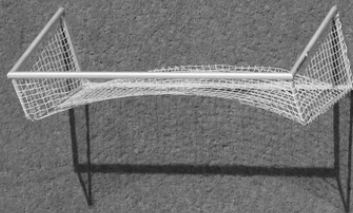


Situated Actions

Human Computer Interaction, Week 9

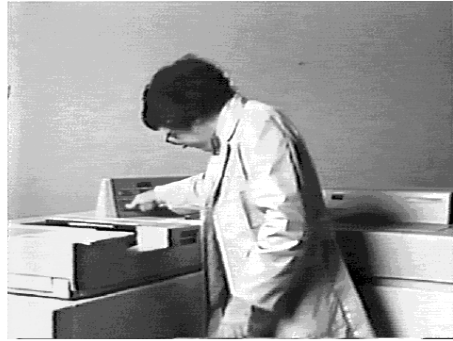
Today's Goals

- 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

Change Task Description Start Help

Display 8

You Try It

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



**Is this how
people actually use
photocopiers?**

The Users		The Machine	
Not Available to the Machine	Available to the Machine	Available to the User	Design Rationale
		DISPLAY 6	Iterative procedure for using the BDA
	B: "If more pages are to be copied, then place the next page face down on the glass."		
	A: Just keep it up until we're finished with the, with the, uh:		
	B: Oh, well how do you – she was – she said on both sides, right?		
	A: Well that's after we finish getting this (indicating document). We're just getting the originals to stick up here [i.e., RDH].		
	B: Oh, you're right, you're right.		

What is a Plan?



Indexicality

Ad Hoc

**Mutual
Intelligibility**

Situated

Framework for analyzing Human-Computer Interaction.

The Users		The Machine	
Not Available to the Machine	Available to the Machine	Available to the User	Design Rationale
		DISPLAY 6	Iterative procedure for using the BDA
B: "If more pages are to be copied, then place the next page face down on the glass."			
A: Just keep it up until we're finished with the, with the, uh:			

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

- Chapter 6 'Situated Actions' in Suchman, L.A., 1987. Plans and situated actions : the problem of human-machine communication, Cambridge ; New York: Cambridge University Press.

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- <http://www.flickr.com/photos/manifestcreative/>

Notes