Human-Centered Design

Human Problem Solving Intro 2

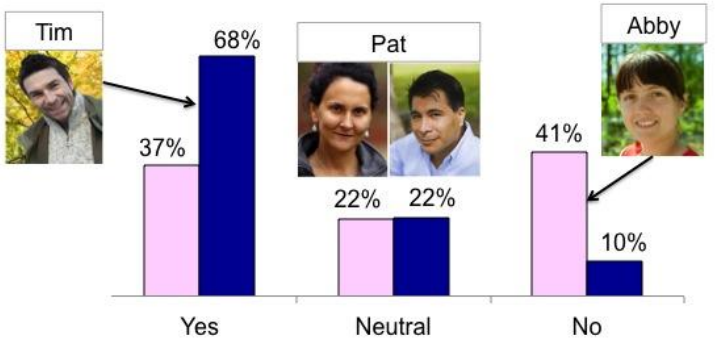


WashU CSE 256A
Prof. Kelleher
#09: Mon, Oct 03, 2022

Motivation

"What (else) can this do?"

"How do I get this task done?"



motivated by exploring next-generation technology?

Information Processing Style

Trying to understand everything before I move on/make a choice

Going for the first promising option and backtracking if necessary

Computer Self-efficacy

"I keep messing this up"

"This interface keeps making me mess up"

Risk Aversion

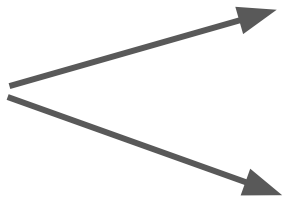
"Studies have shown that women tend statistically to be more risk-averse than men" in:

- ethical decisions
- investment decisions
- gambling decisions
- health/safety decisions
- career decisions

Tinkering

"What does this button do?"

"What will happen if I do it this way?"



"I'll try and see"

"I'll read a tutorial/ask someone/try to reason about it"

Gender Mag Personas

https://gendermag.org/customPersona.html

Activity

Take another pass at the Gradebook spreadsheet.

- https://tinyurl.com/y32qzely
  This time, **use each persona** to record what **they** would do.
- For each persona, record the actions, reasoning, and goals for each step that person would take. In your reasoning, please reference specific facets (motivation, self-efficacy, risk aversion, etc.)
- Please record your answers in a new google sheet (make a new tab) and then upload to https://wustl.app.box.com/f/6b91793e90ca4660ad053b4b5fd9243e

Reflection Questions

At the end of your google doc, please consider these questions:

1. Which facets (motivation, self-efficacy, risk aversion, etc) are or are not well-supported by the standard Google Sheets interface?
2. How can they be better supported?