

HRI Reading Group

@ Instituto Superior Técnico

Meeting #7 (3 Dec 2018)

Paper

Greenberg, Saul, and Bill Buxton. "**Usability evaluation considered harmful (some of the time).**" In Proceedings of the SIGCHI conference on Human factors in computing systems, pp. 111-120. ACM, 2008.

EVALUATION AS WEAK SCIENCE

Thoughts from the discussion

- The method Forms the Problem
Push for evaluation often makes us see participants as non-humans (e.g, special populations)
- Existence Proofs
- The Lack of Replication
Replication is generally lacking in HRI, but is needed to build theories as opposed to hypothesis testing
- Objectivity vs. Subjectivity

EVALUATION AS DAMAGING TO DESIGN

- Sketches vs. Prototypes
Analogy breadth-first versus depth-first approach
In HRI: (if robot physical form doesn't exist) drawings, scripts, movement notation, WoZ, Snapchat filter over human actors
- Getting the Right Design vs. Getting the Design Right
A little bit like exploration vs. exploitation

<u>SKETCH</u>	<u>PROTOTYPE</u>
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EVOCATIVE	→	DIDACTIC
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SUGGEST	→	DESCRIBE
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EXPLORE	→	REFINE
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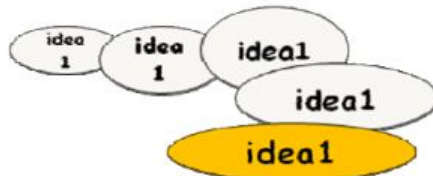
QUESTION	→	ANSWER
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PROPOSE	→	TEST
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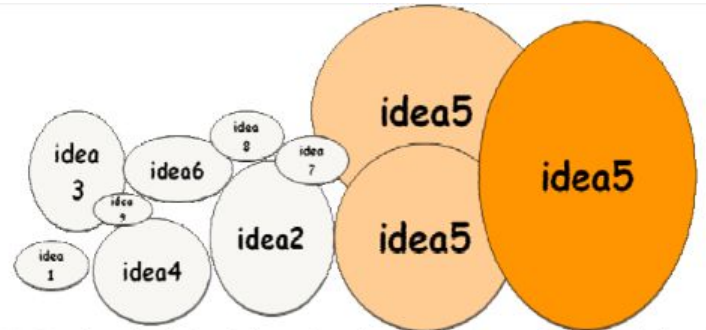
PROVOKE	→	RESOLVE
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TENTATIVE	→	SPECIFIC
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NONCOMMITTAL	→	DEPICTION
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a) Getting the design right



b) Getting the right design, choosing, and then getting the design right

EVALUATION IGNORES CULTURAL ADOPTION AND USE

- Usable or useful?

Some measures in HRI are already more focused on usefulness

- Initial idea usability vs. normative cultural adoption
- Today's compelling ideas

WHAT TO DO?

In an HRI context:

- Organize workshops/(conference tracks) to spread knowledge and opinions in alternate ways than academic publications
- Changing reviewing guidelines to be more critical about what problem needs what type of evaluation

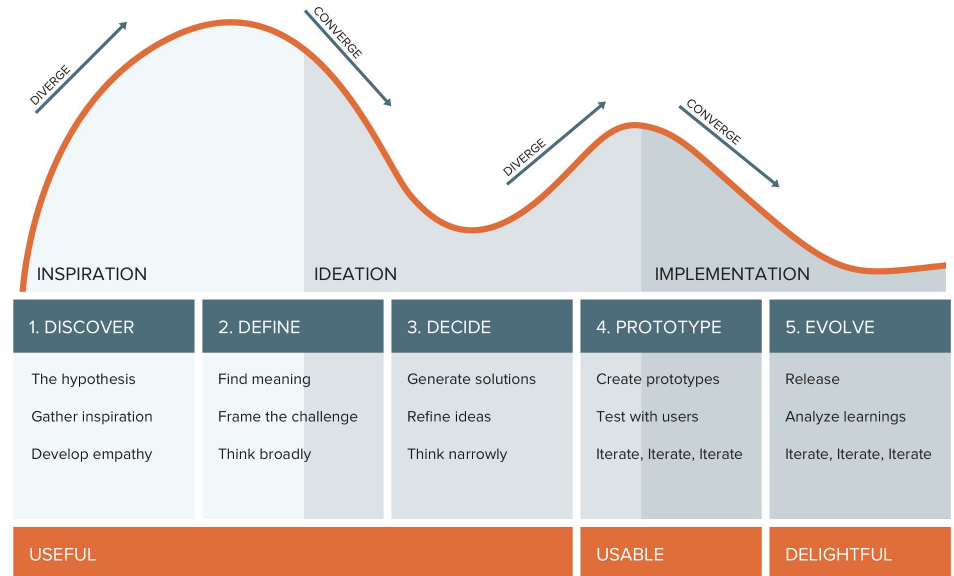
Group exercise

Design a robot that influences people to recycle more in an office.

For each of the 4 design process phases (Discover, Define, Decide, Prototype). Define:

- 1) Is a human subject study needed?
- 2) If yes, what kind?

MY USER CENTERED DESIGN PROCESS REMIX



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Meeting #8 (10 Dec 2018)