CS160 USER INTERFACE DESIGN

FALL 2020



UPLINK

AUTO

HOLD

HCI TOPICS

28 OCT 2020



www.paulos.net



UNIVERSITY OF CALIFORNIA





UPLINK ACTY AUTO	TEMP GIMBAL LOCK	 COMP ACTY VERB	•	PROG	VERB	+	7	8	9	CLR	
HOLD FREE NO ATT	PROG RESTART TRACKER	·	•		NOUN	-	4	5	6	STBY	
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BACK TO GRAPHIC DESIGN



PRODUCT DESIGN IS ABOUT FORM AND FUNCTION



Philippe Starck, Juicer for Alessi



Oxo Angled Measuring Cup

HENRY DREYFUSS: HUMAN FACTORS





DREYFUSS: MODEL 500 PHONE







DREYFUSS: PROCESS



 When the industrial designer is summoned by a potential client he must first conscientiously determine that he can make a positive contribution to the product. If, after study and consultation, it is found that he can, the following sequence of events is set in motion.



2. A meeting is held with the executive group, composed of department heads, to learn their objectives in terms of time, cost, techniques, and distribution. Only in this way can the industrial designer be sure that his ideas jibe with the practical facts of business life.



5. The industrial designer enters into close coroperation with the client's engineering personnel. Their offices become as one. Together they go over countless sketches, working drawings, and blueprints. Threedimensional models are developed in clay, plaster, wood, or plastic.



6. The final model—a working one, if possible—is presented to the entire client group by the industrial designer and the client engineers. The presentation is designed to show management what they will get, when they will get it, and what it will sell for. A thorough study is made of the market. The industrial designer assembles photographs of competitive lines. Often rival products are purchased and operated. Although the client, naturally, is cognizant of his competition, the designer sees it through different eyes.



4. Time is allocated to the study of factory methods and production facilities. This insures the industrial designer's becoming acquainted with any limitations that may exist, so he won't project a product that cannot be manufactured efficiently.



7. Agreement on a final working model is a milestone, but the industrial designer's work is far from done. He continues to work with the engineers and toolmakers, making every effort to integrate changes if they will improve the product or the price picture.



8. If the product is to be packaged, the industrial designer goes to work on the container, carton, and price tags. He interests himself in these matters because they complement the product. Often they create the invaluable first impression in the mind of the customer.

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UPLINK ACTY AUTO	TEMP GIMBAL LOCK	COMP ACTY VERB	• •	PROG	VERB	+	7	8	9	CLR	
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SIMPLICITY AND ELEGANCE





Good artists borrow, but great artists steal! – Pablo Picasso



SIMPLICITY

Simple, minimalist, designs are often most effective





ELEGANCE

Reduction: Only include essential elements

Regularization: Use one set of shapes, colors, forms etc.

Leverage: Use elements in multiple roles



BENEFIT: APPROACHABILITY

Visual elements rapidly understood - invite further exploration



BENEFIT: RECOGNIZABILITY

Less visual clutter makes it easier to recognize what is there









BENEFIT: IMMEDIACY

Eye is immediately drawn to important visual elements Details that remain are more prominent





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	Google Search I'm Feeling Lucky	
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EMOTION AND MOOD Which would you rather use? They both do exactly the same thing, but one feels dull and the other feels electric and playful.

Why?

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≡ Lobby	Support chat for the	Scranton Public Schools account	a	People	Files	Lin
4 Dunder Mittlin 4 Customer Service	Jim Halpert	Mon-30 Brbis AM	O Dwig O Micha			
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	Pam Halpert	Hey guys I just got back from the new wharehouse. It's looking great!	Mar-30 8:12 6M			
	Pam Halpert	Warehousing.jpg 71K	Mar-30 0:12(AM			
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EMOTION AND MOOD

"We gave it the color scheme of a video game, not an enterprise collaboration product."

"Slack acts like your wise-cracking robot sidekick, instead of the boring enterprise chat tool it would otherwise be."







One path to simplicity & elegance is through unifying themes: Forms, colors, components with like qualities





DESIGN LANGUAGE

A design language or design vocabulary is an overarching scheme or style that guides the design of a complement of products or architectural settings. Designers wishing to give their suite of products a unique but consistent look and feel define a design language for it, which can describe choices for design aspects such as materials, colour schemes, shapes, patterns, textures, or layouts. They then follow the scheme in the design of each object in the suite.







DESIGN LANGUAGE













REFINEMENT

Draw viewers' attention to essential information Straighten subway lines to emphasize sequence of stops



London Underground [Beck 33]

Geographic version of map

MISTAKES: CLUTTER & NOISE

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MISTAKES: INTERFERENCE

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Shortcuts interfere with menu labels in (a) not in (b).

Different shapes cause confusion in alignment tools



MISTAKES: TOO MUCH STRUCTURE

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Bounding boxes in (a) adds unnecessary structural information Simpler structure in (b) using space rather than lines is better



MISTAKES: BELABORING THE OBVIOUS



MISTAKES: GRATUITOUS USE OF 3D





MISTAKES: EXCESSIVE EMBELLISHMENT



Minimalists hate it, but sometimes users like embellishment

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COLOR SPACES



RGB Additive Electronic Media

Parameters of color space driven by technology



CMY Subtractive Printed Media

TECHNOLOGY-CENTERED COLORS







TIPS FOR PICKING COLORS

Use a limited palette (e.g., 6 colors in Java look and feel)

Don't rely on fully saturated colors

Ensure good color contrast for text





PIRATES Tutorial

- D X

PIRATES is a multiplayer strategy game of piracy and plunder on the high seas. As a ship captain, you may trade with island merchants and make an honest living, or plunder local ships and other players. You will probably do a little of each!





ADOBE COLOR





COLOR TERMS Hue: what color something is, like blue or red **Saturation**: the strength or weakness of a color Value: how light or dark a color is **Tone**: created by adding gray to a pure hue **Shade:** created by adding black to a pure hue Tint: created by adding white to a hue

- **Chroma**: how pure a color is; the lack of white, black or gray added to it



Color Schemes



MONOCHROMATIC





SPLIT COMPLEMENTARY

TRIAD



ANALOGOUS

COMPLEMENTARY



TETRAD



SQUARE

COLOR PALETTE: MONOCHROMATIC

Be Bold with your Manifesto!

Now is the time to code!





COLOR PALETTE: ANALOGOUS





COLOR HARMONIES

Analogous Colors









FRITOS, FRITOS Logo, and FLAMIN' HOT are reg

flavors and lime juice (3-5%). PEPSI and the Pepsi (





COLORS

COLOR PALETTE: COMPLEMENTARY







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GESTALT PRINCIPLES

PRINCIPLES FIGURE/GROUND PROXIMITY SIMILARITY SYMMETRY CONNECTEDNESS CONTINUITY CLOSURE COMMON FATE TRANSPARENCY

PRINCIPLES

······ Common Fate



:····· Common Region



FIGURE/GROUND







FIGURE/GROUND



FIGURE/GROUND - SURROUNDNESS



CLOSURE



We see a circle behind a rectangle, not a broken circle



Illusory contours











Dots that are near one another are grouped Dots that are concentrated are grouped



This is perceived to be one group and the components somehow related to each other.



We perceive two groups here, and understand that there are differences between them.















SIMILARITY

a •

Rows dominate due to similarity





SIMILARITY



and closure







CONTINUITY



We prefer smooth not abrupt changes



Connections are clearer with smooth contours







CONTINUITY

amazon



Customers Who Bought This Item Also Bought



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Hardcover

Page 1 of 20

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CONNECTEDNESS



Connectedness overrules proximity, size, color shape



CONNECTEDNESS + COMMON REGION

Here, even though the spacing and color is consistent within this collection of elements, those inside of the connecting lines are perceived to be more related than the rest:



... as are the ones connected by lines:





Tuesday, November 3 Election Day An American Menu \$75 parmesan cheese ice cream

- Caesar salad with anchovies, egg, and
- Clam chowder with Main lobster and pancetta
- Grilled chicken with house-made barbecue sauce with potato purée and greens
- Apple and raspberry pecan crisp with vanilla

Tuesday, November 3 **Election Day** An American Menu \$75 parmesan cheese ice cream

- Caesar salad with anchovies, egg, and
- Clam chowder with Main lobster and pancetta
- Grilled chicken with house-made barbecue sauce with potato purée and greens
- Apple and raspberry pecan crisp with vanilla

Tuesday, November 3 — Election Day

Caesar salad with anchovies, egg, and parmesan cheese

Clam chowder with Main lobster and pancetta

Grilled chicken with house-made barbecue sauce with potato purée and greens

ice cream

An American Menu \$75

Apple and raspberry pecan crisp with vanilla

SIMILARITY

TUESDAY, NOVEMBER 3 — ELECTION DAY

Caesar salad with anchovies,

Clam chowder with Main lobster and pancetta

Grilled chicken with house-made barbecue sauce with potato purée and greens

Apple and raspberry pecan crisp *with vanilla ice cream*

AN AMERICAN MENU \$75

with anchovies, egg, and parmesan cheese

SUMMARY

Design is about communication, form and function Simplicity and elegance are keys to good design Minimalism constrains you and reduces chances of bad design

Use a small palette of colors

Human vision is organized by Gestalt Principles Be aware of these principles as you design the visual look

Avoid common layout mistakes by using grid-based design

NEFFLIN









NETFLIX

What they "forgot" to tell you

OnMilwaukee.com	People Mag.	The New
Maxim	NY Times	

Experience Matters

The best criminal defense attorney you can find has the most experience. Period.

BOTH sides of the criminal justice system.

Ken Kratz has over 25 years experience as a trial lawyer in Wisconsin, most of that time spent as an elected DA near

MORE

News Articles



APPLETON POST-CRESCENT By: John Lee

himself as prosecutor

me krede daw Finiti serves clients in coperar, which ear, and sandoniang counties including Douglas, Ashland, Bayfield, Burnett, Sawyer and Washburn.



Ideally, it is also an attorney who knows

Appleton, WI.

A natural for the legal system















FONT SELECTION(S)









CONSISTENCY





*Successfully tried one of the largest and most complex homicide cases in Wisconsin history (State of Wisconsin v. Steven Avery) Texting Scandal

Conspiracy?

Really? You just have a button titled "Texting Scandal"? And another one titled "Conspiracy"?



CONSISTENCY (AGAIN!)



AUTO	TEMP GIMBAL LOCK	COMP ACTY VERB	• •	PROG	VERB	+	7	8	9	CLR	
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THE VALUE OF PROTOTYPING



BENEFITS OF PROTOTYPING

We know more than we can tell

Actions in the world outperform mental operations

The value of surprise

TACIT KNOWLEDGE










THE PURPOSE OF PROTOTYPING

What questions do prototypes answer? When and how should they be constructed?



UNDERSTAND EXISTING EXPERIENCE





Figure 2: Experiencing a train journey.

BE HUNARY -TRY TO FIND SOMETHING TO EAT

INQUIRING ACTIONS

Three Stages of Prototyping (IDEO)





























Prototypes for the Microsoft mouse From Moggridge, Designing Interactions, Ch2

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PAPER PROTOTYPING

Towards Wizard of Oz Studies

















MATERIALS

Large, heavy, white paper (11 x 17) 5x8 in. index cards Post-it notes Tape, stick glue, correction tape Pens & markers (colors & sizes) Transparencies (including colored) Scissors, X-acto knives, etc.





INTERFACE ELEMENTS



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WIZARD OF OZ TESTING

A Wizard of Oz experiment is a research experiment in which subjects interact with a computer system that subjects believe to be autonomous, but which is actually being operated or partially operated by an unseen or seen human being.











CONSTRUCTING THE PROTOTYPE

Set a deadline Don't think too long - build it!

- Draw a window frame on large paper
- Draw at a large size, but use correct aspect ratio
- Put different screen regions on cards Anything that moves, changes, appears/disappears Use greeking to indicate text if necessary
- Ready response for any user action e.g., Have those pull-down menus already made
- Use photocopier to make many versions













User A Test: Blood Analysis / Payment: Credit Card

VERSONAL CONTRACTOR

BIC CAST?






CONDUCTING A TEST

Three or Four testers (preferable)

Greeter - Puts users at ease & gets data

- Facilitator only team member who speaks Gives instructions & encourages thoughts, opinions
- **Computer** knows application logic & controls it Always simulates the response, w/o explanation
- **Observer(s)** Take notes & recommendations

Typical session should be approximately 1 hour Preparation, the test, debriefing

CONDUCTING A TEST (CONT.)

Greet

Get forms filled, assure confidentiality, etc.

Test

Facilitator explains how test will work Performs a simple task

- Facilitator hands written tasks to the user
- Must be clear & detailed

Facilitator keeps getting "output" from participant "What are you thinking right now?", "Think aloud"

Observers record what happens

Avoid strong reactions:, frowning, laughing, impatience – biases the test

Designers should not lead participants

Let users figure things out themselves as much as possible Only answer questions if user remains stuck for a long time

CONDUCTING A TEST (CONT.) Debrief

Fill out post-evaluation questionnaire Ask questions about parts you saw problems on Gather impressions Thank participants

PREPARING FOR A TEST

Select your participants

Understand background of intended users Use a questionnaire to get the people you need Don't use friends or family

Prepare scenarios that are

Typical of the product during actual use Make prototype support these (small, yet broad)

Practice running the computer to avoid "bugs" You need every menu and dialog for the tasks All widgets the user might press Remember "help" and "cancel" buttons

WOZ is different from pre-built/canned functionality

WIZARD OF OZ TIPS

Rehearse your actions

Make a flowchart which is hidden from the user Make list of legal words for a speech interface Stay "in role"

You are a computer, and have no common sense, or ability to understand spoken English.

Facilitator can remind user of the rules/think-aloud approach if the user gets stuck



RECORD CRITICAL INCIDENTS Critical incidents are any unusual/interesting events

- Most of them are usability problems.
- They may also be moments when the user Got stuck Suddenly understood something Said "that's cool" etc.

USING THE RESULTS Update task analysis and rethink design Rate severity & ease of fixing problems

Fix both severe problems & make the easy fixes

Will thinking aloud give the right answers?

Not always

with the facts

Try to avoid leading questions



- If you ask a question, people will always give an answer, even it is has nothing to do

UPLINK ACTY AUTO	TEMP GIMBAL LOCK	COMP ACTY VERB	PROG	VERB	+	7	8	9	CLR
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INPUT DEVICES

QUESTIONS:

What (low-level) tasks are the users trying to accomplish with an input device?

How can we think about the space of possible input devices?

What interaction techniques are encouraged/discouraged by a particular device?



IMPORTANT TASKS

Text Entry

- Pointing/Marking
- Target acquisition
- Steering / positioning
- Freehand drawing
- •Drawing lines
- Tracing and digitizing

•...

KEYBOARDS















KEY LAYOUTS



DIFFICULTY: TEXT ENTRY Still somewhat difficult on mobile devices

- Keyboards (on-screen and thumb)
- Full hand-writing recognition
- Graffiti
- EdgeWrite
- ShapeWriter







MOBILE TEXT ENTRY: KEYPADS

Multiple presses per letter

Ambiguity resolution One press per letter, dictionary lookup





MOBILE TEXT ENTRY: KEYPADS

Chording

Multiple keys pressed simultaneously 2ⁿ combinations for n keys



Twiddler2, HandyKey











MOBILE TEXT ENTRY: SOFT KEYS

Soft Keyboards

Benefits? Drawbacks?





MOBILE TEXT ENTRY: HANDWRITING RECOGNITION





GRAFFITI – UNISTROKE TEXT ENTRY



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EDGEWRITE

Corner-based text input technique Makes use of physical edges and corners to improve input time Particularly effective for users with motor impairments Edges provide stability Implementable in many different input modalities stylus, joysticks, trackball



Jacob Wobbrock, UIST 2003



MOBILE TEXT ENTRY: TOUCH / STYLUS

Stroke Entry Methods (e.g., Swype, ShapeWriter)



WHICH IS FASTEST?



WHAT ABOUT SPEECH RECOGNITION?

Dictation is faster than typing (~100 wpm)

WHAT ABOUT SPEECH RECOGNITION?

Dictation is faster than typing (~100 wpm), BUT: Speech is different from written language: Speaking in well-formed, complete, print-ready sentences is cognitively challenging

High cost of correcting errors through speech channel alone

Social awkwardness?

POINTING DEVICES





Mouse. Engelbart and English ~1964








Left button



slotted wheel R emitter (between emitter & detector)

IR detector

SENSING: ROTARY ENCODER



ABSOLUTE VS RELATIVE



Track Ball (relative, indirect locator)



Mice (relative, indirect locator)



Light Pen (absolute, direct locator)



Touch Screen (absolute, direct locator)

Absolute locators: have an origin location and locate in this frame of reference

Relative locators: report location relative to their previous location, rather than relative to a fixed origin

Direct locator: user points directly at the screen

Indirect locator device user moves a cursor on the screen using a device separate from the screen









CONTROL TO DISPLAY RATIO (C:D RATIO)

Ratio of the speed of hand movement (**C**ontrol) to the speed/distance of cursor movement (Display) for a continuous locator device

Large ratio - large hand movement / small cursor movement (Good for accurate positioning, poor for long movements)

Small ratio - small hand movement / large cursor movement (Good for rapid movements across long distances, poor for accurate positioning)





DEVICE PROPERTIES

Indirect vs. Direct

Direct: Input and output space are unified

C:D Ratio

space?

Q: What is the C:D ratio for direct touch screen input?

Device Acquisition Time



For one unit of movement in physical space, how far does the cursor travel in display



D-Pad (see: arrow keys)

Trackball

Direct touch (see: Trackpad)

Stylus













for something else.

Everything is best for something and worst

- Bill Buxton

3-STATE MODEL OF INPUT (BUXTON)

State	Description
0	Out Of Range: The device
1	<i>Tracking:</i> Device motion
2	Dragging: Device motion

(Table from Hinckley Reading)

e is not in its physical tracking range.

moves only the cursor.

moves objects on the screen.





State	Description
0	Out Of Range: The device is not in its physical tracking range.
1	<i>Tracking:</i> Device motion moves only the cursor.
2	Dragging: Device motion moves objects on the screen.

TOUCH SCREEN



State	Description
0	Out Of Range: The device is not in its physical tracking range.
1	<i>Tracking:</i> Device motion moves only the cursor.
2	Dragging: Device motion moves objects on the screen.

STYLUS ON TABLET



State	Description
0	Out Of Range: The device is not in its physical tracking range.
1	<i>Tracking:</i> Device motion moves only the cursor.
2	Dragging: Device motion moves objects on the screen.

(MULTI-) TOUCH







STRENGTHS

Direct input allows maximal screen space for mobile devices (ocular centrism).

More degrees of freedom.

"Virtual input devices" are adaptable.

No extra pieces to lose or break (styli!)

CHALLENGES No tactile feedback.

Requires free use of (both) hands and eyes.

"Fat Finger" problems – precision & occlusion

THE "FAT FINGER" PROBLEM



Graphics: Patrick Baudisch, nanoTouch

A SOFTWARE SOLUTION



Graphics: D. Vogel, P. Baudisch - Shift





A HARDWARE SOLUTION: USE THE BACKSIDE



Graphics: Patrick Baudisch, nanoTouch







Select Single,:tap

Select Single₂: lasso





Multi-point Gestures



Cut: slash



Delete,: drag offscreen

Cuts current selection (made via Select Single or Select Group).

Delete₂: Use Move₂ with on-screen source and off-screen destination.





Accept: draw check



Help: draw '?'



Wobbrock, J., Morris, M.R., and Wilson, A. User-Defined Gestures for Surface Computing. Proceedings of CHI 2009, 1083-1092.

Select Group ;: hold and tap



Select Group, and Select Group,: Use Select Single, or Select Single, on all items in the group.



Pan: drag hand

Rotate: drag corner

Finger touches corner to rotate.

Paste_: drag from offscreen



Paste3: Use Move2, with off-screen source and on-screen destination.

Reject: draw 'X'



Reject, Reject: If rejecting an object/dialog with an on-screen representation, use Delete, or Delete ..

Duplicate: tap source and destination



After duplicating, source object is no longer selected.

Menu: pull out



Undo: scratch out

