Situated Actions

Human Computer Interaction, Week 9

Today’s Goals

• Know why ‘Situated Actions’ is important in HCI
Complicated, Frustrating, Difficult

Pushing the Green Button
(advertisement for the 8200 copier, c. 1983)

A Better Plan?

OVERVIEW:
You can use the Recirculating Document Handler (RDH) to make your copies.

ASSUMPTION:
The document to be copied is in the RDH.

INSTRUCTION:
Press the Start button (to produce 4 copies in the output tray).

THE COPIER

Display 8
You Try It

- Make a plan
- Copy lecture slides
- 3 copies
- Double-sided
- Stapled

Is this how people actually use photocopiers?
**What is a Plan?**

<table>
<thead>
<tr>
<th>The Users</th>
<th>The Machine</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Not Available to the Machine</strong></td>
<td><strong>Available to the Machine</strong></td>
</tr>
<tr>
<td>B: &quot;If more pages are to be copied, then place the next page face down on the glass.&quot;</td>
<td>DISPLAY 6</td>
</tr>
<tr>
<td>A: Just keep it up until we're finished with the, with the, uh:</td>
<td></td>
</tr>
<tr>
<td>B: Oh, well how do you - she was - she said on both sides, right?</td>
<td></td>
</tr>
<tr>
<td>A: Well that's after we finish getting this (indicating document). We're just getting the originals to stick up here [i.e., RDH].</td>
<td></td>
</tr>
<tr>
<td>B: Oh, you're right, you're right.</td>
<td></td>
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Ad Hoc

Mutual Intelligibility
Framework for analyzing Human-Computer Interaction.

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Practical Exercise

• In groups, analyse in detail an interaction between a person and a computer interface. Use Suchman’s framework to map out the actions and resources.

• Things to look for:
  • What resources in the context other than the output of the machine do people use to help them accomplish their goal?
  • What role do plans play in the interaction?

Reading

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Notes