The ABCS of HCI

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The Human Factor - Working with Users

Based on: Ritter/Baxter/Churchill (2014), Foundations for Designing User-Centred Systems, Springer

Anthropometric Factors

dimensions

weight

Shape

Layout

strength
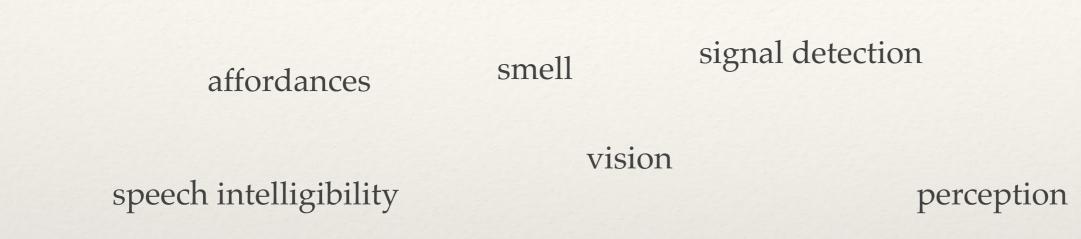
Physical, anatomical, and physiological aspects.

sensitivity

Feel

posture

strain

Behavioural Factors

signal detection

affordances

smell

vision

speech intelligibility

perception

What can users see, perceive, and act on?

hearing

touch

colour blindness

motivation

Cognitive Factors

Memory

User's cognitive resources

Information Processing Speed

Learning

Attention

Mental Models of system operation

What cognitive processes are involved when somebody uses a system?

Interpretability of system messages

Prior experience

Mental Models of the task

Comprehension

Other demands on user's cognitive resources

Social Factors

How many people have access to the system, and to what parts do they have access?

Computer mediated communication

social media

Regulatory Frameworks

What is the social context in which a system is used?

Who can users ask for help?

How does the system fit into existing processes and workflows?

Computer-Supported Collaborative Work