

From Human Factors to Human Actors to Human Crafters: Principles Supporting Design in Use

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Introduction: Unanticipated Uses of Technology



Introduction: Moving Towards Designing in Use



A (Very, Very) Brief History of HCI



**IV. Return
to Human
Crafters**

**I. In the
Beginning:
Human
Crafters**



**III. Active
Participants:
Human
Actors**

**II. Man and
Machine:
Human
Factors**



Meta-Design Inspired Guidelines

People like systems where they can:

1. **Connect** with other people with similar needs and interests, both nearby and far away.
2. **Reach out** and talk with other people, while they are using it.
3. **Combine** it with other technologies they use regularly.
4. **Begin using it quickly**, without a lot of help or instruction.
5. **Adapt** it to their personalized needs.

Summary

▶ Conclusion

- ▶ HCI faces many challenges in designing for complex and unanticipated environments of use
- ▶ The gap between *design time* and *use time* is growing
- ▶ Technology is evolving to support *human crafters* of systems
- ▶ Next Steps – empirical work underway explores the use of *meta-design inspired design heuristics* to help meta-designers support future use

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