Human-Computer Interaction INFR11017

Week 3: Fast Feedback

3rd October 2023

John Vines

Overview of today’s session

Coursework reminder

HCI ”in the world” – Fast Feedback example

- The banking for the older old project
- Questionable concepts as an example of “design fiction”

Q&A

Coursework reminder

Where you should be in Week 3

What you should have done now for CW1

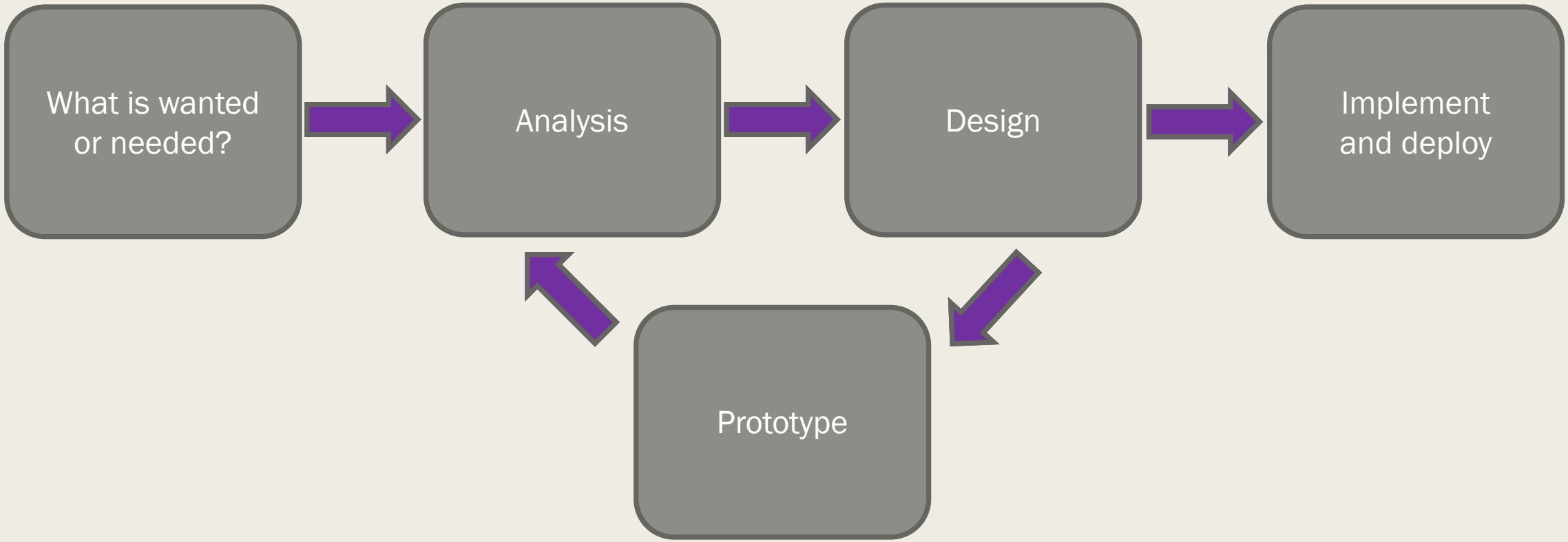
- Joined a group!
- Found a course to improve (Learn old courses or Learn Ultra)
- Picked a task
- Picked a persona

What you need to do this week for CW1

- Iterate the design
- Start mocking it up in Figma (or similar)

HCI “in the world”

Reminder: The Design Process!



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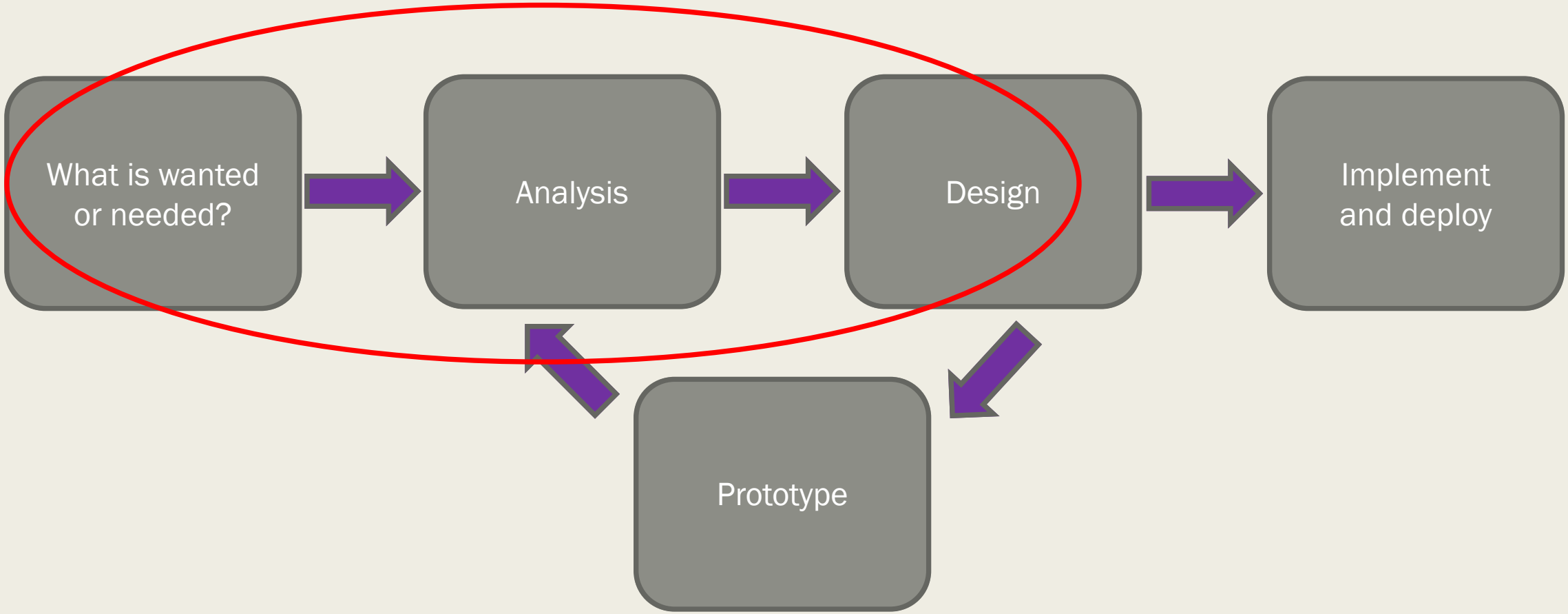


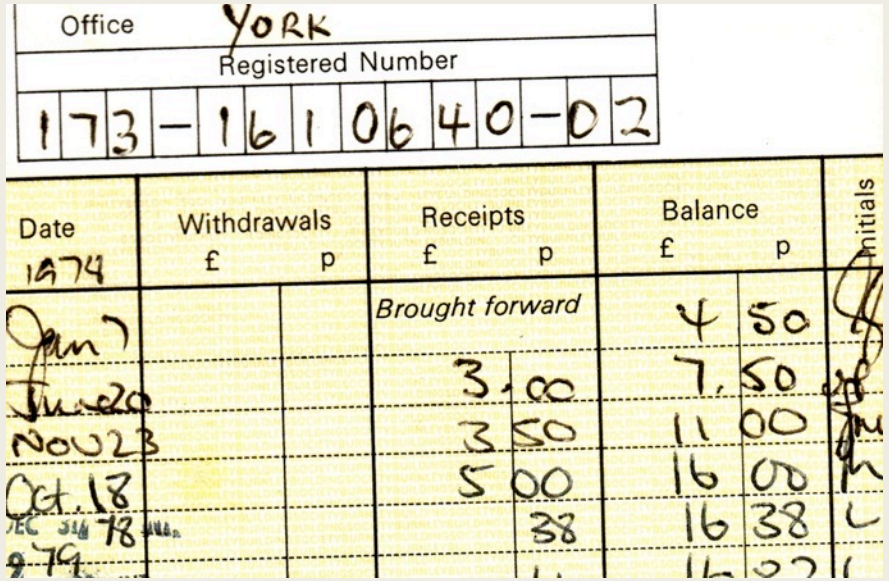
MATHEMATICS
SIMPLE
SUDOKU

Banking for the older old

“I have a spot here where I save up. I’ll always have so much for the housekeeping. … I do have a certain amount of cash which I like by me … I go to the bank and I get so much money out of the bank. I make sure that I have so much money in.” – Jean, 88

“I write out me carers, me gas, me light, me phone and hair, feet - chiropodist, water, television, St Leonard’s Hospice which I support, church – how much I donate each week and then I give a bit extra at Christmas, that all goes down.” – Thora, 89

“If I want anything out of the wall, Nigel will get me 100 out if I need it.” – Barbara, 95



Finance and Care Expert Workshop

Activity 1: Grouping quotes together from the ‘financial biographies’

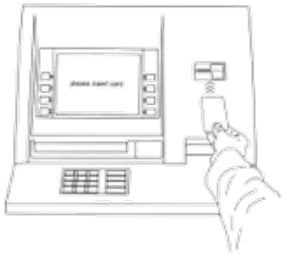
Activity 2: Quick ideation in response to the needs, desires and barriers faced by the ‘eighty somethings’

SCOTTISHPOWER
MORRISONS
Gemma
anchor

Insert card
Insert card to begin
Bank Name

PLEASE PAY
£40.23

sharecard
1234 5678 9012 3456
Mrs Molly Myers



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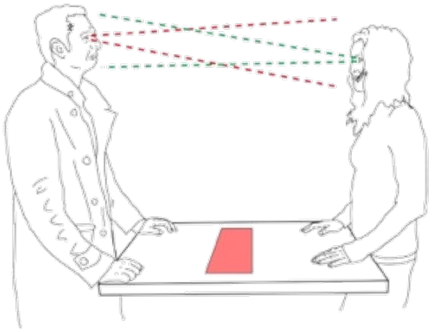
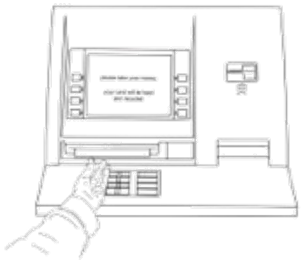
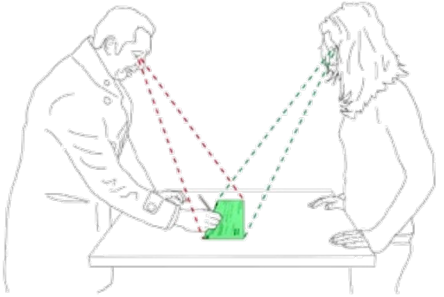


securicor
home banking





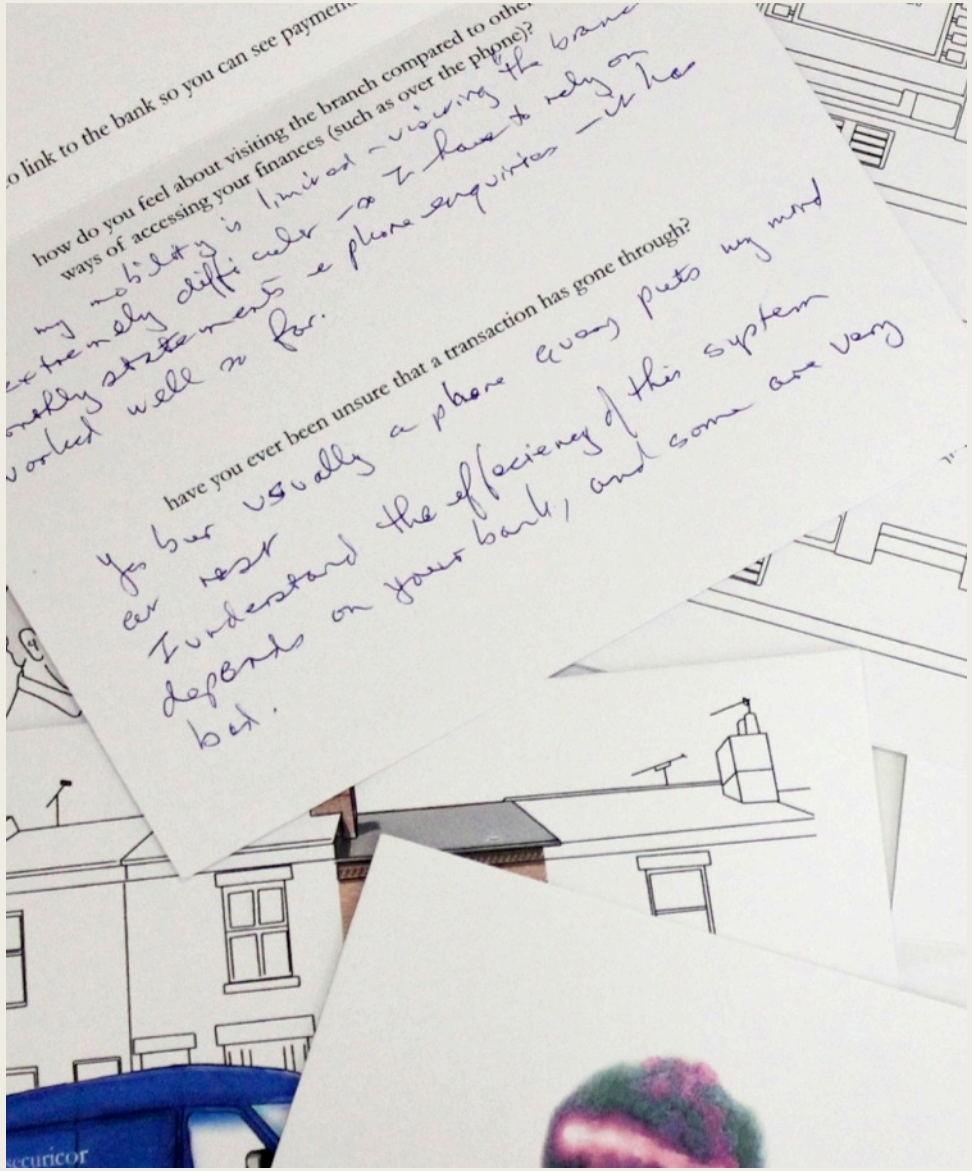
Questionable Concept cards

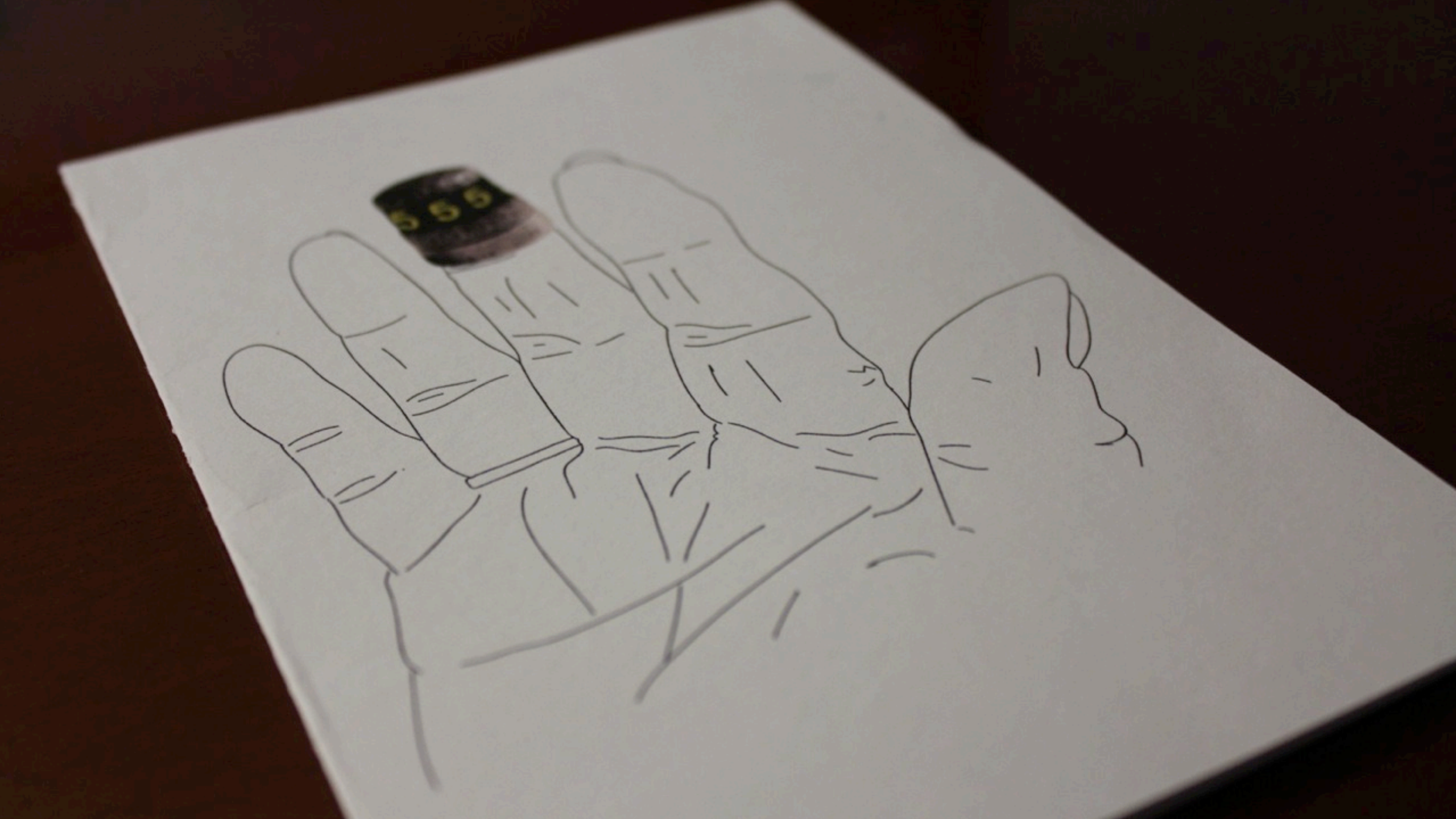
a collection of cards provided to participants in a pack to take home with them after a workshop

each card has a pictorial illustration of an idea – the idea relates to insights from the financial biographies

the idea is ‘questionable’ – i.e., not entirely practical, feasible, and may in some respects go against the values of participants

The card also includes a set of questions related to the ideas for participants to answer





pin thimble: holds you of your PIN when you need it

"I have it [written] down somewhere, because they always say not to, I couldn't remember it with never using it. But I wrote the numbers down and every so often, they'll send me another card."

Ruth, describing the problems she has with PINs

"I ought not to [write down his password] but I do. . . . That piece of card that I have on there. It's not anywhere near the accounts, people would just think it was the name of a house and an address."

—Jim, discussing how he can't remember his passwords for his bank accounts

what are your experiences of PINs and passwords?

if you could not remember your PIN,
how would you try to safely document it?

imagine an object that reminds you of passwords and codes ...
what would it look like?

– *Jim, discussing how we can [illegible]*

Responses from participants

Critique and mistrust of banks and financial services

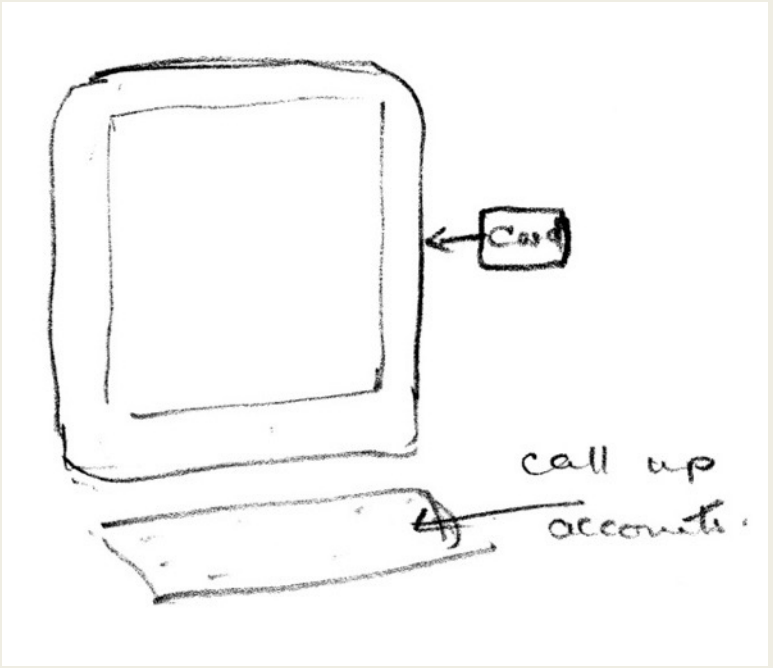
“If this actually came to pass it would be just a way for the banks and financial institutions to make more money for the “fatcats” and the shareholders and to exploit the man in the street”- Rita, 83

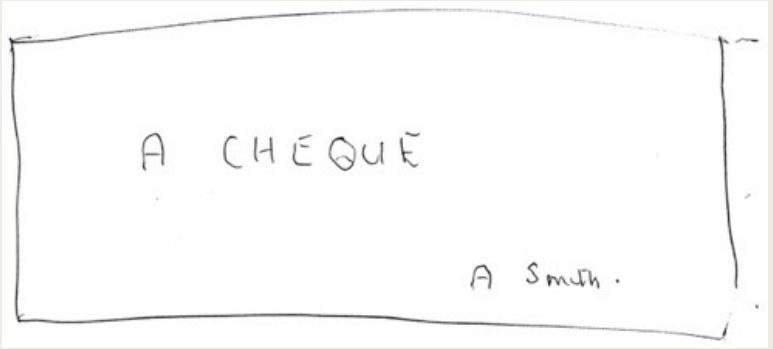
Eliciting financial practices and problems

““hide it in code among telephone numbers in my diary.” - Agatha, 81

Generating idea for new concepts

“I like the idea on the front of an iPad type wallet … But you could also, I feel, have a card that you could put into a computer or a screen and you would call up your accounts, and see them.” - Dolores, 81





Daily Mail

www.dailymail.co.uk

50p

MAGAZ
STARTS PAG

AVE OUR CHEQUE

Not content with wrecking the econon

banks want to stub out

cheque mates

Further reading:

John Vines, Mark Blythe, Paul Dunphy, and Andrew Monk. 2011. Eighty something: banking for the older old. In Proceedings of the 25th BCS Conference on Human-Computer Interaction (BCS-HCI '11). BCS Learning & Development Ltd., Swindon, GBR, 64–73.

John Vines, Mark Blythe, Paul Dunphy, Vasillis Vlachokyriakos, Isaac Teece, Andrew Monk, and Patrick Olivier. 2012. Cheque mates: participatory design of digital payments with eighty somethings. In Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI '12). Association for Computing Machinery, New York, NY, USA, 1189–1198. https://doi.org/10.1145/2207676.2208569

John Vines, Mark Blythe, Stephen Lindsay, Paul Dunphy, Andrew Monk, and Patrick Olivier. 2012. Questionable concepts: critique as resource for designing with eighty somethings. In Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI '12). Association for Computing Machinery, New York, NY, USA, 1169–1178. https://doi.org/10.1145/2207676.2208567

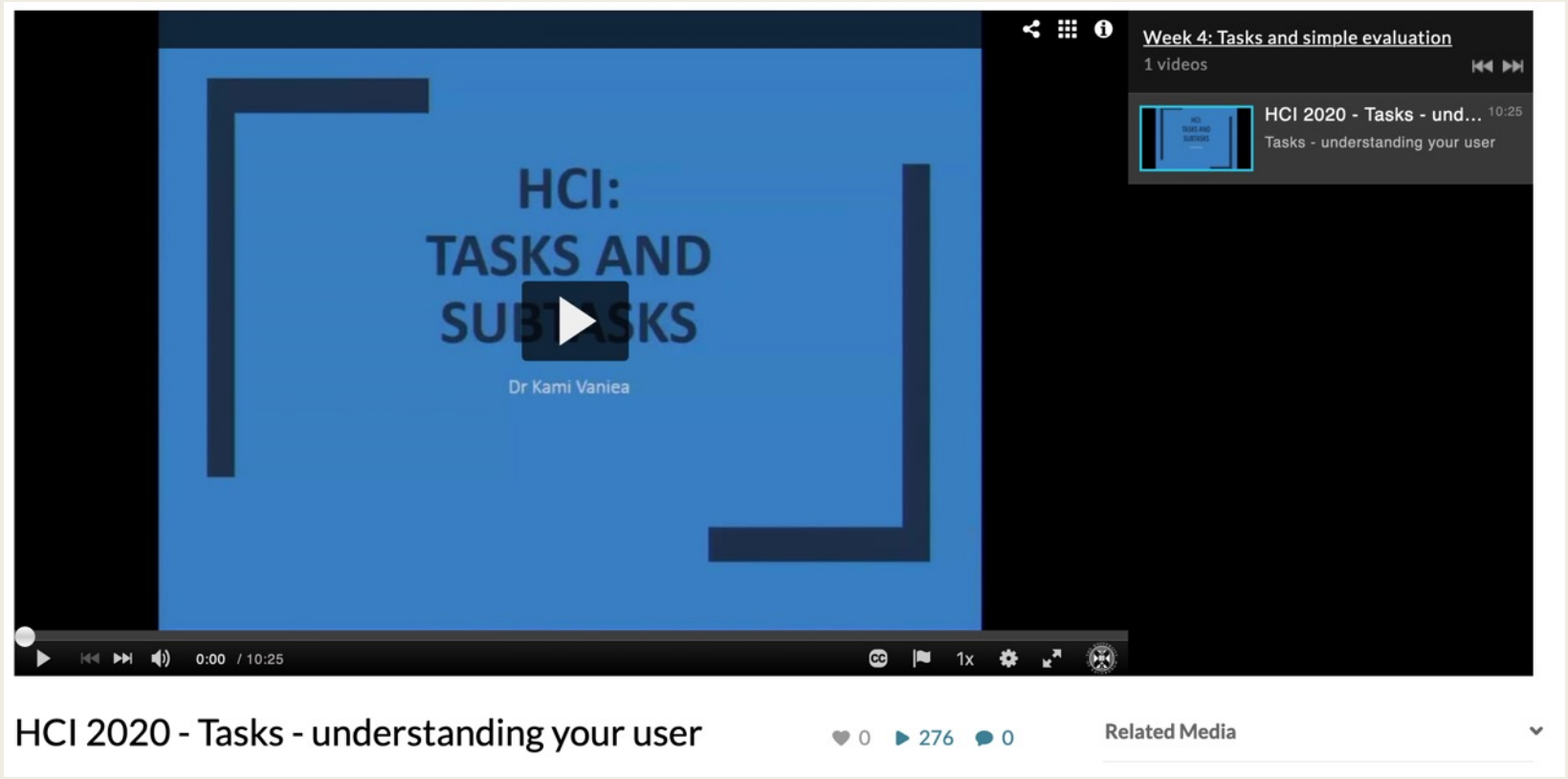
John Vines, Paul Dunphy, Mark Blythe, Stephen Lindsay, Andrew Monk, and Patrick Olivier. 2012. The joy of cheques: trust, paper and eighty somethings. In Proceedings of the ACM 2012 conference on Computer Supported Cooperative Work (CSCW '12). Association for Computing Machinery, New York, NY, USA, 147–156. https://doi.org/10.1145/2145204.2145229

Week 3 Q&A

- Questions about Week 3 videos
- Question on CW?

For next week (Week 2)

- Week 4 video – Tasks and Subtasks
- Mocking up your design, planning for CW1 submission on 12th



Any questions..

- Post to the Piazza!
- TA drop in session on Friday 1-2 (**AT 7.01**)