



| | |
|--|--------------------|
| Chapter 1 : Introduction | 1-1 to 1-27 |
| 1.1 What is HCI? | 1-1 |
| 1.1.1 Introduction to HCI..... | 1-1 |
| 1.1.2 The Human | 1-2 |
| 1.1.3 The Computer..... | 1-2 |
| 1.1.4 Models of Interaction | 1-10 |
| 1.2 Disciplines Involved in HCI..... | 1-11 |
| 1.3 Is HCI Study Important? | 1-16 |
| 1.4 The Psychology of Everyday Things | 1-19 |
| 1.4.1 The Complexity of Modern Devices..... | 1-19 |
| 1.5 Principles of HCI | 1-20 |
| 1.5.1 Shneiderman’s 8 Golden Rule | 1-20 |
| 1.5.2 Don Norman’s Principle of Design..... | 1-21 |
| 1.5.3 Nielson’s 10 Heuristics | 1-22 |
| 1.5.4 Few Other Characteristics and Principles | 1-23 |
| 1.6 User-centred Design | 1-24 |
| 1.6.1 User-Centred Design Methods | 1-25 |
| 1.6.2 Principles of UCD | 1-26 |
| Chapter 2 : Understanding the Human and Human Interaction | 2-1 to 2-22 |
| 2.1 Introduction | 2-1 |
| 2.2 Input Output Channels..... | 2-1 |
| 2.3 Visual Channel..... | 2-2 |
| 2.3.1 Vision..... | 2-2 |
| 2.3.2 Illustration of the Capability and Limits of Visual Perception and Processing..... | 2-6 |
| 2.3.3 Reading..... | 2-7 |
| 2.4 Auditory Channel..... | 2-8 |
| 2.4.1 Hearing..... | 2-8 |
| 2.4.2 The Human Ear | 2-8 |



| | | |
|--|---|--------------------|
| 2.5 | Haptic Channel..... | 2-9 |
| 2.5.1 | Touch..... | 2-9 |
| 2.5.2 | Kinesthesia..... | 2-9 |
| 2.5.3 | Movement | 2-9 |
| 2.6 | Human Memory..... | 2-9 |
| 2.6.1 | Sensory Memory | 2-10 |
| 2.6.2 | Short Term Memory (STM) | 2-12 |
| 2.6.3 | Long Term Memory..... | 2-13 |
| 2.6.4 | Retrieval of Information in Long Term Memory..... | 2-14 |
| 2.6.5 | Theory of Forgetting..... | 2-15 |
| 2.7 | Thinking : Reasoning and Problem Solving..... | 2-16 |
| 2.7.1 | Reasoning..... | 2-16 |
| 2.7.2 | Skill Acquisition..... | 2-18 |
| 2.8 | Human Emotions | 2-19 |
| 2.8.1 | Emotion Influences Human Capabilities..... | 2-20 |
| 2.8.2 | Individual Differences..... | 2-20 |
| 2.8.3 | Psychology and Design..... | 2-21 |
| Chapter 3 : HCI Models and Theories | | 3-1 to 3-34 |
| 3.1 | Models of Interaction | 3-1 |
| 3.1.1 | Donald Norman’s Seven Stages of Action..... | 3-1 |
| 3.2 | The Interaction Framework..... | 3-4 |
| 3.2.1 | Ergonomics..... | 3-5 |
| 3.2.2 | Interaction Style..... | 3-7 |
| 3.2.3 | WIMP Interface..... | 3-10 |
| 3.2.4 | Select the Proper Kind Windows..... | 3-19 |
| 3.2.5 | Components of Windows..... | 3-20 |
| 3.2.6 | Select a Proper Device Based Controls | 3-25 |
| 3.3 | Interactivity..... | 3-26 |
| 3.4 | The Context of the Interaction | 3-26 |



| | | |
|-----------------------------------|---|--------------------|
| 3.5 | User Experience | 3-28 |
| 3.5.1 | Comparison between Cell Phone and Smart Phone | 3-31 |
| 3.6 | Paradigms of Interactions..... | 3-31 |
| Chapter 4 : Design Process | | 4-1 to 4-27 |
| 4.1 | What is Design ? | 4-1 |
| 4.2 | What is Interaction Design ? | 4-2 |
| 4.2.1 | Interaction Design Process | 4-3 |
| 4.2.2 | Interaction Styles..... | 4-3 |
| 4.2.2(A) | Advantages and Disadvantages of Command Language..... | 4-4 |
| 4.2.2(B) | Advantages and Disadvantages of Form Filling | 4-4 |
| 4.2.2(C) | Advantages and Disadvantages of Menu Selection..... | 4-4 |
| 4.2.2(D) | Advantages and Disadvantages of Direct Manipulation | 4-5 |
| 4.3 | The Software Design Process | 4-8 |
| 4.3.1 | Software Design Process Principles..... | 4-8 |
| 4.4 | User Focus..... | 4-9 |
| 4.4.1 | Know Your Users | 4-9 |
| 4.4.2 | Persona..... | 4-10 |
| 4.4.3 | Cultural Probes | 4-11 |
| 4.5 | Scenarios..... | 4-11 |
| 4.5.1 | Types of Scenarios | 4-12 |
| 4.6 | Navigation Design | 4-14 |
| 4.7 | Screen Design | 4-16 |
| 4.8 | Prototyping Techniques..... | 4-18 |
| 4.8.1 | Prototypes in HCI | 4-18 |
| 4.8.2 | Prototype Types..... | 4-18 |
| 4.8.3 | Prototypes as Design Artifacts..... | 4-19 |
| 4.8.4 | Prototype Dimensions | 4-19 |
| 4.8.5 | Rapid Prototyping..... | 4-21 |
| 4.8.6 | Hill Climbing Approach..... | 4-23 |



| | | |
|---|--|--------------------|
| 4.9 | Wire-Framing..... | 4-24 |
| 4.10 | Understanding the UI Layer and Its Execution Framework..... | 4-25 |
| 4.11 | Model-View-Controller (MVC) Framework..... | 4-26 |
| Chapter 5 : HCI Guidelines and Evaluation Techniques | | 5-1 to 5-36 |
| 5.1 | Introduction | 5-1 |
| 5.2 | Principles that Support Usability..... | 5-1 |
| 5.2.1 | Learnability | 5-3 |
| 5.2.2 | Flexibility..... | 5-5 |
| 5.2.3 | Robustness..... | 5-7 |
| 5.3 | Design Standards..... | 5-9 |
| 5.4 | Design Guidelines..... | 5-10 |
| 5.5 | Golden Rules and Heuristics | 5-11 |
| 5.5.1 | Shneiderman’s Eight Golden Rules of Interface Design | 5-11 |
| 5.5.2 | Norman’s Seven Principles for Transforming Difficult Tasks into Simple Ones..... | 5-12 |
| 5.6 | Using Toolkits..... | 5-13 |
| 5.7 | User Interface Management System (UIMS)..... | 5-14 |
| 5.7.1 | UIMS as a Conceptual Architecture | 5-14 |
| 5.7.2 | UIMS Conceptual architectures | 5-15 |
| 5.7.3 | Differences between PAC and MVC..... | 5-16 |
| 5.7.4 | UIMS Implementation Considerations..... | 5-17 |
| 5.8 | Goals of Evaluation | 5-17 |
| 5.9 | Evaluation Criteria..... | 5-17 |
| 5.10 | Evaluation Through Expert Analysis | 5-19 |
| 5.10.1 | Cognitive Walkthrough..... | 5-19 |
| 5.10.2 | Heuristic Evaluation..... | 5-20 |
| 5.10.3 | Model-based Evaluation..... | 5-23 |
| 5.10.4 | Based on Prior Studies..... | 5-23 |
| 5.11 | Evaluation Through User Participation..... | 5-23 |
| 5.11.1 | Styles of Evaluation | 5-25 |



| | | |
|----------------------------------|---|--------------------|
| 5.11.2 | Empirical Methods : Experimental Evaluation Design..... | 5-26 |
| 5.11.3 | Observational Techniques | 5-28 |
| 5.11.4 | Query Techniques | 5-30 |
| 5.11.5 | Evaluation through Physiological Responses..... | 5-32 |
| 5.12 | Choosing an Evaluation Method..... | 5-33 |
| 5.12.1 | Factors Distinguishing Evaluation Techniques..... | 5-33 |
| 5.12.2 | A Classification of Evaluation Techniques | 5-35 |
| Chapter 6 : Future Trends | | 6-1 to 6-37 |
| 6.1 | Introduction | 6-1 |
| 6.2 | Goal and Task Hierarchy Model | 6-2 |
| 6.2.1 | Issues for Goal Hierarchies | 6-3 |
| 6.2.2 | Techniques for Goal and Task Hierarchies | 6-3 |
| 6.2.3 | Problems and Extensions of Goal Hierarchies | 6-9 |
| 6.3 | Linguistic Model..... | 6-9 |
| 6.3.1 | BNF (Backus–Naur Form)..... | 6-10 |
| 6.3.2 | Task Action Grammar..... | 6-11 |
| 6.4 | Physical and Device Models | 6-12 |
| 6.4.1 | The Keystroke Level Model (KLM) | 6-12 |
| 6.4.2 | 3-State Model..... | 6-14 |
| 6.5 | Cognitive Architectures or Architecture Model..... | 6-15 |
| 6.5.1 | The Problem Space Model..... | 6-16 |
| 6.5.2 | Interacting Cognitive Subsystems(ICS) | 6-16 |
| 6.6 | Hierarchical Task Analysis (HTA) | 6-17 |
| 6.7 | Uses of Task Analysis..... | 6-24 |
| 6.8 | Diagrammatic Dialog Design Notations | 6-25 |
| 6.8.1 | State Transition Networks (STN) | 6-26 |
| 6.8.2 | Petri Nets..... | 6-29 |
| 6.8.3 | State Charts | 6-30 |
| 6.8.4 | Flow Charts..... | 6-31 |



| | | |
|--------|---|------|
| 6.8.5 | Jackson Structured Design (JSD)..... | 6-32 |
| 6.9 | Computer Mediated Communication..... | 6-32 |
| 6.9.1 | Email and Bulletin Boards..... | 6-33 |
| 6.9.2 | Structured Message Systems | 6-34 |
| 6.9.3 | Informal Text Messaging Systems..... | 6-34 |
| 6.9.4 | Video Conferences and Communication | 6-34 |
| 6.9.5 | Virtual Collaborative Environments | 6-34 |
| 6.10 | Ubiquitous Computing | 6-34 |
| 6.10.1 | Defining the Appropriate Physical Interaction Experience..... | 6-35 |
| 6.10.2 | Application Themes for Ubicomp..... | 6-36 |
| 6.10.3 | Understanding Interaction in Ubicomp..... | 6-37 |
| 6.10.4 | Evaluation Challenges for Ubicomp | 6-37 |
| 6.11 | Finding things on Web and Future of HCI | 6-37 |