From Human Factors to Human Actors to Human Crafters:

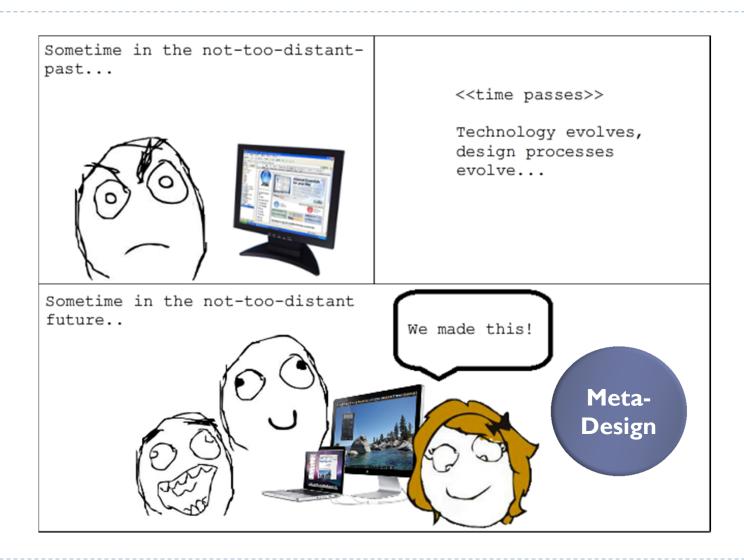
Principles Supporting Design in Use

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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:

- I. 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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