics for a big move, or keeping track of an important delivery, **AI** plays a role in **smoothing these processes**. We'll focus on how people engage with **digital tools** that assist in movement and create new solutions for enhancing these interactions. **Studio** Thu 6:00 - 7:50PM Fri 8:30 - 10:20AM

Examples: <u>Waymo, irobot,</u> <u>Amazon go, Tesla Bot</u>



## Join our Slack!

### cs147-2024au.slack.com

### What Do You Hope to Learn in CS147?

#### Put a few key phrases in the #lecture slack channel

\* if you aren't in our cs147 slack grid, direct message Paige (paige24@stanford.edu)

\*\* For all **during** lecture activities & questions use the #lecture slack channel so we can see them. For questions **outside** of lecture time, use the #q-and-a channel.

### Outline

- Who are we?
- AI & User experience design
- Balancing design thinking & technology
- Design discovery & exploring ideas
- Rapid prototyping & evaluation
- Goals of the course
- Course format & schedule
- Course policies

### Al Needs User Experience (UX) Design



Tesla Model S "Autopilot"
Future of autonomous cars
How do we design the UX?



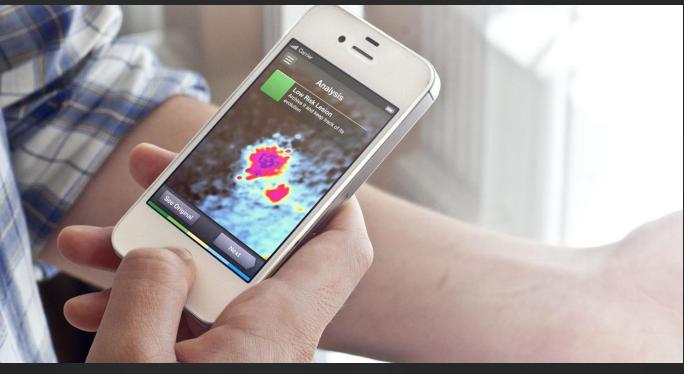
### Al Needs User Experience (UX) Design



Amazon Echo, Google Home & other Smart Speakers use Voice UI

- How do we design them to deal with natural human conversation?
- How do we design to support multimodal input? (e.g., + screen or vision)

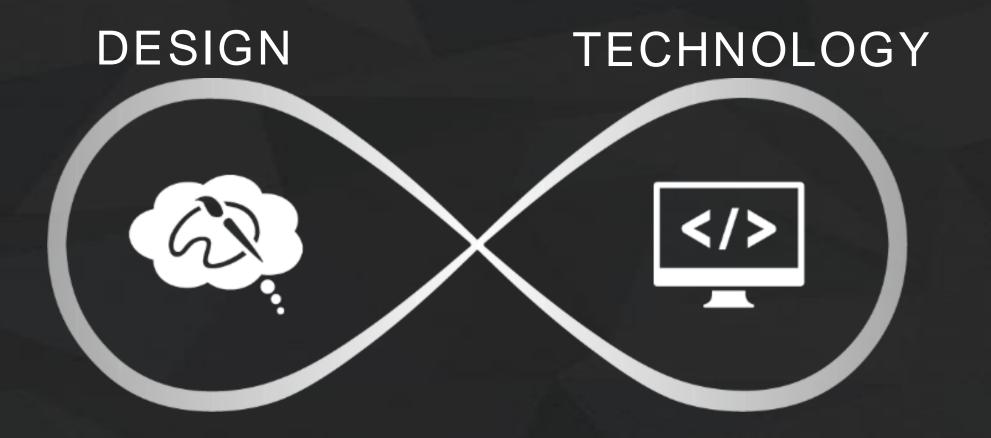
## Al Needs User Experience (UX) Design



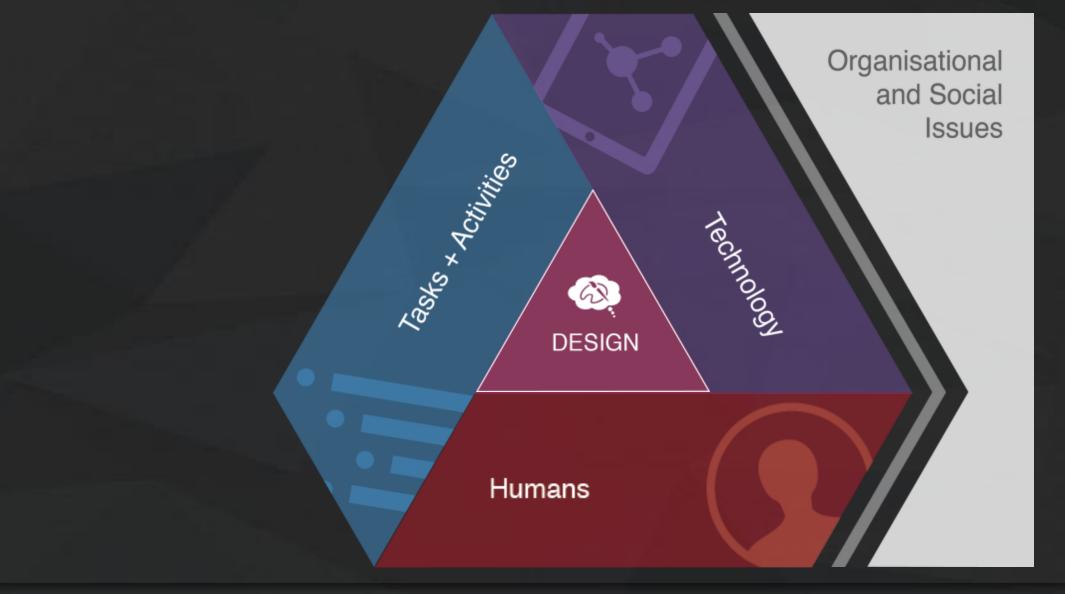
Computer vision-based skin cancer detection getting better and better

What is appropriate to show a patient?
What should be the interface for the doctor?
Is there a set of design patterns for these Smart UIs?

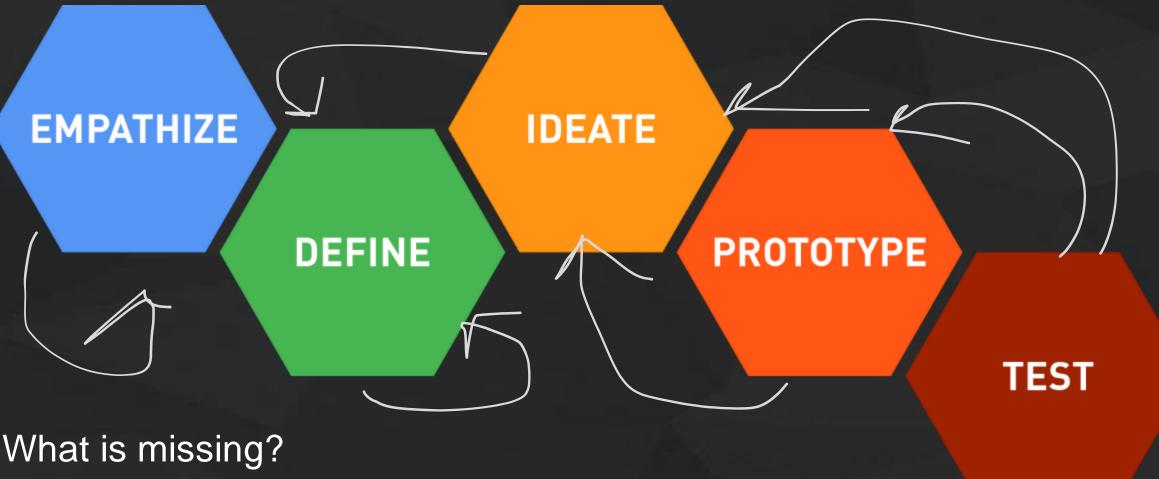
#### Balance



## Approach to Application Design & Prototyping



## Design Thinking Process



Iterating within stages & back to prior stages

### How to Design and Build Good Uls

- Iterative development process
- Usability goals
- User-centered design
- Design discovery
- Rapid prototyping
- Evaluation
- Programming

### Iteration

#### At every stage!

#### Prototype

#### Evaluate

Design

Design Thinking for User Experience Design, Prototyping & Evaluation

## Usability(?)

#### According to the ISO:

The *effectiveness*, *efficiency*, and *satisfaction* with which specified users achieve specified goals in particular *environments*.

This doesn't mean you have to create a "dry" design

## Usability/User Experience Goals

- Set goals early & later use to measure progress
- Goals often have tradeoffs, so prioritize
- Example goals(?)
  - Learnable
    - faster the 2nd time & so on
  - Memorable
    - from session to session
  - Flexible
    - multiple ways to do tasks
  - Efficient
    - perform tasks quickly

- Robust
  - minimal error rates
  - good feedback so user can recover
- Discoverable
  - learn new features over time
- Pleasing
  - high user satisfaction
- Fun

User-centered Design "Know thy User"

- Cognitive abilities
  - -perception
  - -physical manipulation
  - -memory

Organizational / educational job abilities

Keep users involved throughout

 developers working with target customers
 think of the world in users' terms

### Accessible Design

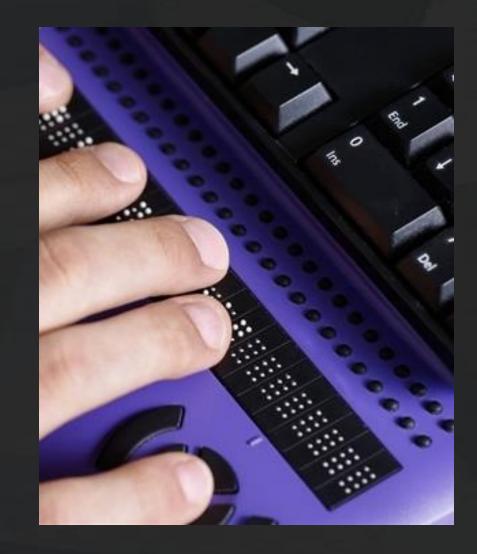
Different abilities

 vision, hearing, cognitive, mobility
 e.g., blind users with screen readers

Moral and ethical purpose

 inclusive design benefits everyone
 e.g., sidewalk curb cuts

Legal guidance
 Americans with Disabilities Act (ADA)



### User-centered Design: Needfinding

- Observe existing practices for inspiration
- Make sure key questions answered
- Ethical questions in design w/ underserved communities

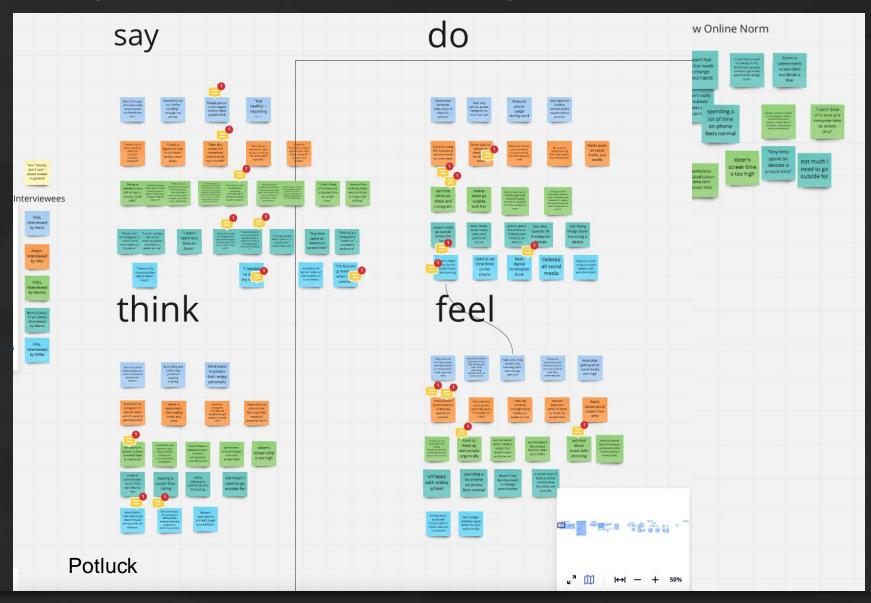


Peekaboo!

### Unpacking the Needfinding



## Unpacking the Needfinding





#### **Develop Point of Views** (Person + Insight + Challenge) Ch Philocock Brainstorm on How Might We Solve WE WERE AMAZED TO REALIZE

THAT THANKS TO THE BOAT DUNER'S MENDRERIP, TROT, NO DERM'

THE FISHING LIFESTILE AND CONNECTION TO NATURE, HE HAS THEIR IS LIFE

IT WOULD BE GAME -CHANGING IN ...

ALL OF US COULD TAKE A RISK TO SEE & SPARK IN OTHERS AND

NURTURE IT INTO A PURPOSEFUL TRAUSFORMATION.

(what did you learn that's new

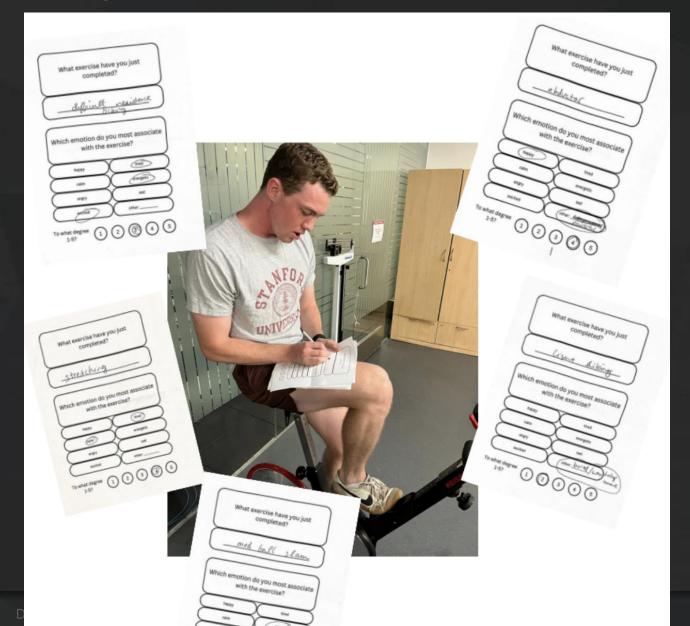
### Experience Prototype to Test Assumptions



Autumn 2024

Struggle Bus

### Experience Prototype to Test Assumptions



Autumn 2024

eMotion

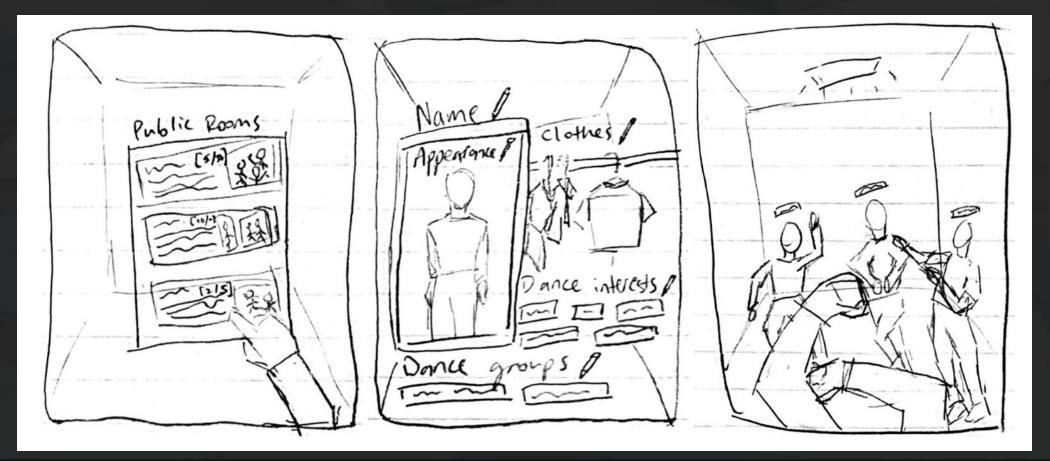
## Sketching & Storyboarding



#### artbot

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### Sketching & Storyboarding



#### house

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Concept Videos

Illustrate context of use rather than specific UI

Quick & inexpensive

 Forces designers to consider details of how users will react to the design

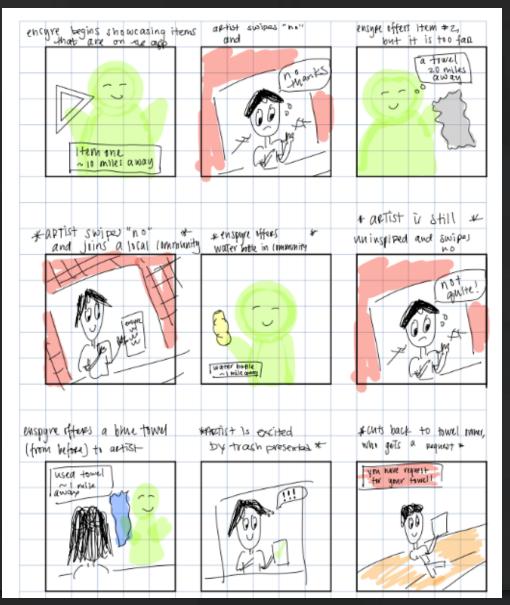
### Concept Videos: Planning Storyboards



#### TURNING POINT : INTRO RAMBL



## Concept Videos: Planning Storyboards



in**spy**re

#### Design Thinking for User Experience Design, Prototyping & Evaluation

## **Concept Vid**

# daha

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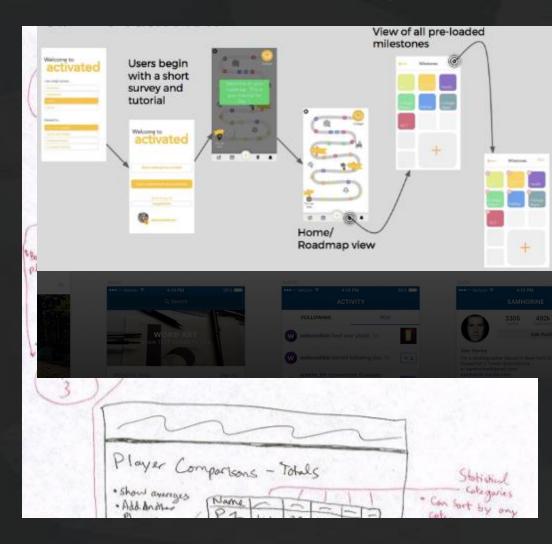
Design Thinking for User Experience Design, Prototyping & Evaluation

## Rapid Prototyping

- Build a mock-up of design so you can test it
- Low fidelity techniques

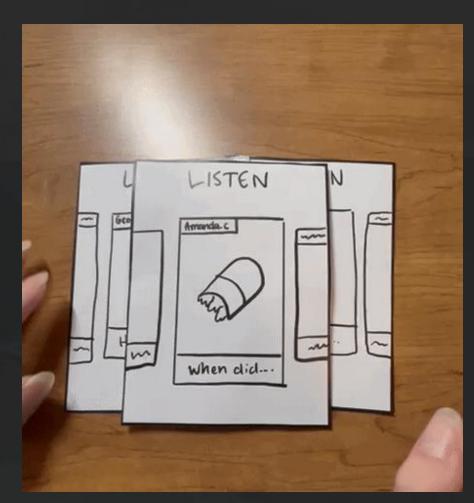
   paper sketches
  - cut, copy, paste
- Interactive prototyping tools

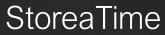
   HTML, Balsamiq, Axure, proto.io, Sketch+Marvel, Figma, Modao, etc.
- UI builders
  - Expression Blend + Visual Studio, Xcode Interface Builder, etc.

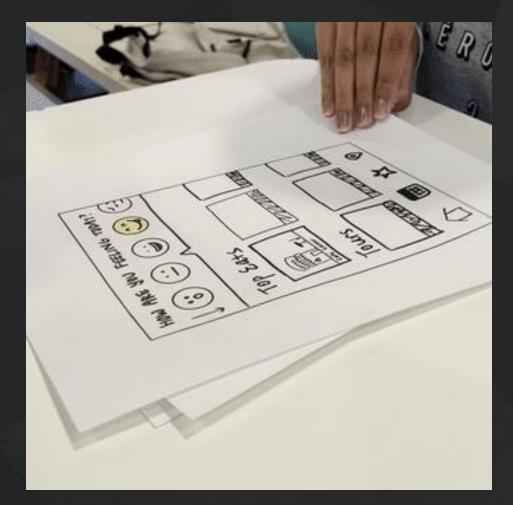


#### Fantasy Basketball

## Low-fi Prototyping & Testing

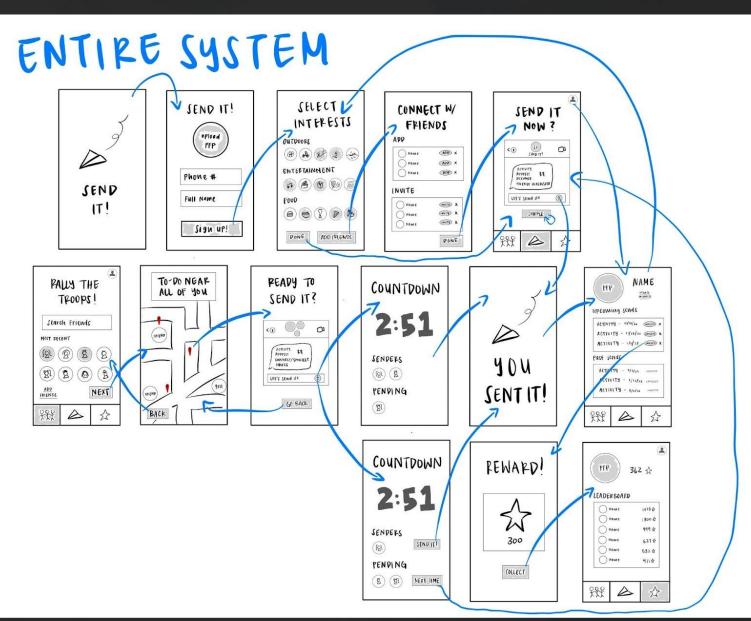






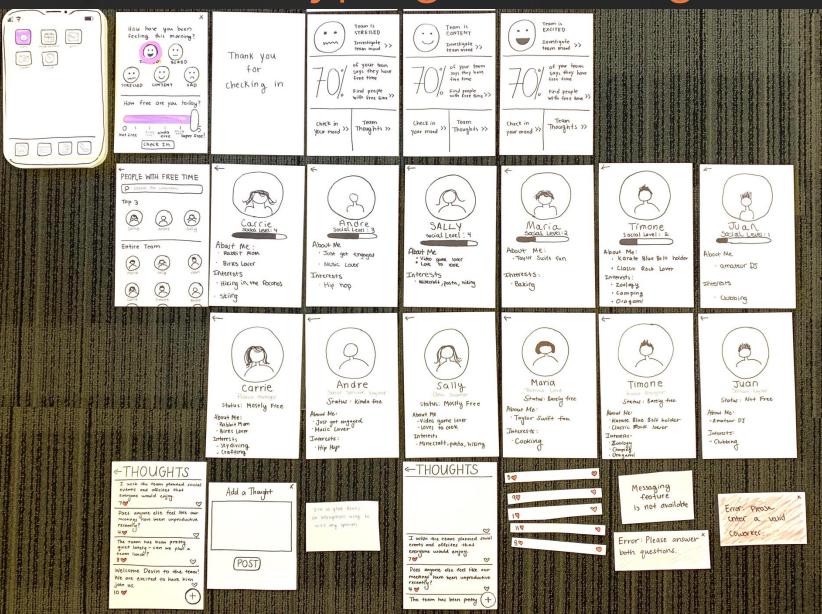


## Low-fi Prototyping & Testing



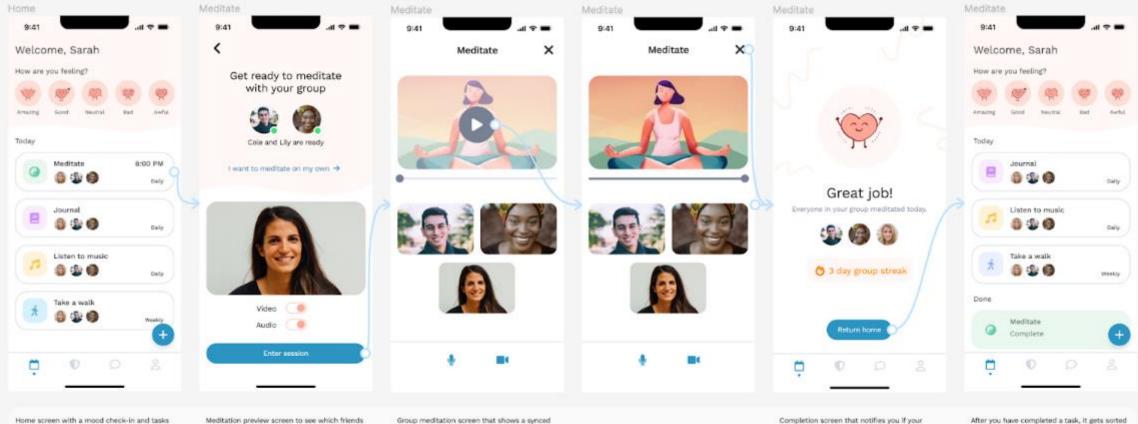
Send It

## Low-fi Prototyping & Testing



Vibes

### Interactive Prototypes Medium Fidelity



Home screen with a mood check-in and tasks for the day

Meditation preview screen to see which friends are available and adjust audio and video settings Group meditation screen that shows a synced guiding video and your friends' videos

Completion screen that notifies you if your entire group has completed the task and of any continuing streaks After you have completed a task, it gets sorted into the "Done" section. If the whole group has completed it, it is marked as "Complete" and the entire bar is filled in



Design Thinking for User Experience Design, Prototyping & Evaluatio

### Interactive Prototypes Medium Fidelity

#### Medium Task: Schedule and edit an event at your garden

Aparker     Construction        Construction <th><section-header><section-header></section-header></section-header></th> <th>Image: Series         Image: Series         <td< th=""></td<></th>	<section-header><section-header></section-header></section-header>	Image: Series         Image: Series <td< th=""></td<>
cent Posts San More Cent is sharing Orangee  Sate That		5479 TAK
C Neil Family is faciling Karvest Featival		
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losting an event can be done by apping the call to action or selecting he Host nav tab.

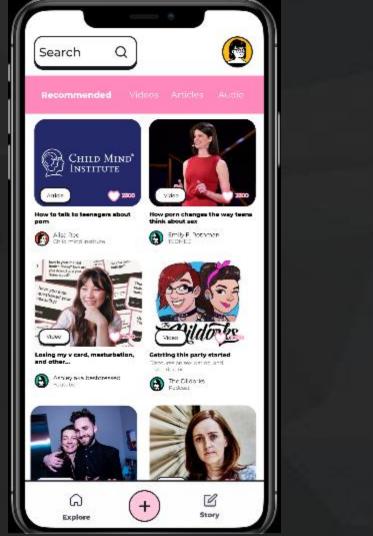
#### GardenShare

Autumn 2024

Design Thinking for User Experience Design, Prototyping & Evaluati

### Interactive Prototypes Medium Fidelity

Sex Academy



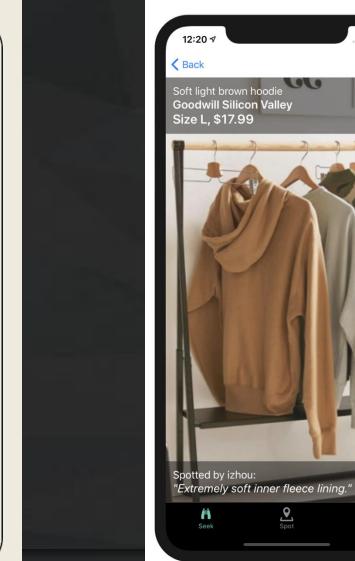


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#### Interactive Prototypes Hi-Fidelity off



# butter Welcome to Butter Butter makes ordering and communication in the restaurant supply chain faster and simpler. What's your name? Jane McEwan Already have an account with us? Sign in.



#### thread

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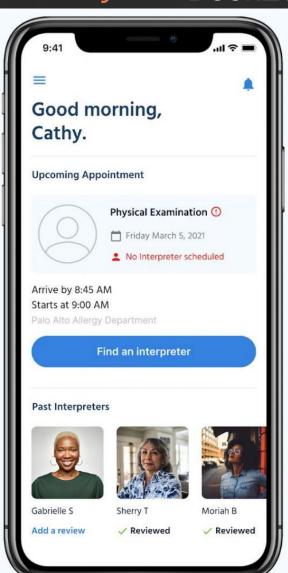
Spot

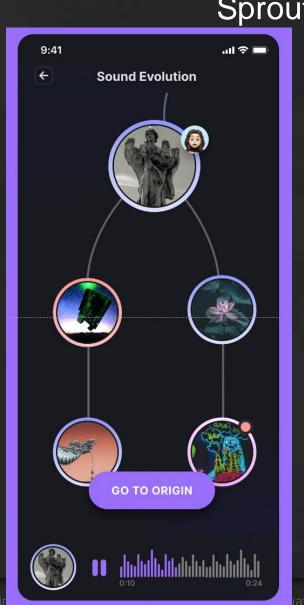
Profile

-

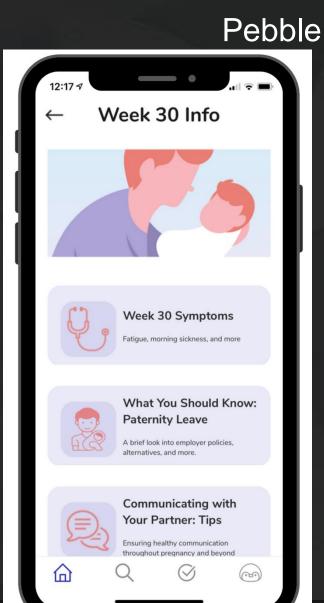
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#### Interactive Prototypes Hi-Fidelity BookEd





#### Sprout



### Interactive Prototypes Hi-Fidelity

#### Does this mean at the quality to go in an app store?

- for a few yes, but for most no (this is not a requirement & many will push to this in CS194H)

Ś	Store	Mac	iPad	iPhone	Watch	AirPods	TV & Home	Only on Apple	Accessories	Support	۹		
App	Store P	review											
	Open the Mac App Store to buy and download apps.												
	F	2		Replace Avi Khe Designed ***** Free	e Scrolling	g with Task	e Momen s	t és					
m	Ref ake the tost our very mo	res e t of	sh	2:57 refresh		•	proc	e scrolling with ductive tasks lete task bas	scre 247 en	tries	eut your behavior uw wed, mr 17		
			go ; clean my re	journal a run do yoga m taik y frien	night time routine meditate			ga for a run de omplete the task .deites task completed! maybe later	•	stressed encontrorality	wed, mar 17 relaxed hererfrensity wed, mar 17 tred interfrensity		

- You will be building a real app (with code)
   *not* a click-thru prototype (e.g., using Figma or InVision)
- It should support most of your functionality
- But it might be missing
  - polish
  - back-end implementation
    - maybe data stored locally, social networks incomplete, etc.
- CS (intended) majors should have pre-reqs (106B/X, 142/193P/193A or experience building apps) If not...

## CS147L – Cross-Platform Mobile Development

- Create a mobile app on both iOS & Android using the React
   Native framework in just 10 weeks
- Tuesday/Thursday 1:30 2:50 PM, 3 Units
- You can dual use CS147L/CS147 projects!
- Course web site: <a href="http://hci.st/cs147L">http://hci.st/cs147L</a>
- Preference given to graduating seniors & CS147 students
- Apply here by Thursday, 9/28 at 11:59 PM

https://hci.st/cs147L-24au-A0

## Evaluation

- Test with real customers (participants)
  - w/ interactive prototype
  - low-fi with paper "computer"

- Low-cost techniques
  - expert evaluation (Heuristic Evaluation)
  - online testing



## Learning Goal of CS 147 Learn to design, prototype, & evaluate UIs

- Tasks, activities & practices of prospective users
- Cognitive/perceptual constraints affecting design
- Techniques for brainstorming, ideation & prototyping
   Methods for evaluating UI designs
- Importance of iterative design for usability
- Technology used to prototype Uls

How to work together as a team
Communicating results to a group

### Course Format

- Interactive lectures  $\rightarrow$  you speak!
- Each week
  - 2 lectures on techniques & background
    - 60-80 minutes of lecture
    - 20-30 minutes team meeting each lecture  $\rightarrow$  you need to be here to work with your team
    - 10-20 minutes for in class exercises
  - 1 studio with hands-on activity or team presentation
- Quarter-long project
- Readings, Videos, Podcasts
- Course material will be online
   slides, exercises, readings, schedule
- Have fun & participate!

## Projects

• Each team will propose a UI-oriented project

- fixing something broken or a completely new idea

based on team *needfinding* 

#### • Theme

- each Thursday/Friday studio has a theme

- all projects mobile/wearable/off desktop/Al

#### • Groups

- 3-4 students to a group (4 preferred)
- work with students w/ different skills
- CS students should have had 142/193p/193a or equivalent (non-majors need not)

If not, take CS147L, learn ReactNative, dual use project for CS147L/147
 groups meet in class & studio weekly

Cumulative

- apply several HCI methods to one interface

• If you let your team down, we will lower your grade



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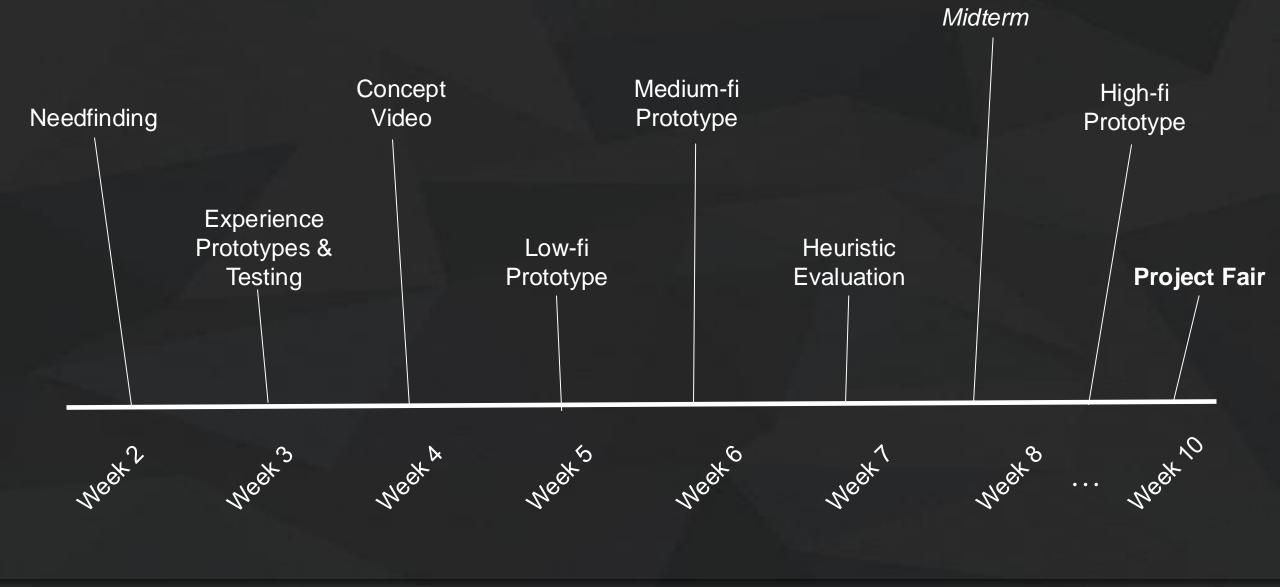
worked by the

Design Thinking for User Experience Design, Protot

## **Design Studios**

Teams attend small weekly studio (9-16 students) \_critique/feedback in more intimate environment

### **Project Process Timeline**



Design Thinking for User Experience Design, Prototyping & Evaluation

#### **CS 147 AU24 COURSE TIMELINE**



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#### **ASSIGNMENTS OVERVIEW**

See corresponding colors on the calendar to see when these projects will occur during the quarter.

#### Assignment 1

#### Needfinding

In this assignment you will plan, develop, and execute the first needfinding round for your quarter-long team project. You will present your interview plan (methodology), data gathered from your initial interviews, and the key insights and inferences you have made. You will capture this analysis in an empathy map that you will share in your studio presentation.

#### Assignment 4

#### **Concept Video**

The goal of this assignment is to continue to learn how to brainstorm novel design ideas and turn these ideas into a concept video. You will start by conducting market research to find other apps in your space (ensure you're thinking up a novel product). You will then shoot a video that will

#### Assignment 2

#### POVs and Experience Prototypes

You will revisit the findings from A1, interview more participants based on a deeper focus, and formulate points of view for your potential users. From there, you will craft several "How Might We" statements to frame the problem area and intended design goal. Based on the best HMW statements, you will brainstorm several solutions. You will then create and test 3 "experience prototypes" to learn more about these ideas.

#### Assignment 5

#### Low-fi Prototype and Usability Test

Learn how to use low-fi prototyping in the early stages of UI design. You will first sketch many different design realizations

#### Assignment 3

#### Website

The goal of this assignment is to learn how to present your work in a professional, engaging, and appealing manner. Previous students have used their websites to talk about their project when on the job hunt! Your website will be hosted on Stanford AFS.

#### Assignment 6

#### Interactive Medium-fi Prototype

Learn how to build mediumfidelity, interactive prototypes of UI ideas using an interactive UI design tool. Understand the tradeoffs compared to low-fi prototyping or even creating a prototype through coding. You will revise your UI ideas based on the insights from your low-fi prototype user testing and feedback from your studio peers and CA. Then, you will use interactive tools to

### Books

We will give you web links to all necessary readings/videos

Recommended textbook (if you need one) <u>Designing the User Interface: Strategies for Effective Human-</u> <u>Computer Interaction</u> by Shneiderman et. al, 6th edition (2016)

## Assignments

- Individual
  - -1 presentation each
  - -1-2 written (handed in online)
  - -class & studio participation (graded)
    - in class exit tickets to show you came to lecture & are paying attention
- Group
  - -10 assignments
    - 4-5 presentations with 3-4 write-ups + video + poster
  - -all group work handed in online
    - team web site & online submission site

## Grading

- A combination of
  - -individual assignments & presentation (10%)
  - -class/studio participation (10%)
  - -midterm (20%)
  - -group project (60%)
    - presentations/poster (group component)
    - project write-ups
- No final

-must be present at project fair on Friday 12/6 (6:00-9:30 PM)

### Tidbits

• Late Policy

-no lates on group assignments

-individual assignments lose one letter grade/day

Course web site

-http://hci.stanford.edu/courses/cs147/2024/au/ or cs147.stanford.edu

• Studio time preferences & team signups (you do **not** need a team in advance!) -form will be open on Tue and due Wed at 5 PM, but we want to guage if we have the right times now https://bit.ly/cs147-au24-sections (fill this out now! non-binding)



Section Preferences

## Tidbits

- Team Mixer
  - Tue in Gates 403 from 6-7:30 PM. Meet people. Eat pizza. Find a team?
  - Fill out this form now so we know how much pizza to order http://bit.ly/cs147-au24-ice



lcebreaker

#### • OAE Letters

- Send to landay@stanford.edu & sapkota@Stanford.edu within first 2 weeks of class

#### Attendance

- you are expected to be in lecture & studio in person
- If you have a small conflict (less than 30 min), we will consider how to resolve it
  - fill out <a href="https://bit.ly/cs147-24au-conflicts">https://bit.ly/cs147-24au-conflicts</a> for us to review & approve conflicts
- studio misses
  - we drop 1st miss w/ pre-approved excuse, 2<sup>nd</sup> pre-approved miss w/ makeup assignment, after that it comes out of your participation grade
- if you get sick, we will figure it out. Contact me & our head CA (Shardul)

## Summary

- UX design is an important part of most software
- Getting the interface right is hard, but...
- Solution is *Iterative Design* including repeated cycles of
  - -Design
  - Prototyping
  - -Evaluation

## Next Time

Design Discovery

#### Read

- -Holtzblatt & Beyer, Ch. 3 from Contextual Design
- -d.school's Empathy Fieldguide
- optional: Holtzblatt & Beyer, Contextual Design, In *The Encyclopedia of Human Computer Interaction*, 2<sup>nd</sup> Ed.
- If any readings are password protected, it should be "hcid"

#### • Watch

- ABC News Nightline IDEO Deep Dive, July 1999 (22 minutes)
- optional: ABC News, IDEO Design Thinking, January 2013 (13 minutes)