





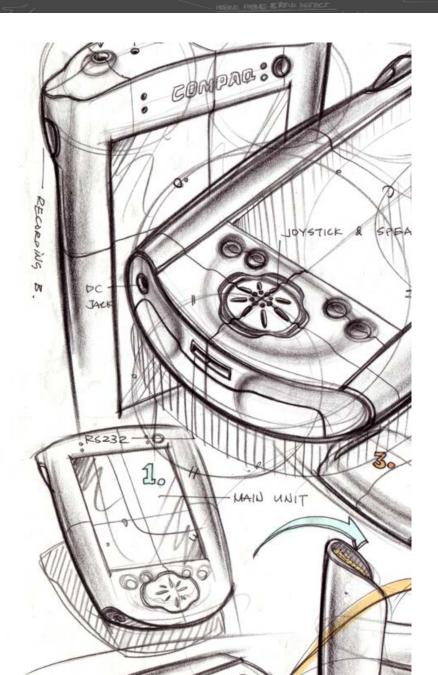


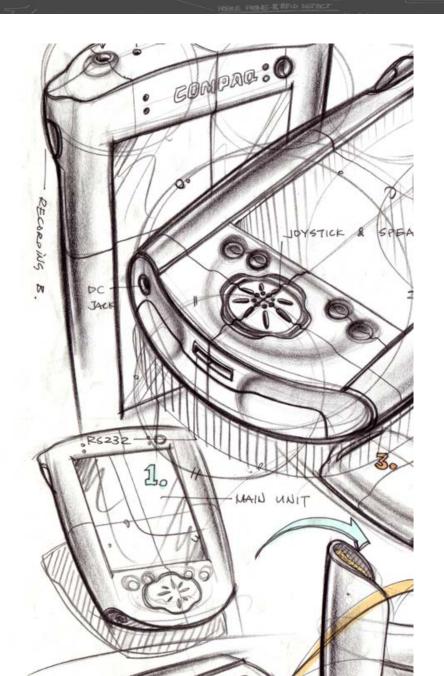


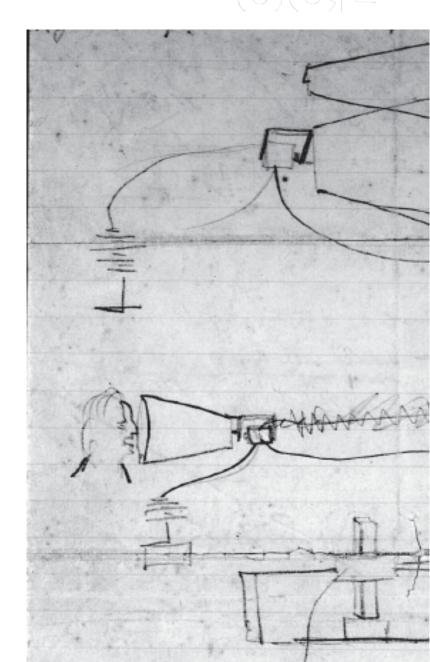
Sketching User ExperiencesThe Workshop

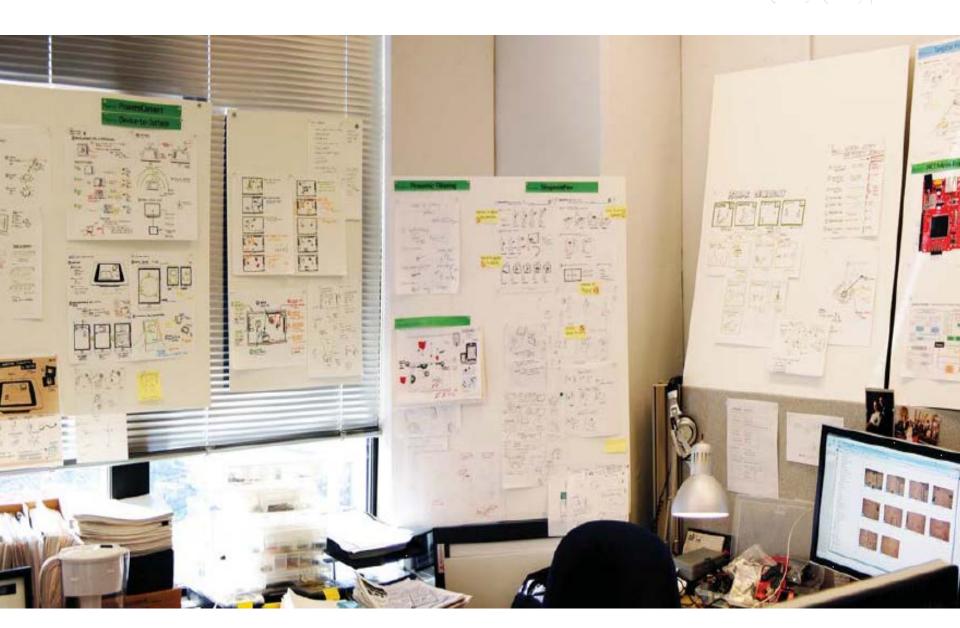
Nicolai Marquardt

Interaction Design Guest Lecture at LMU
University College London
www.nicolaimarquardt.com



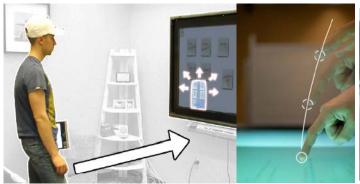




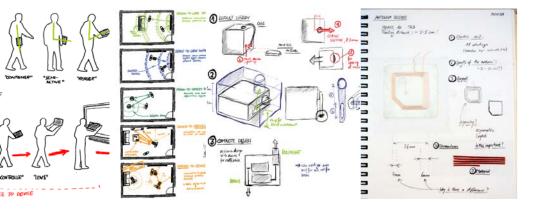


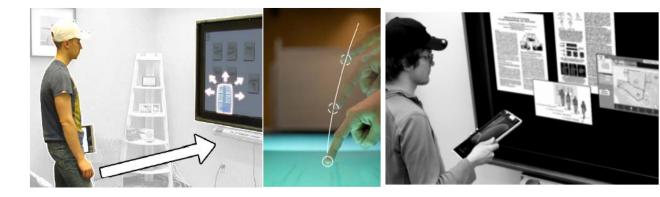
Dinating alculati

UCL



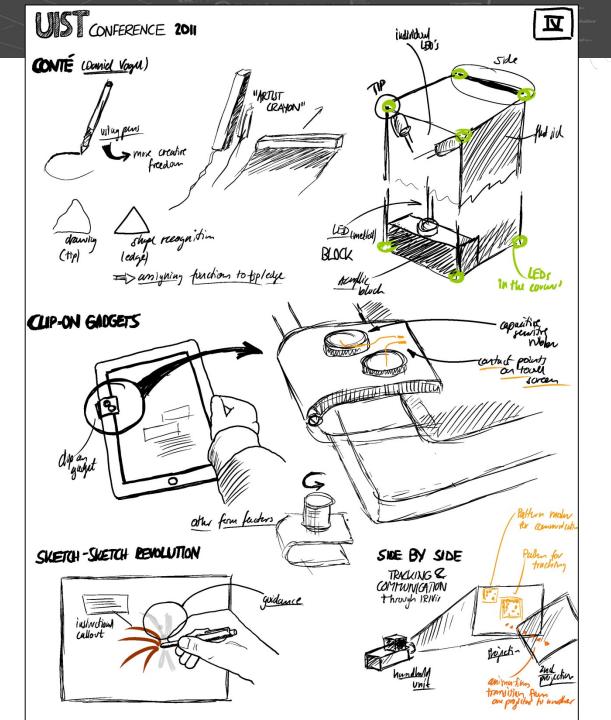


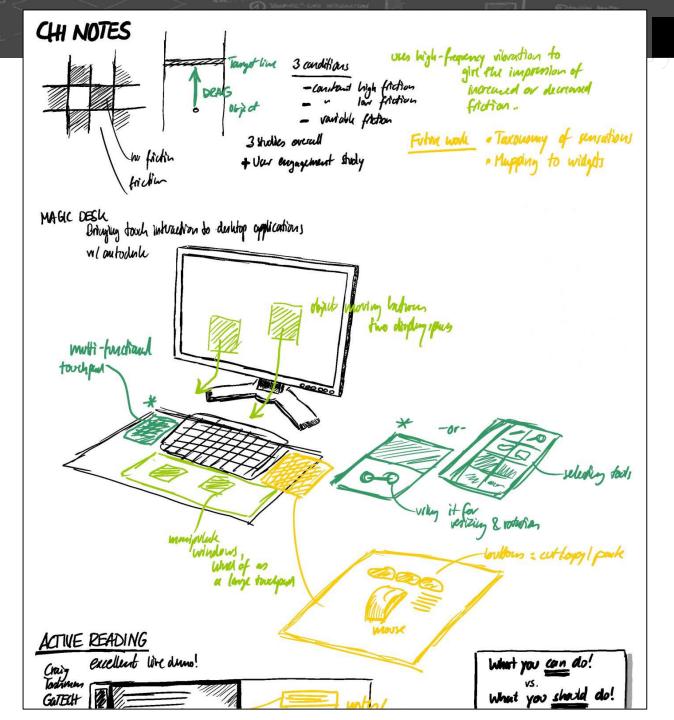




Get ready: hands-on sketching throughout the talk

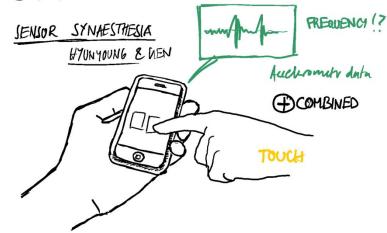
filling the blank page...



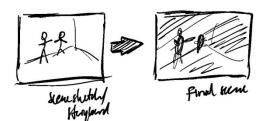


CHI NOTES

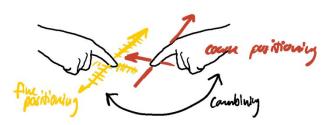




EVEN: Multitouch tool for constructing virtual (with Gidn any anic environments



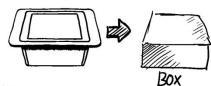
Impricion of multitach: -> Organiz curinound w. mun-mule ans





DESCRIBE OBJECTS FROM GESTURES
CHAI HOLZ &ANDY

10 often describe into PRIMITNES



Dshowing top3 objects

3 use timing to remove transition quives

Ideas: - differnus votreens ?

-what about providing fecaloach?

Dulyn Principles

- 1 one quotiere at a time difficult for artist to use no Hiph, dum Hancous quotiens
- (1) Split gestives across hunds
- (11) slungle gestives to frequent operations
- W Motion reflects operation
- (Countrol at most two parameters
- (1) Incorporate indirect manipulation
- (VM) Avoid long transitude

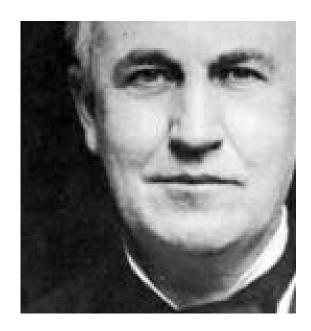


Why is sketching useful?

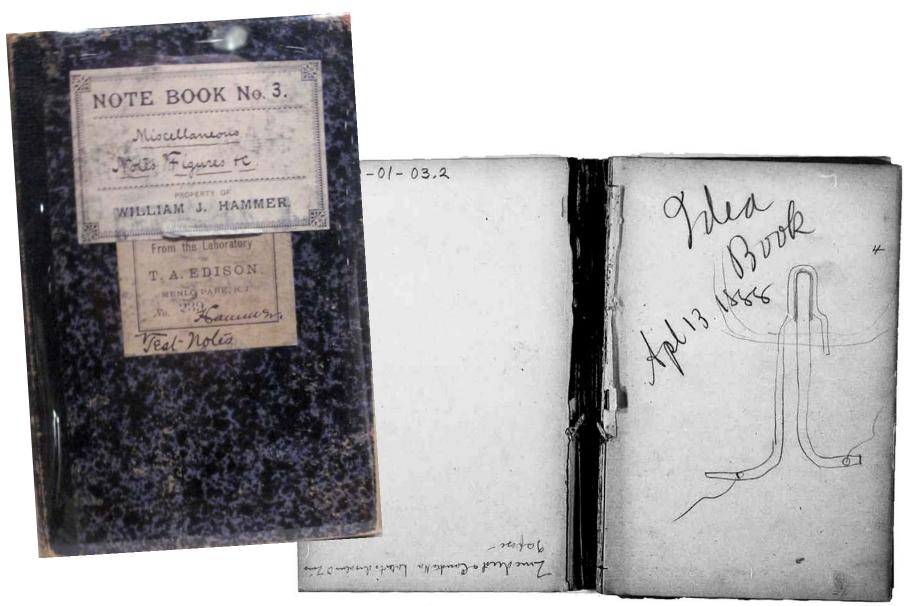


Why is sketching useful?

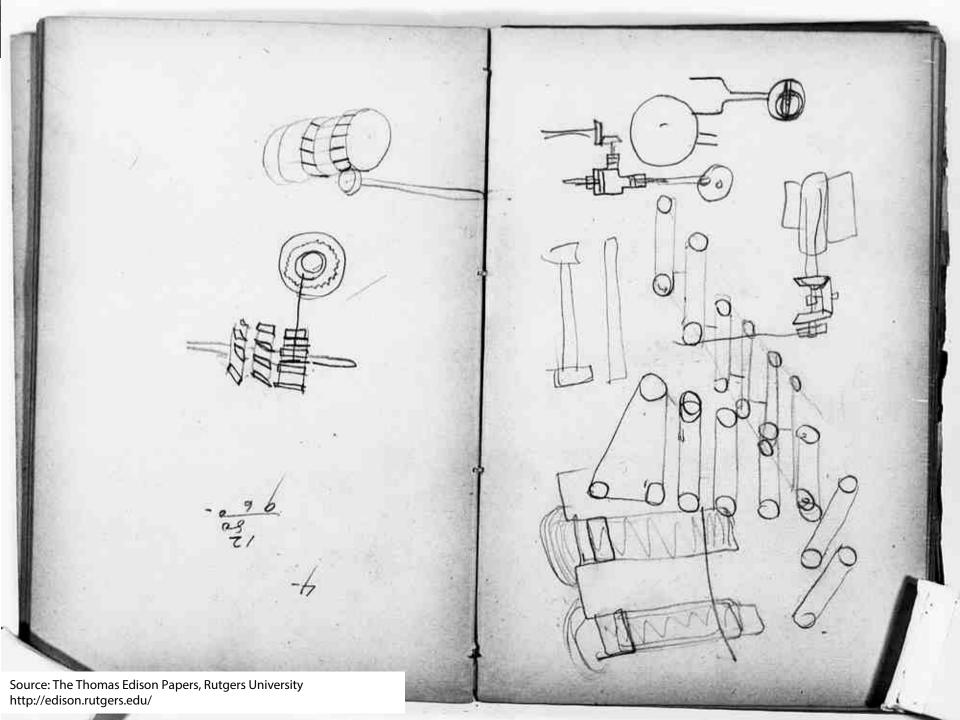
- Early ideation
- Think through ideas
- Force you to visualize how things come together
- Communicate ideas to others to inspire new designs
- Active brainstorming

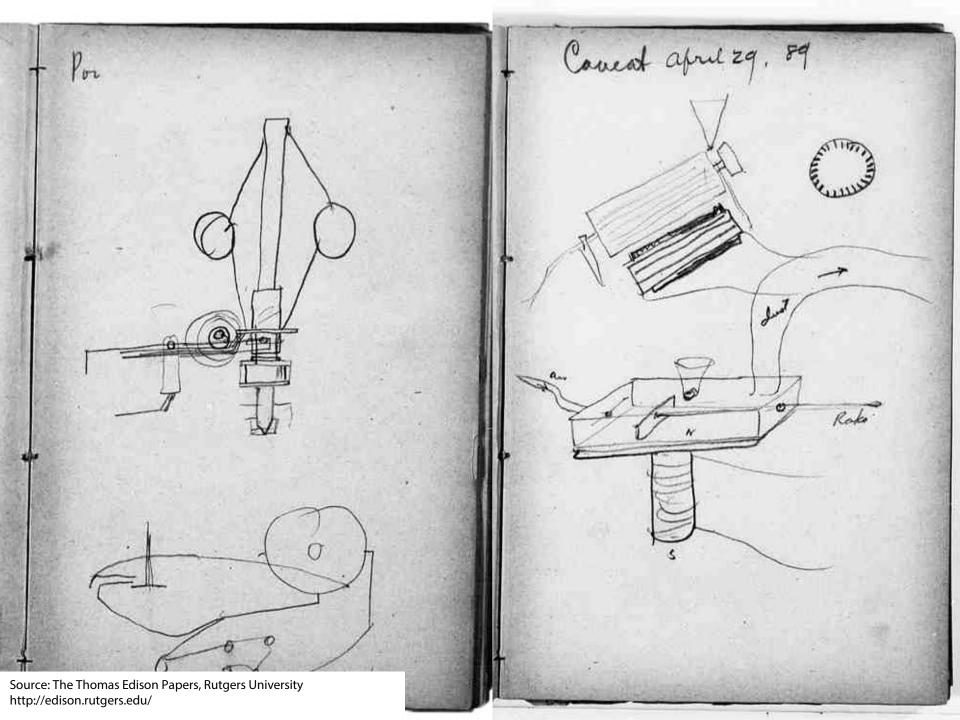


Thomas Alva Edison | Inventor



Source: The Thomas Edison Papers, Rutgers University http://edison.rutgers.edu/





Char Batchelor A Kruesi.





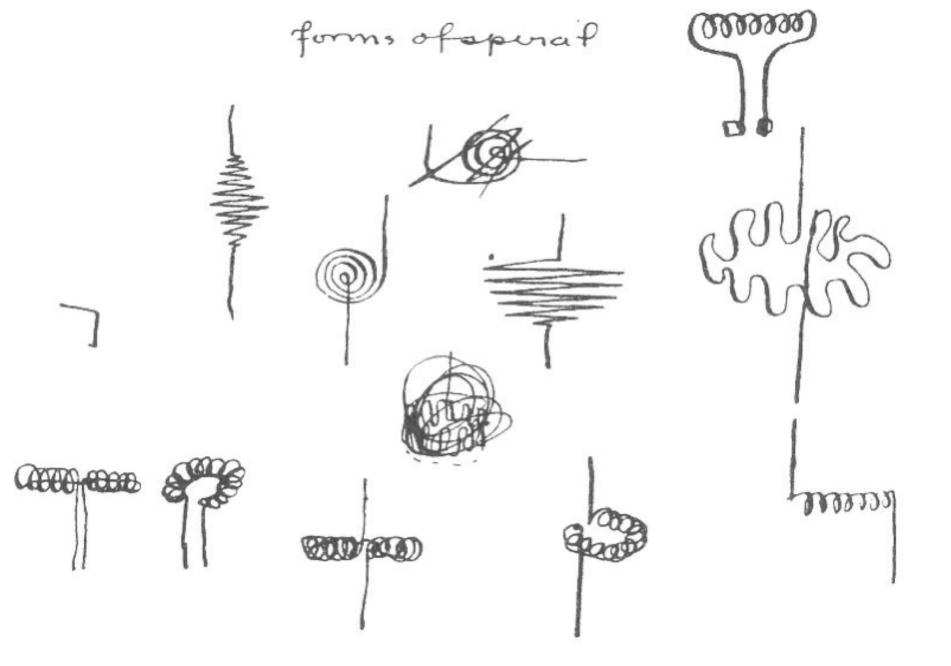




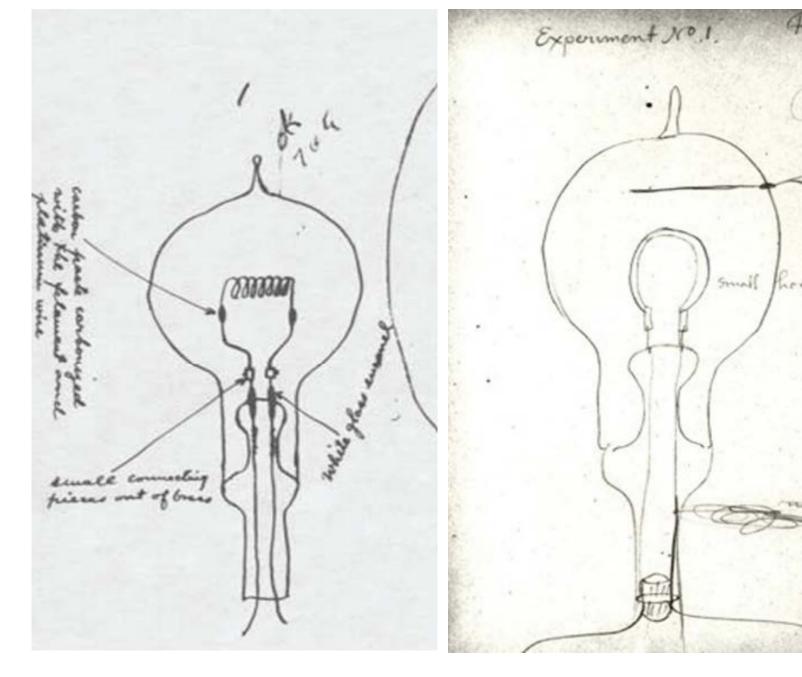








Source: The Thomas Edison Papers, Rutgers University http://edison.rutgers.edu/



Source: The Thomas Edison Papers, Rutgers University http://edison.rutgers.edu/

Edison and his staff created over

2,500

notebooks with 200-300 pages each







The Sketchbook



- capture many initial ideas
- develop variations, alternatives, details
- keep a record of your ideas
- reflect on changing thought processes over time
- communicate ideas to others by showing
- choose ones worth developing
- capture good ideas you see elsewhere
- collect photos, tape them into your book



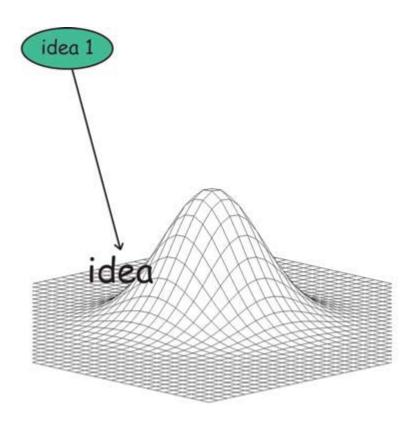
getting the design right vs. getting the right design

(Bill Buxton)



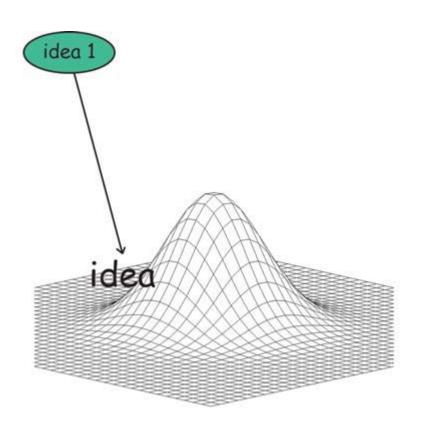


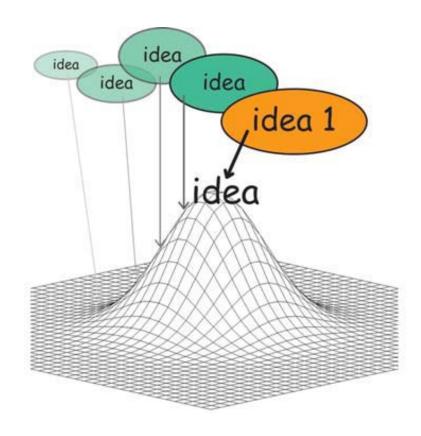
Buxton - getting the design right





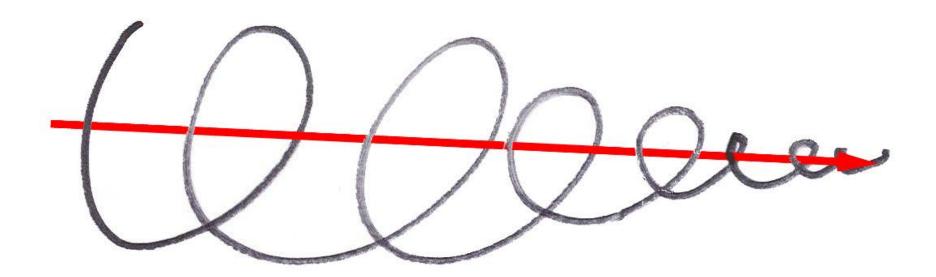
Buxton - getting the design right





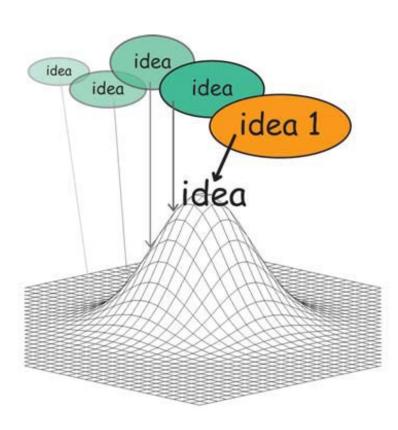


Buxton - getting the design right



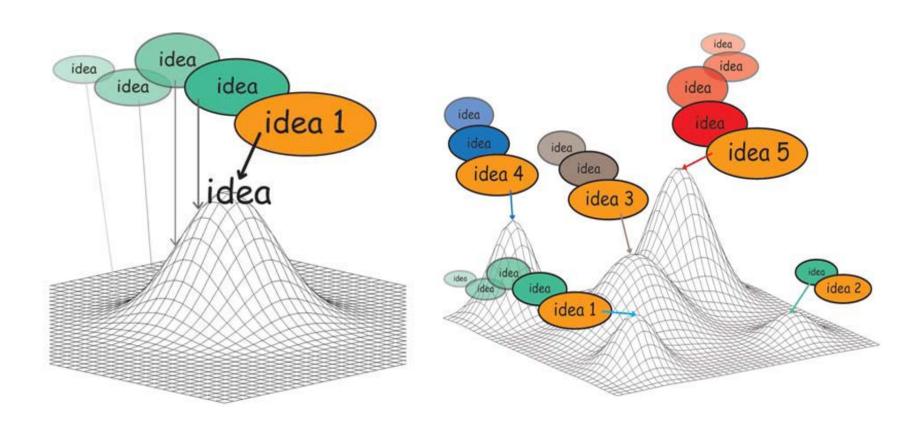


Buxton - local versus global maxima

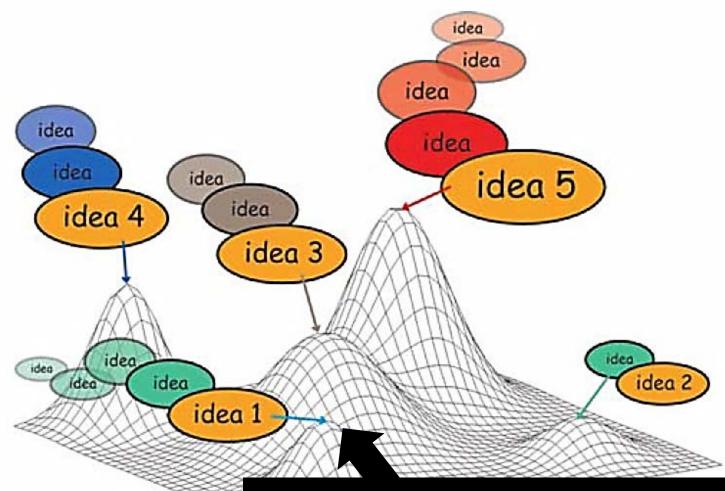




Buxton - local versus global maxima



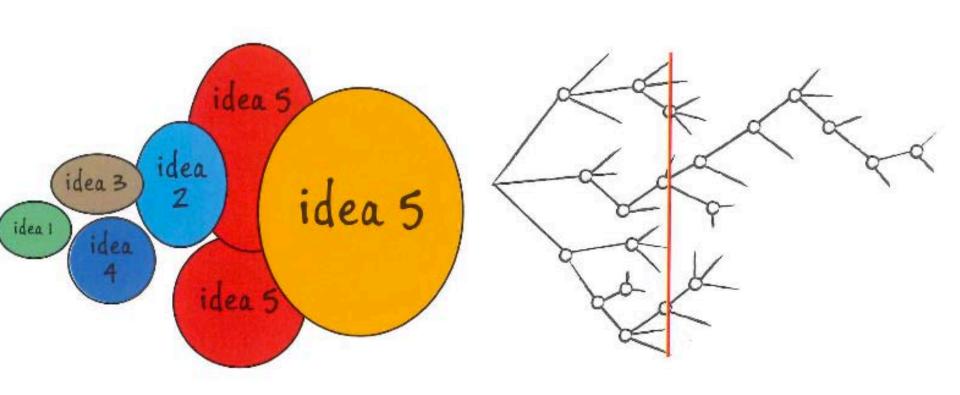




Problem: Local Hill Climbing



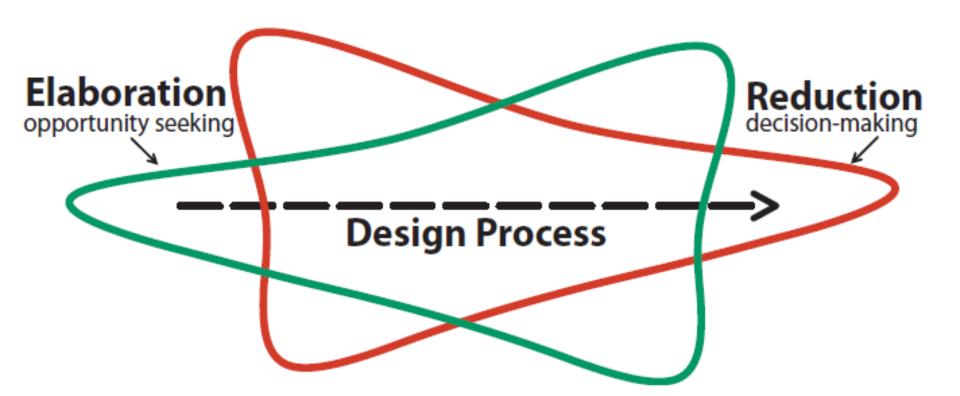
Instead: Getting the right design

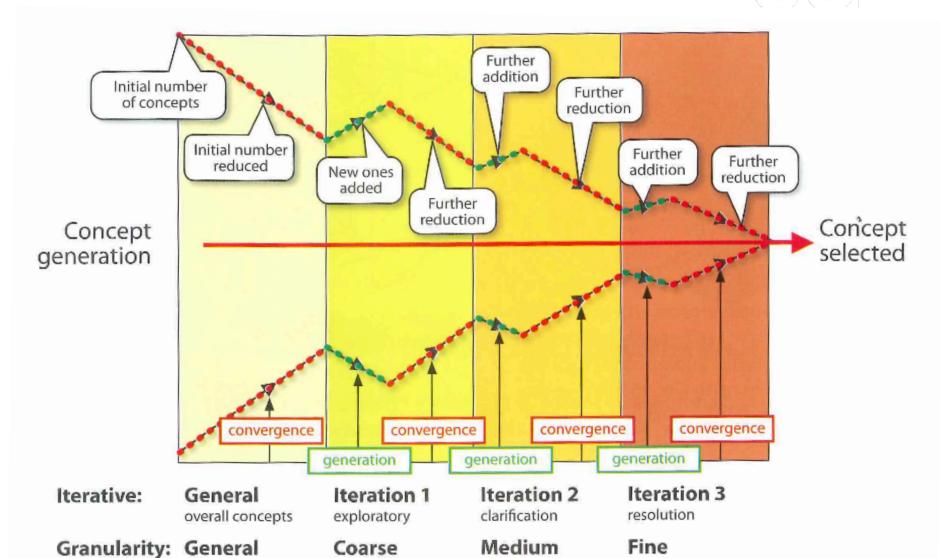




Getting the right design vs. getting the design right

- getting the right design involves searching as much of a design space as possible
- once you've found a promising design you want to improve it as much as possible (get it right) by exploring variations (local hill climbing)





intermediate

development

significant alternatives

overall

concepts

detailed

refinement



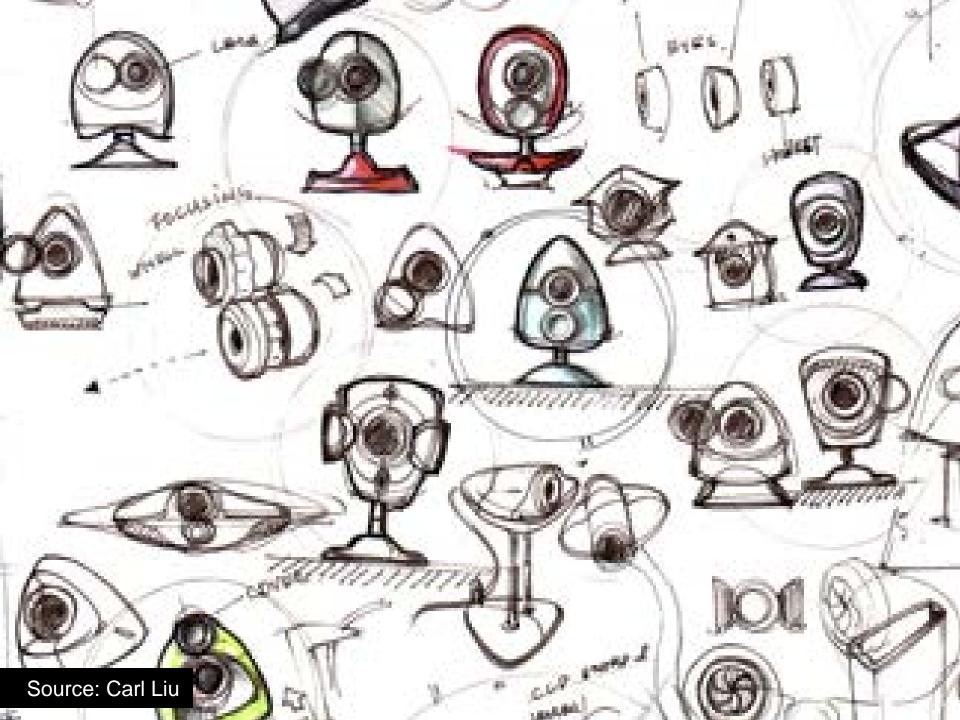
"The best way to have a good idea is to have lots of ideas."

Linus Pauling

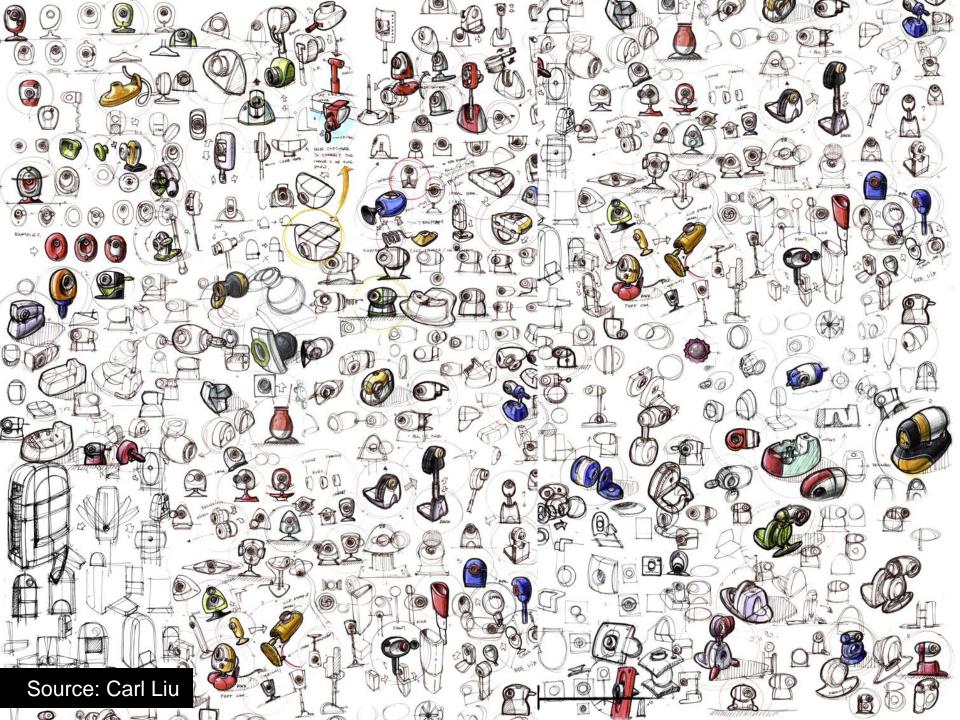


Carl Liu | Interaction Designer

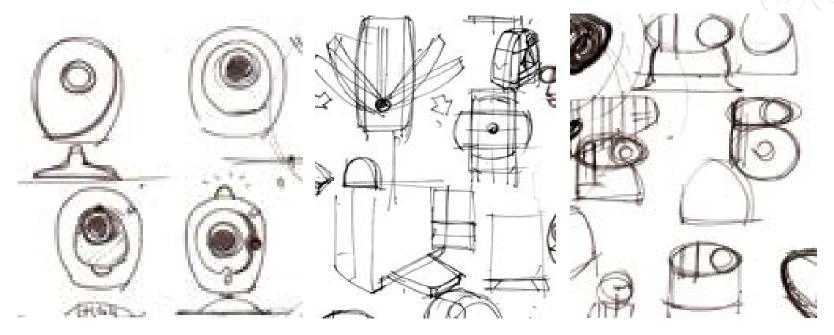












Source: Carl Liu

UCL

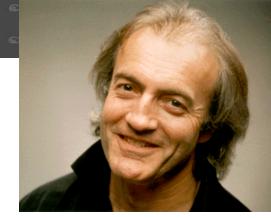


Clear vocabulary



Clear vocabulary

Plentiful





Plentiful

Suggest and explore rather than confirm

Quick and inexpensive

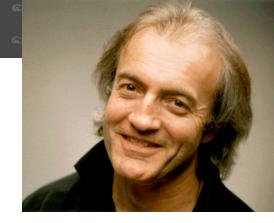
Timely, when needed

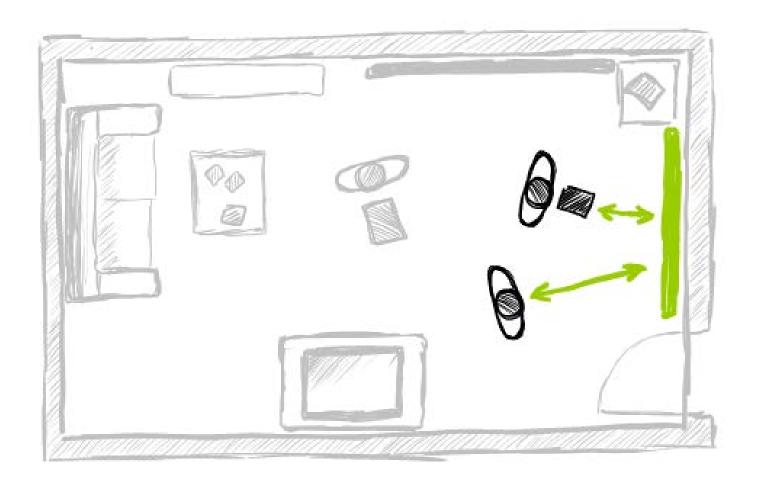
Disposable

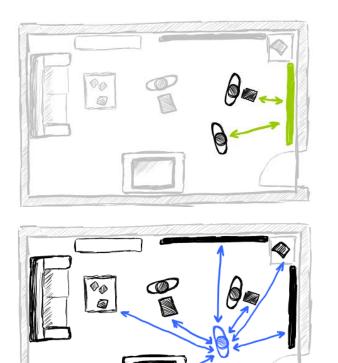
Minimal detail and distinct gesture

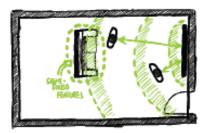
Ambiguous

Appropriate degree of refinement



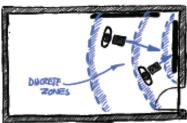






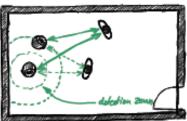
PERSON-TO-LARGE DIGITAL SURFACE

Continues reconstante do discrete protestale zones



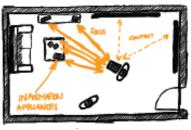
DEVICE-TO-LARGE DIGITAL SURFACE

Frontonic zones avound lage digital englare trigger reaction on portuble potental devices.



PERION-TO-DOMESTIC ROBOT

Maximity - same environment, some speet, different these (express moves)



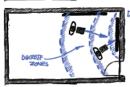
DEVICE-TO-DEVICES (MICTIRES, LARGE CHANTITES)

orientation and physical distance are filter for death releasion





PERSON-TO-LARGE DIGITAL GURFACE



DEVICE-TO-LARGE DIGITAL SURFACE Montenic zenes averand large digital explore surger executions as portable potential devices.



PERSON-TO-DOMESTIC ROBOT Praximity tame confronment different time (agreed where)



EVICE-TO -DEVICES (MICTIRES, LARGE QUANTITES) existration and physical distance are filter for devile scleaking





FRION-TO-DEVICE-TO-DEVICE

oventation (angle pointing) till large of device distance

derice relative to passon a derice to classice



PERSON - 10 - LARGE DIGITAL SURFACE (NORMONTAL TABLETOR) (P. DEVICE - TO - LARGE MOTTAL SURFACE)

PRELATED to Noon the surface project

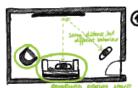


PERLANAL PORTABLE DEVICE - TO - DEVICE LABRE INTERACTIVE LIREACE AS MEDIATOR - PREEDBACK

CONTINUOUS MIPUT HAPPED TO (BEWAND SIZE JULIE LITY)



ERSONAL ARTHULE DEVICE-70-DEVICE (PROXINITY -AWARE RETO TAGS)



SOMPRED PENTURE.



(2) ATTENTIVE USER INTERFACE

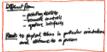








3 PHYSICAL TOKENS TO MEDIATE EXPLICIT INTERNATION





AWARENESS TO INTERACTION

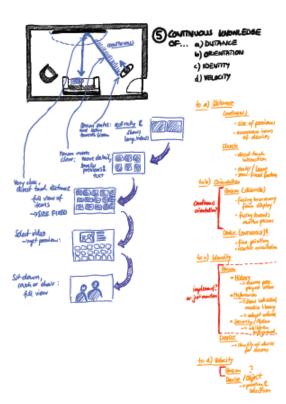


DISCRETE : ONCE IN CLOSE FINED SIZE



lucrearily previously

DIGGGG From - Golssom's RELATE galcumys necreasing info - from awarence





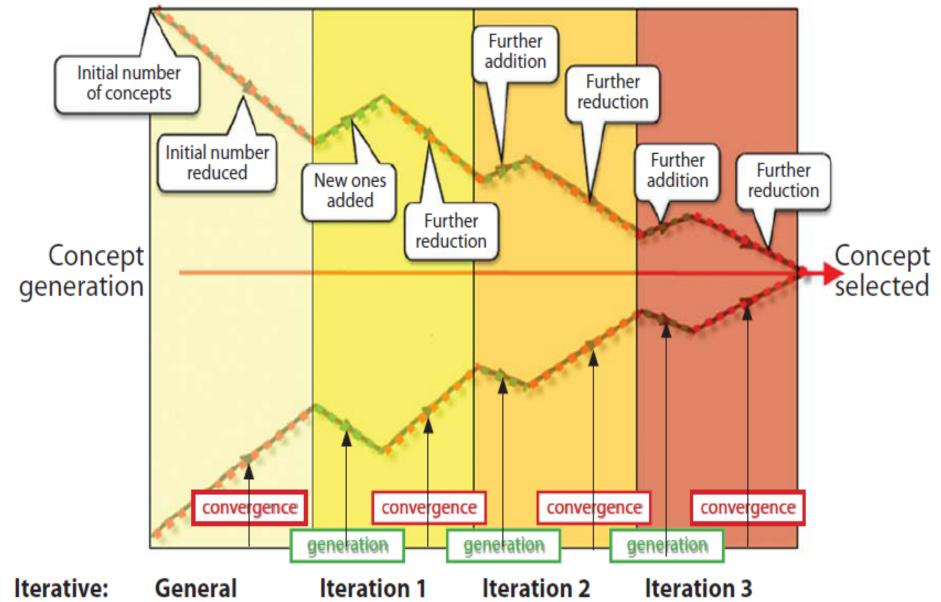


Technique: 10 plus 10



Technique: 10 plus 10

- 1) State the design challenge
- **2) Generate 10 different designs** as creative and diverse as possible
- 3) Reduce the number of design concepts
- 4) Choose the most promising designs as a starting point
- 5) Sketch 10 details and/or variations of design concepts
- 6) Present ideas to a group
- 7) As your ideas change, sketch them out



Granularity:

General overall concepts

overall concepts

Iteration 1 exploratory

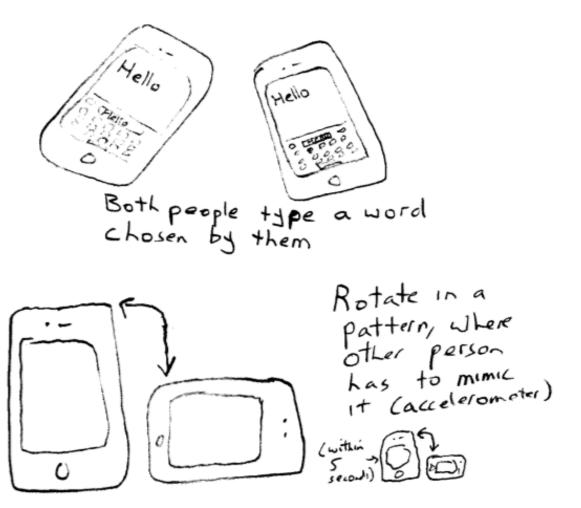
Course significant alternatives Iteration 2 clarification

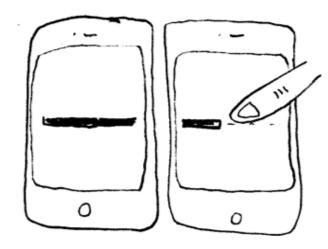
Medium intermediate development resolution

Fine detailed refinement

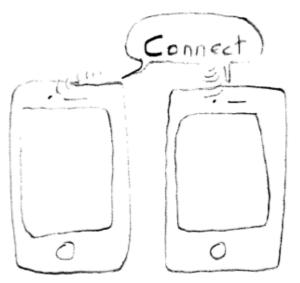


Technique: 10 plus 10

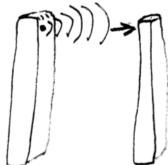




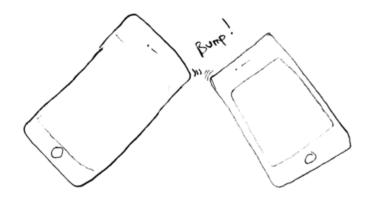
Synchronous
gesture
Trace a line
across both
side by
side devices
as a single
stroke



Microphones pick up Spoken command at similar volume



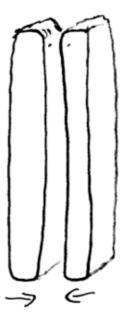
LED strobe pattern captured by camera



Bump. Accelerometer matches bump vibrations

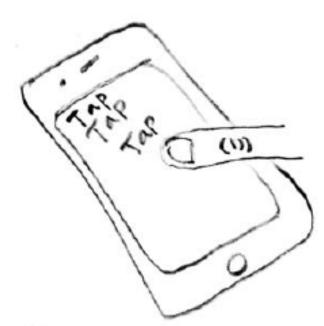


Faint musical sound played on one device picked up by the other device

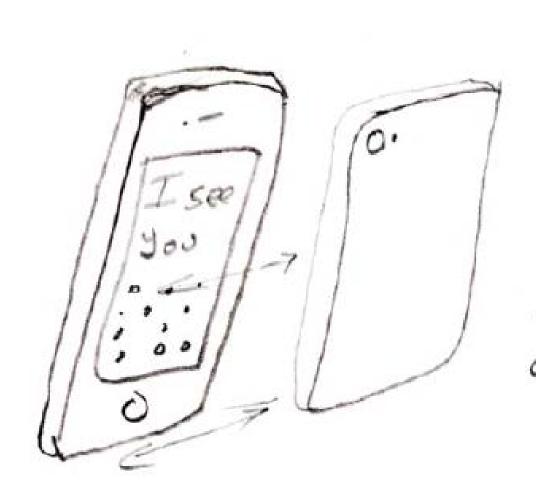


Ambient light sensor Touch sorfaces together in a pattern; Both detect Same light/ dark pattern





3 simultaneous taps on both phones



Mutual Video/photos captures identifying Images such as tags via Camera



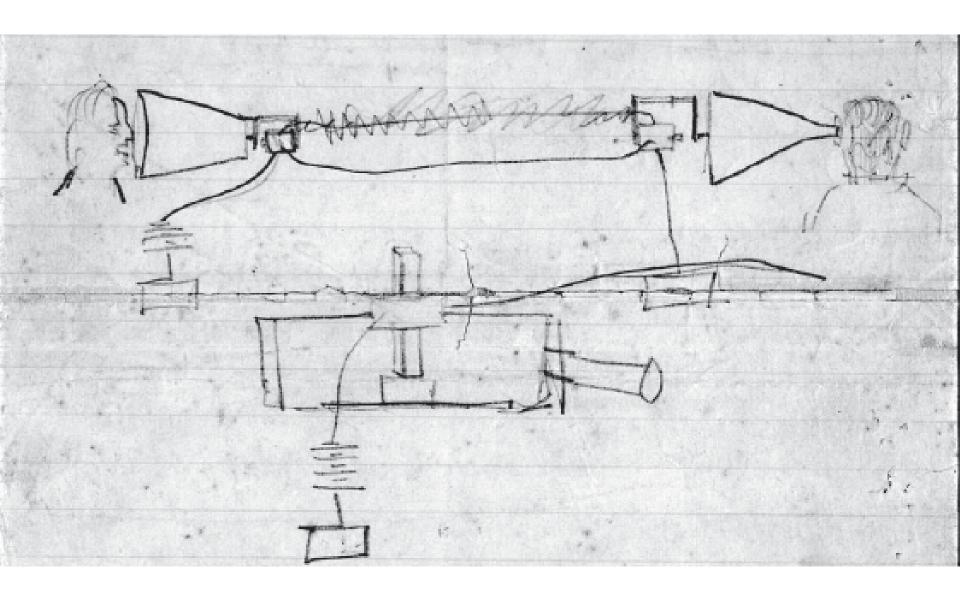
Technique: 10 plus 10

Then: Choose & Refine Sketches



"Sketches do not have to be pretty, beautiful, or even immediately understandable by others. However, you should be able to explain your sketches and ideas when anyone asks about them."

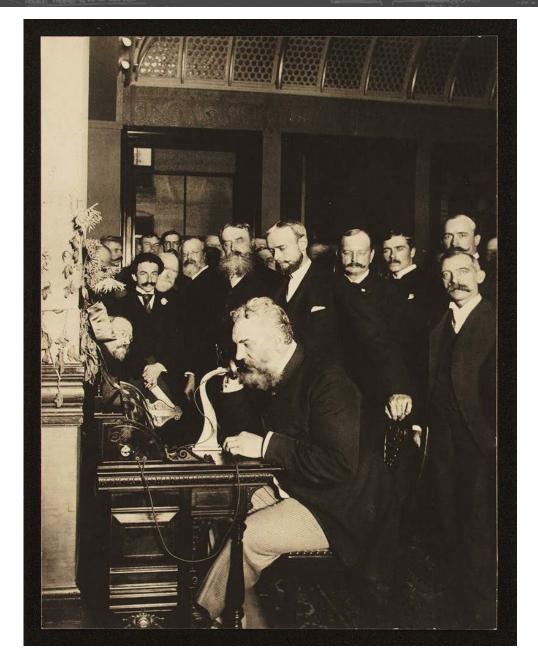
Saul Greenberg et al., 2011



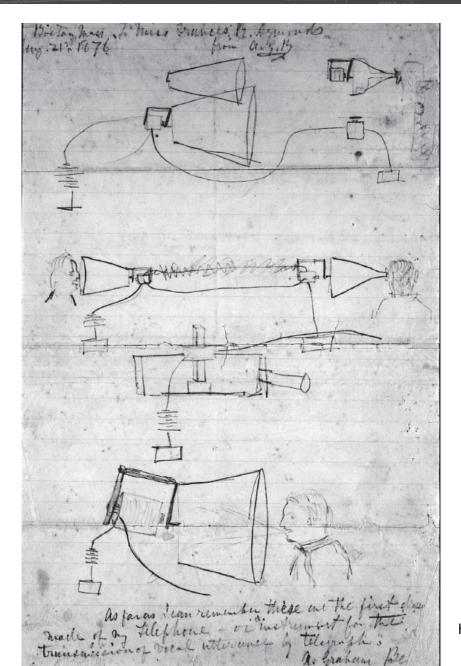




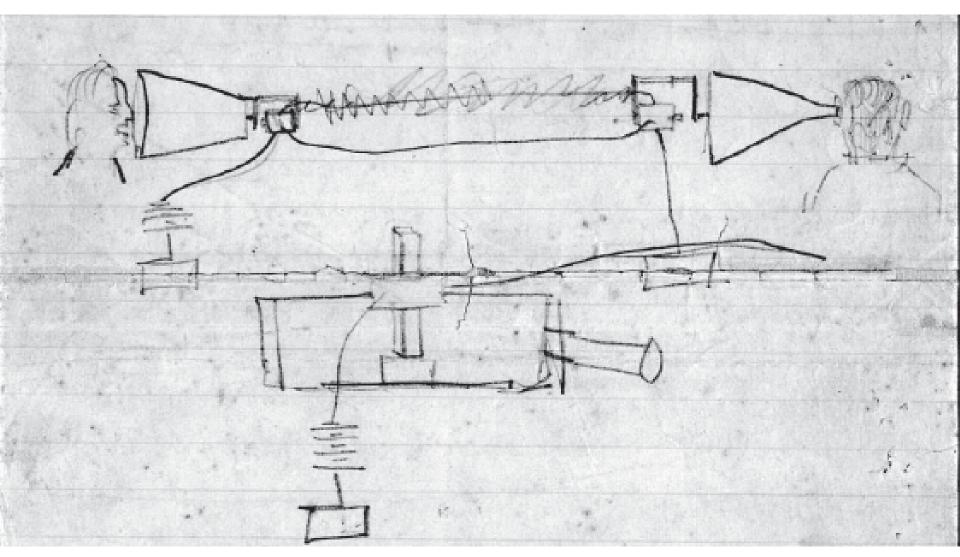
Alexander G. Bell | Engineer, Inventor







Source: The Library of Congress http://memory.loc.gov/ammem/bellht ml/bellhome.html/



Source: The Library of Congress http://memory.loc.gov/ammem/bellht ml/bellhome.html/



Getting Started:

Sketching Vocabulary



Hands-on Sketching (page 1)



20 SECONDS WARM-UP:



Sketch 3 stick figures:

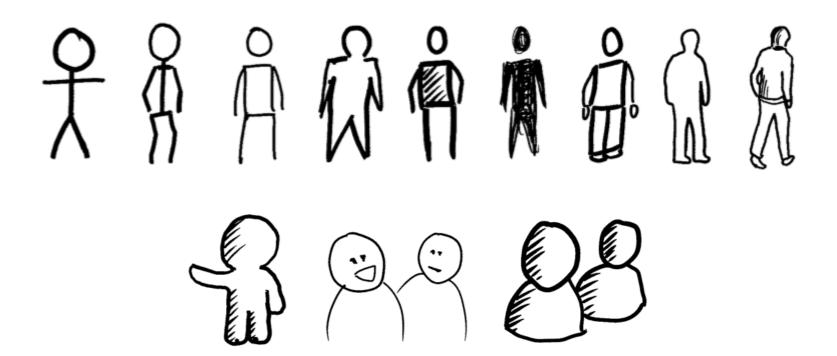
- 1. Pointing
- 2. Running
- 3. Picking up an object

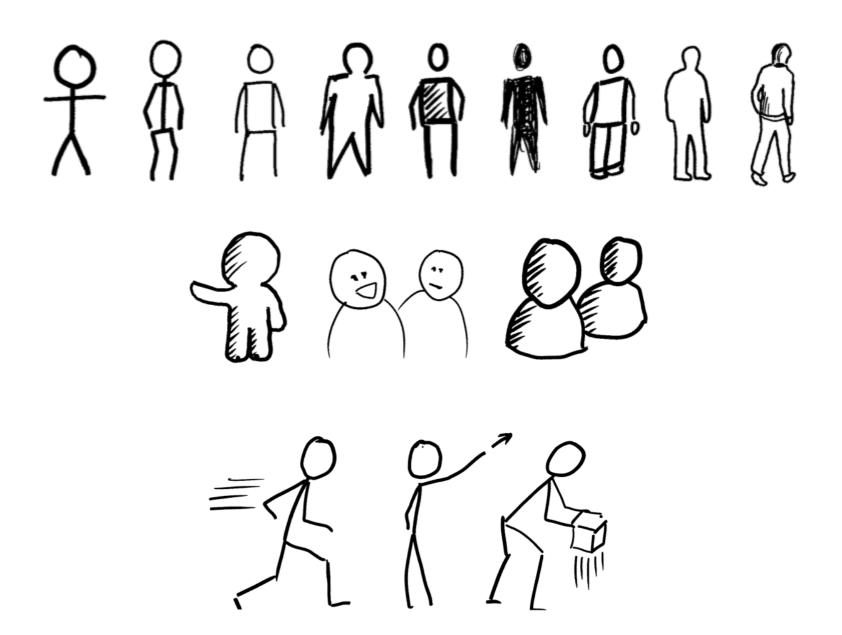














Sketching Actions and Emotions





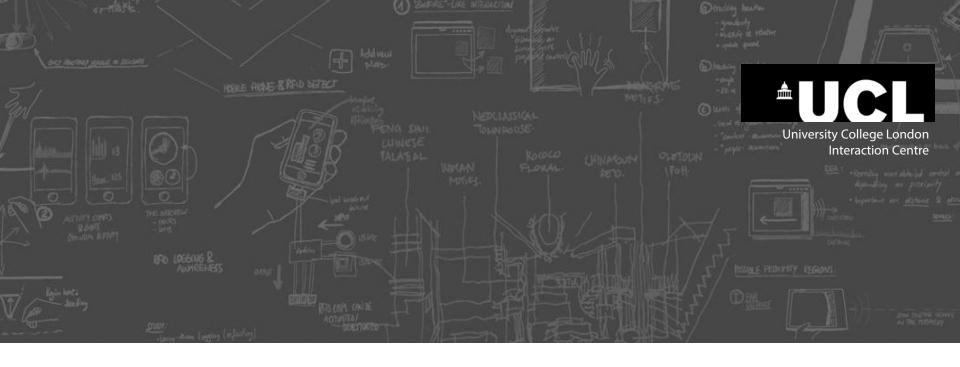








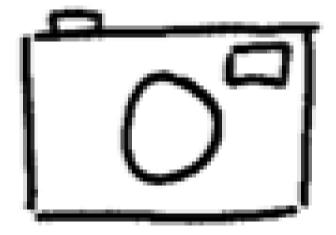


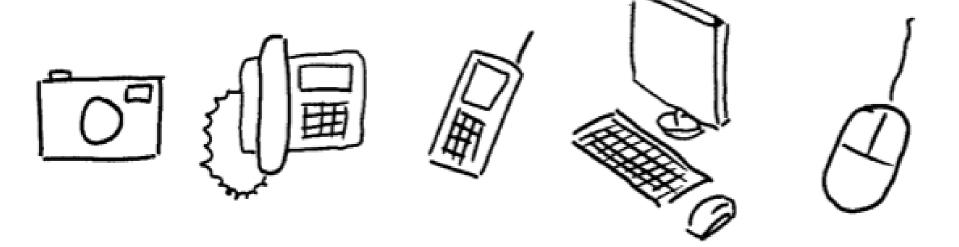


Sketching Devices and Objects











Hands-on Sketching (page 2)



Getting Started: Some Best Practices

Imitate sketching styles you like

Add date, time (+context)

Sketching with fast, long strokes

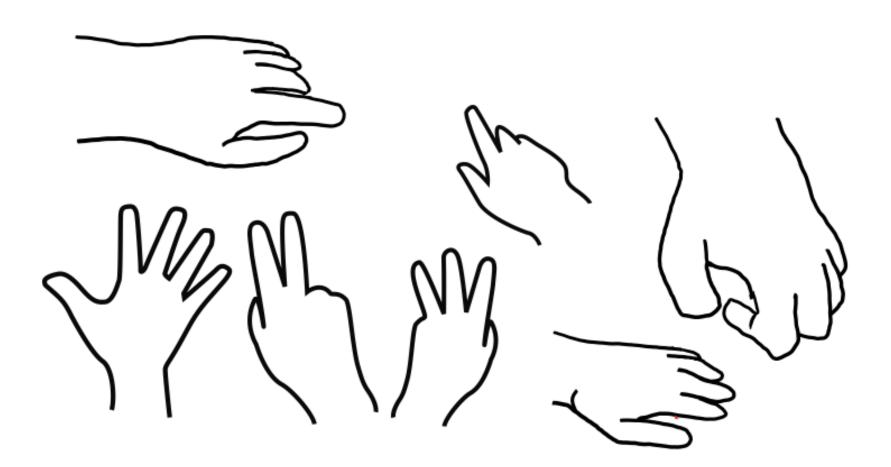
Keep mistakes

Analog before digital

3D is not necessary (most of the time)



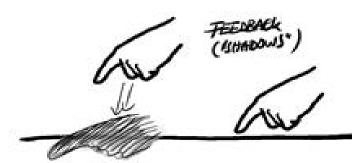
Sketching Hands and Gestures

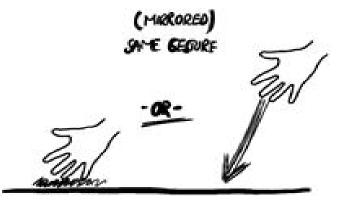


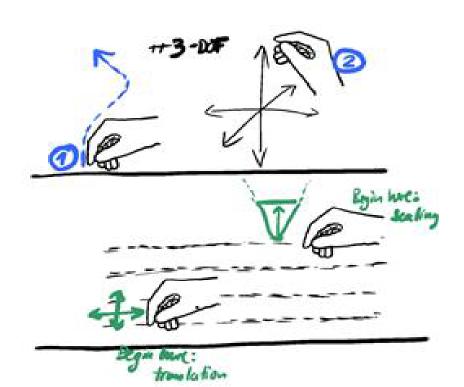
CONTINUOUS INTERACTION SPACE



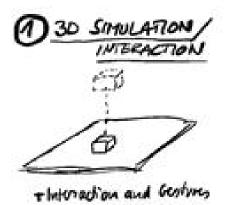


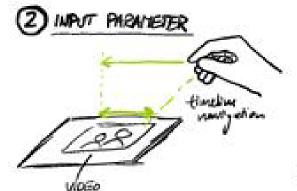


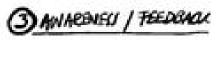


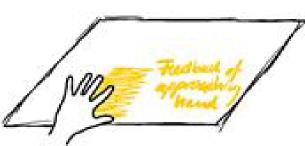


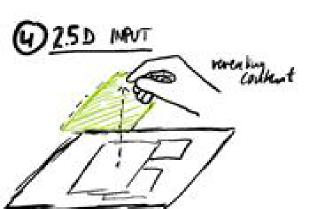
STATES ABOVE SURFACES

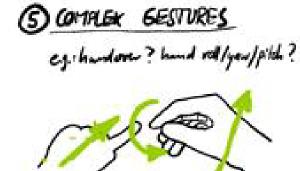


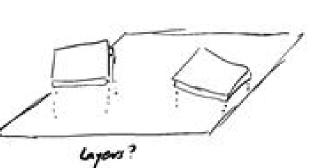






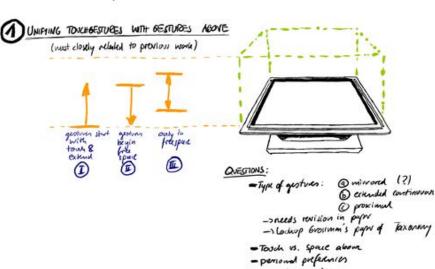


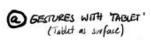




6 TOOL SPACE

SPACE ABOVE SURFACES / THEMES





with type of geobras? . difference between confiner tion?



(C) LAYERS



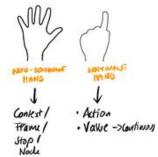
digital content layers · Sdestion of layers

Achivian D manipolyke (Diwwit

@neverling layers of data (->lum)

(b) TWO HANDED INTERACTION

- intraction regions



COLLA BORATION

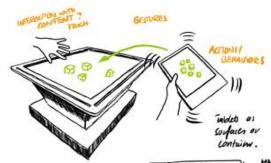


I OPLENTATION

SPACE ABOVE SURFACES / THEMES

2.5 D INTERACTION / PHYSICAL SIMULATION

· Simulating returns behaviour of virtual objects on digital surfaces · Providing natural "free space" intraction with digital content



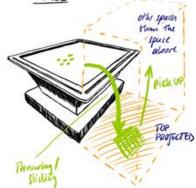
- · Horing (lopping (Claving) digital content
- · Types of content?
- · Gentures to intract? swope, drug, flick
- · Behaviour of devices?



TRICTION GRAVITY

EXTENSIONS :

EXTENDED SURROUNDING



- Forms of inknaction ?
- Behaviour of dusta (content

(B) PHYSICAL ARTEFACTS

- Translabins
- · Boxes / Containus
 - nother objects ?



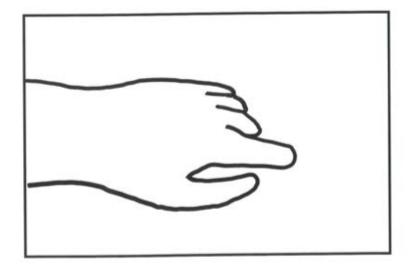




- How to julyyrak?
- How to provide adequate feedback?
- Other taugilok objects?
 Controls?

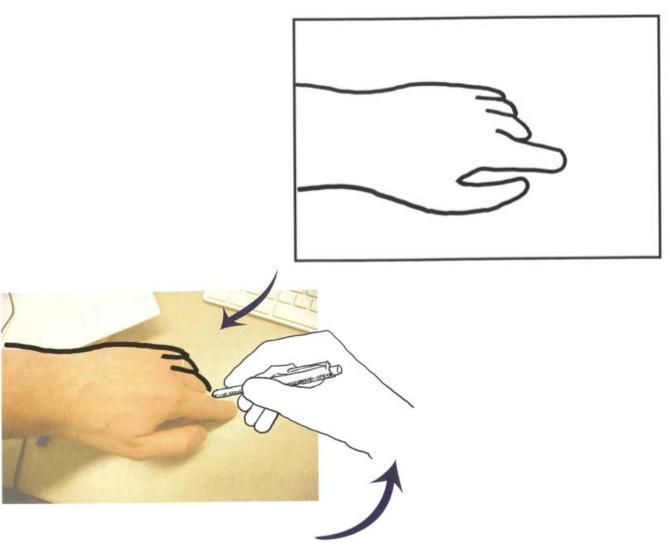
But: "I still can't draw..."

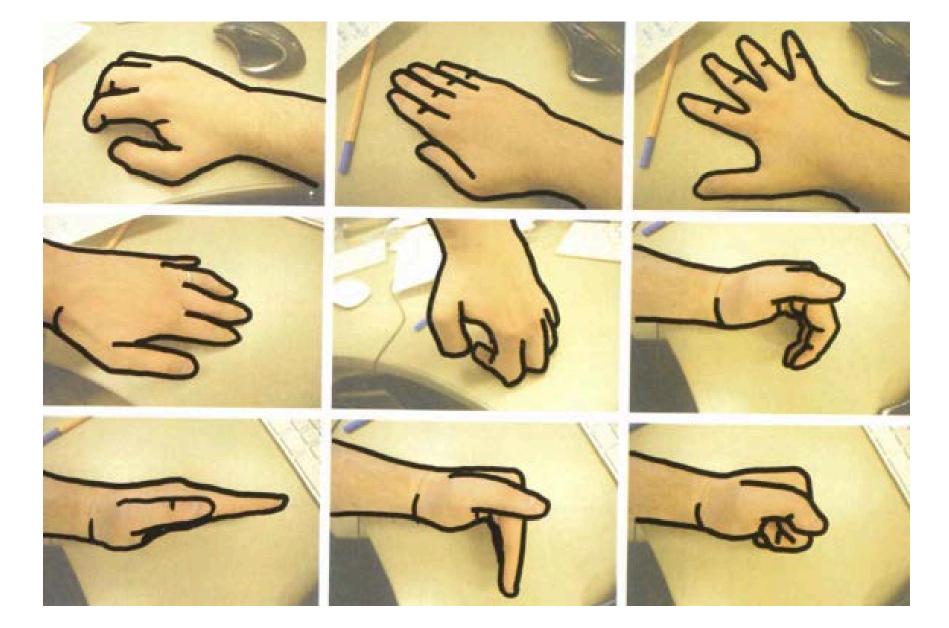
Sketching Technique: Photo Tracing

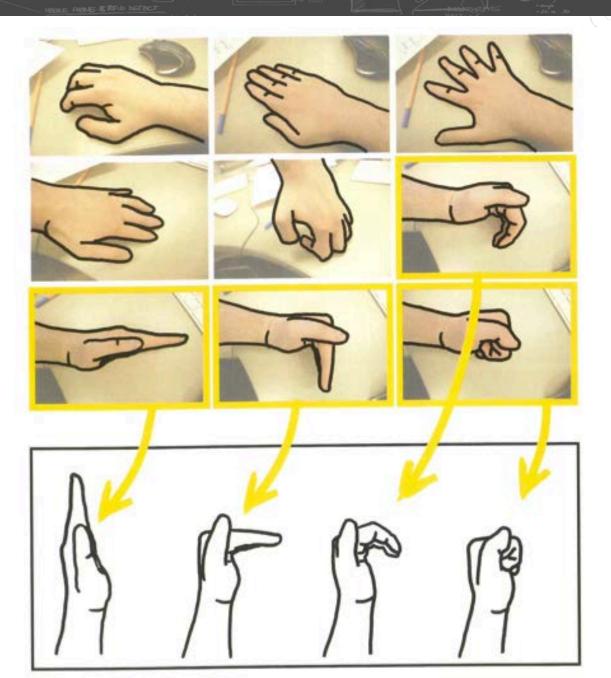




Sketching Technique: Photo Tracing







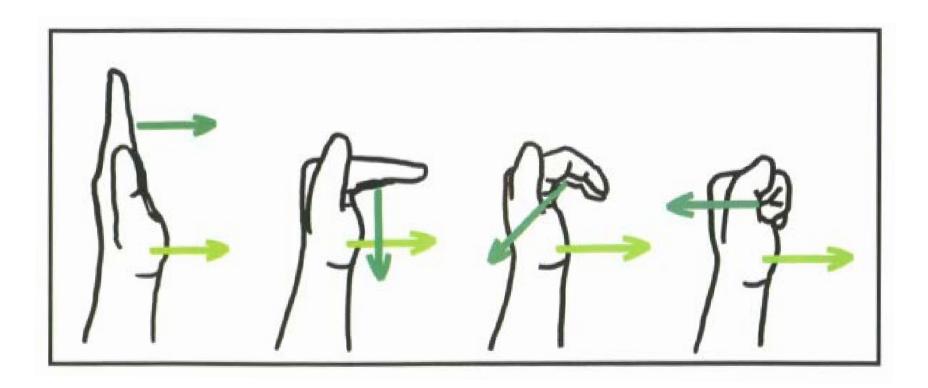
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Sketching Technique: Templates





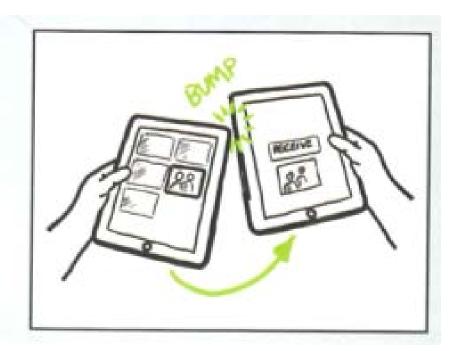
Sketching Technique: Templates

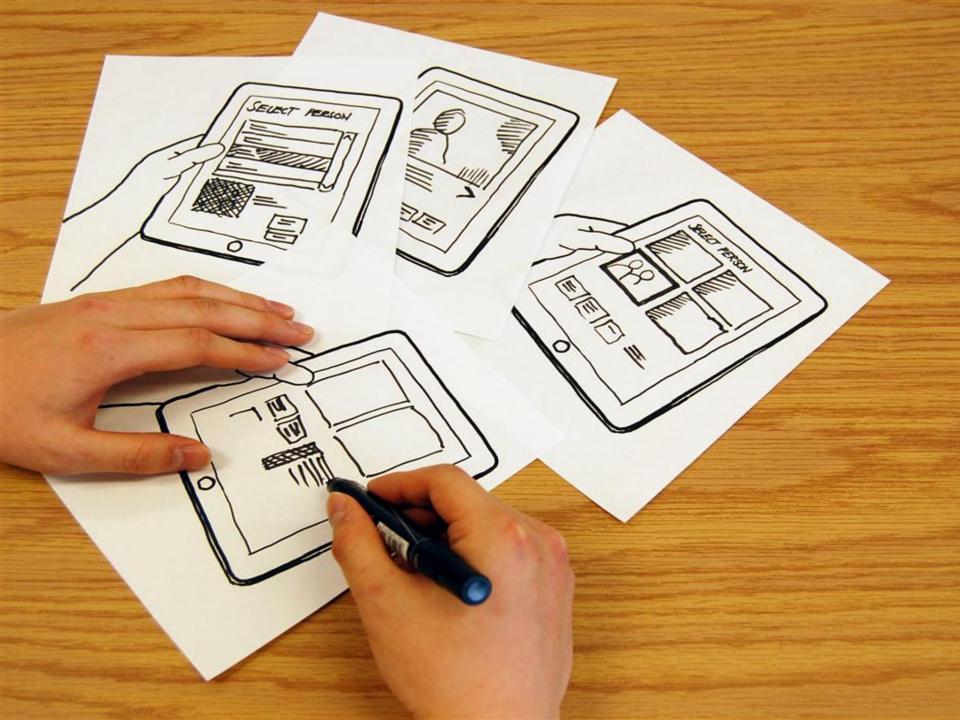




Sketching Technique: Templates

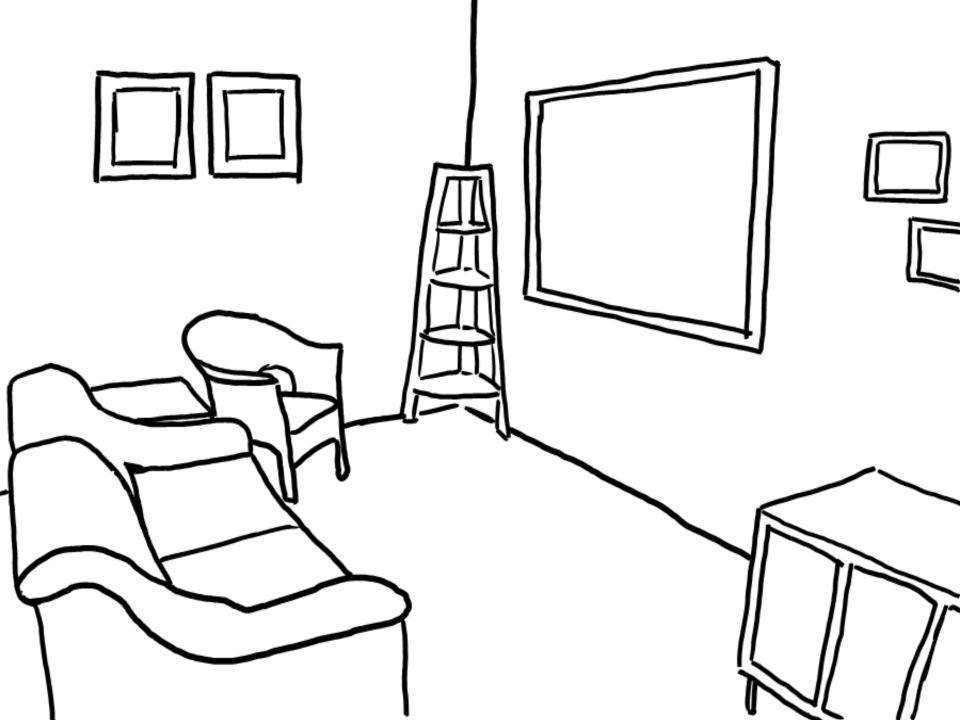


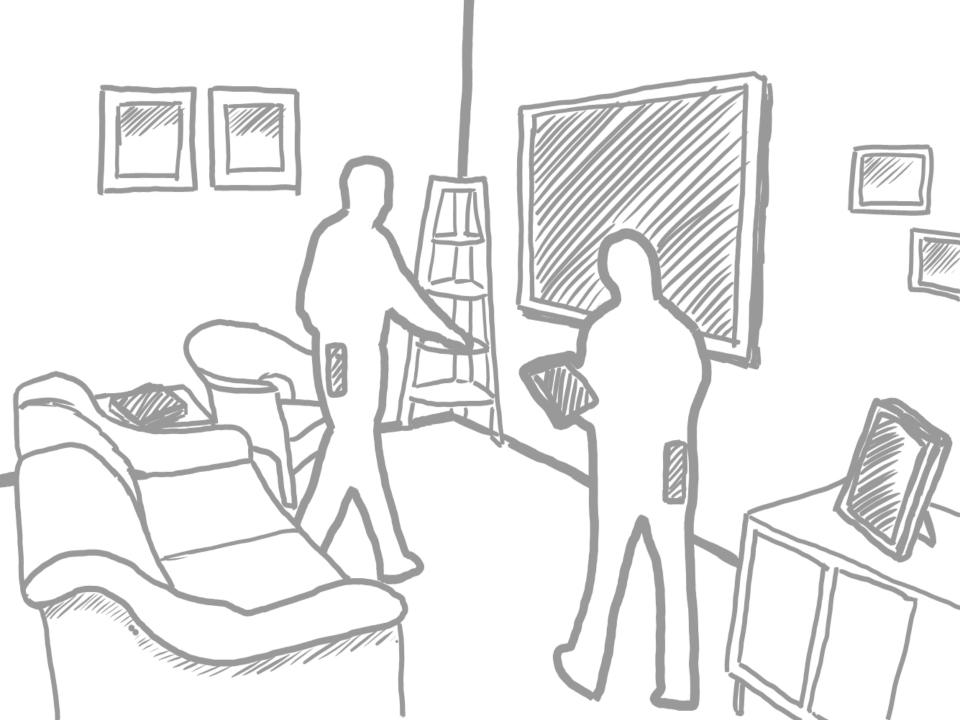


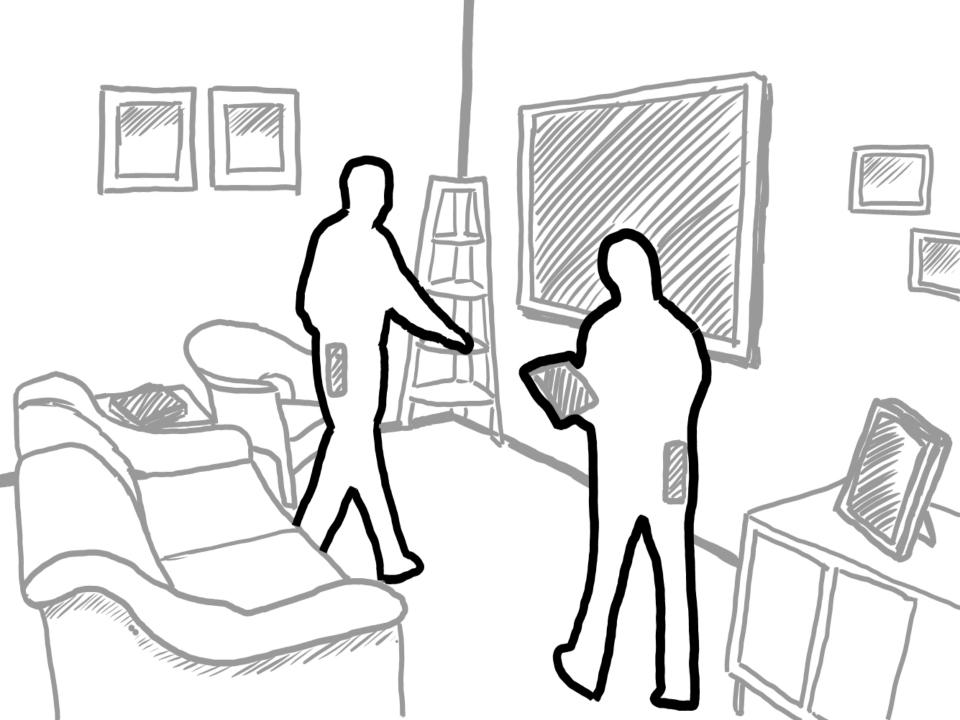


Hands-on Sketching: Photo Tracing (page 3)

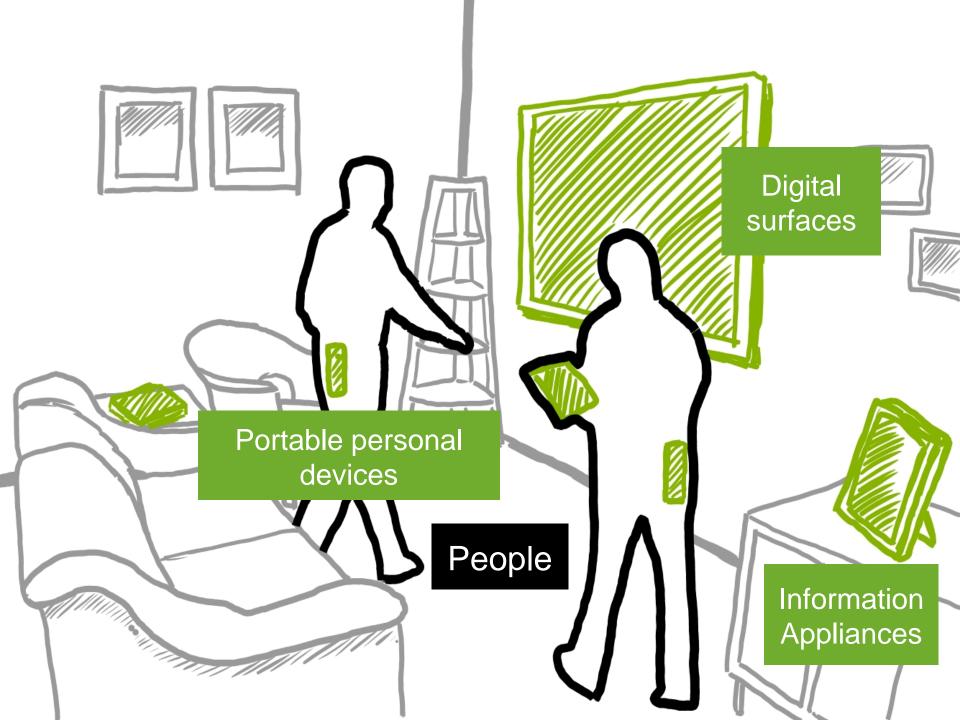


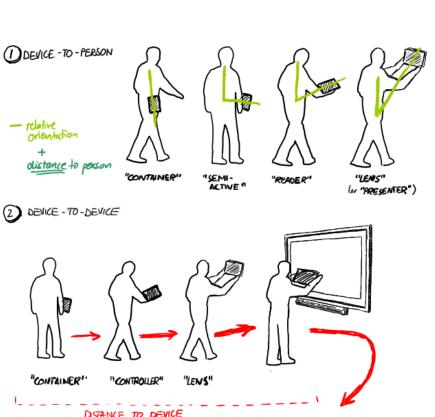


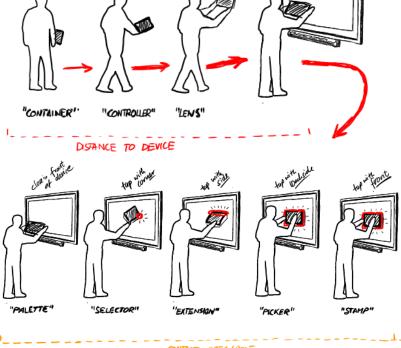




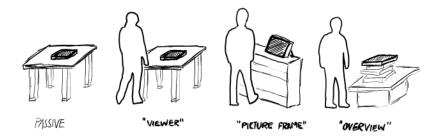




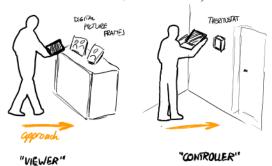




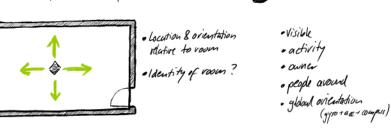
DEVICE -TO-NON DIGITAL OUTECTS
/ FIXED AND SEMIGIXED FEATURE SPACE



DEVICE -TO -INFORMATION APPLIANCES (subject of device to device?)

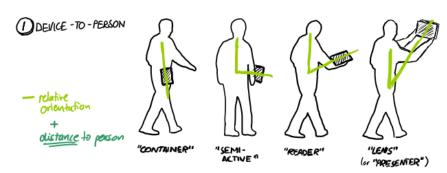


DEVICE -TO-FIXED FEATURE/ ENVIRONMENT

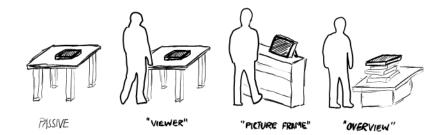


DEVICE PROPERTIES

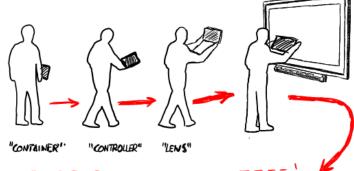
CONTACT AREA/POINT + POSITION/ANGLE



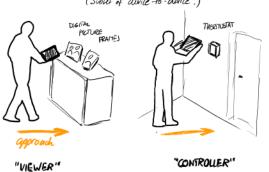
DEVICE -TO-NON DIGITAL OGITECTS
/ FIXED AND SEMIGIXED FEATURE SPACE



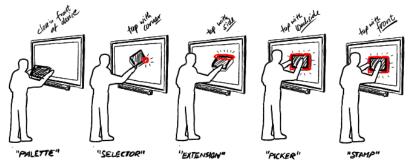




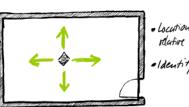
DEVICE -TO -INFORMATION APPLIFINCES (subject of durine-to-durine?)



DISTANCE TO DEVICE



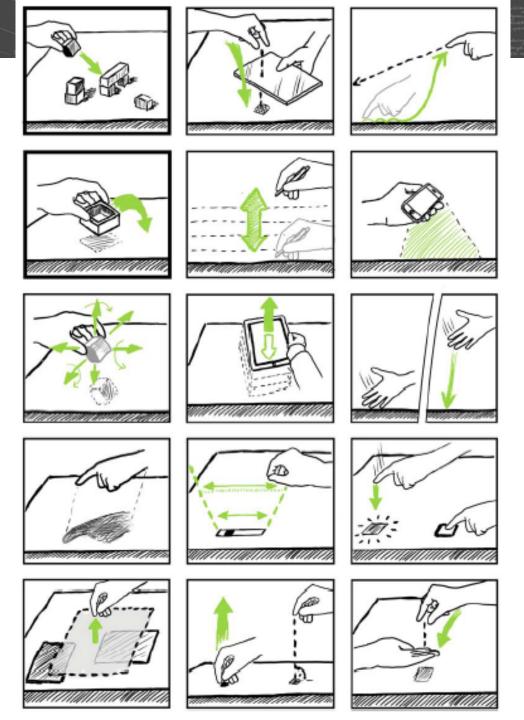
DEVICE -TO-FIXED FEATURE SWIRONMENT



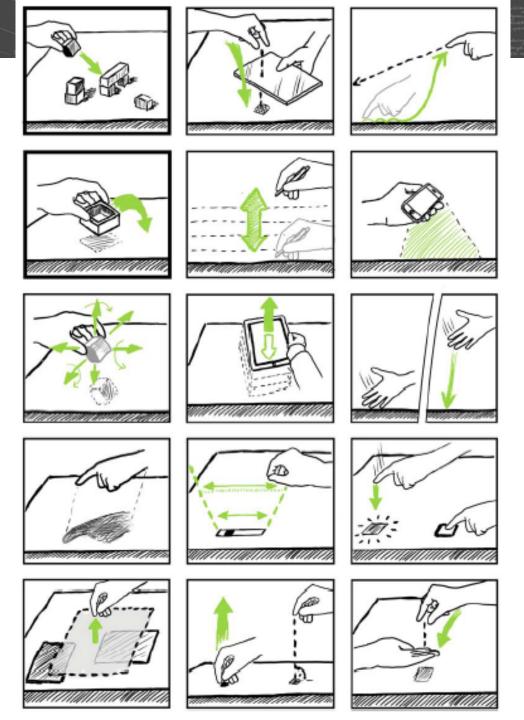
- · Locution & orientation
- · Identity of room?
- 6 DEVICE PROPERTIES
 - ·Visible ·activity
 - · owner
 - o people around
 - · global on Entadion (gypo+aæ+ comps)

CONTACT AREA/POINT + POSITION/ANGLE

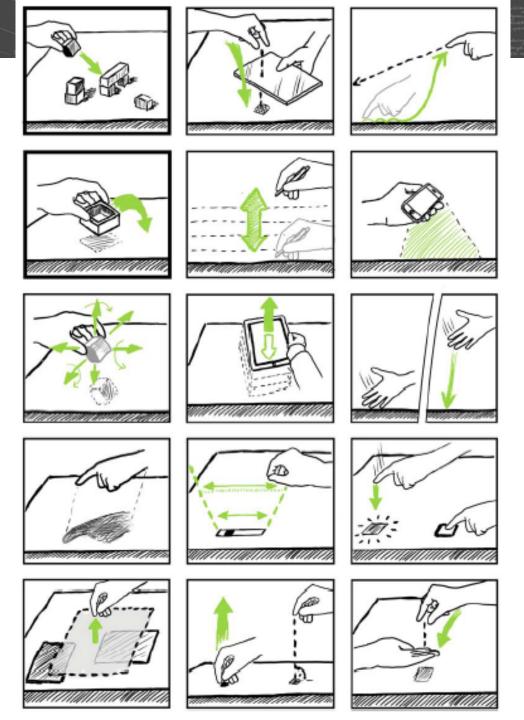
Î UCL



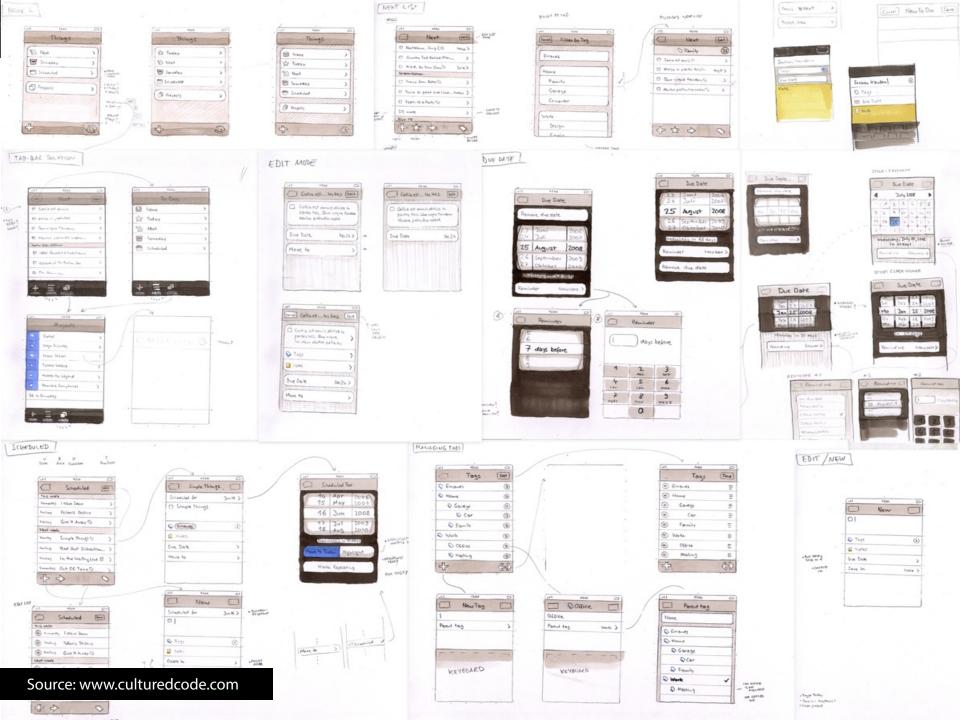
Î UCL

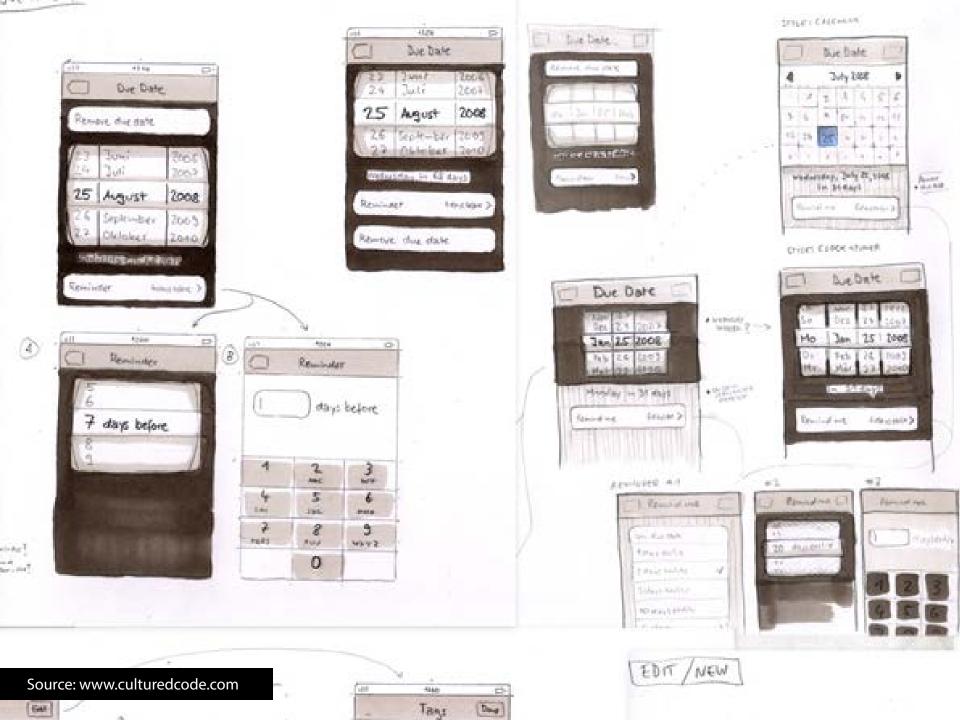


Î UCL











Sketching Technique: **Hybrid Sketches**









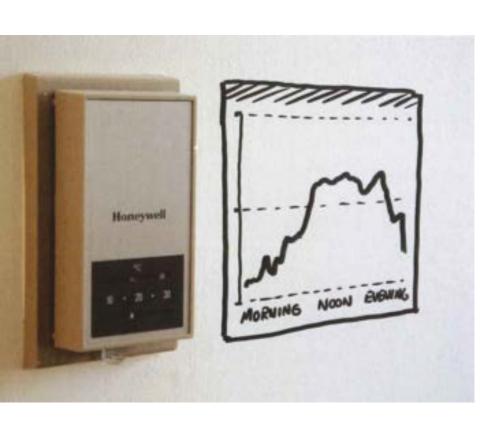






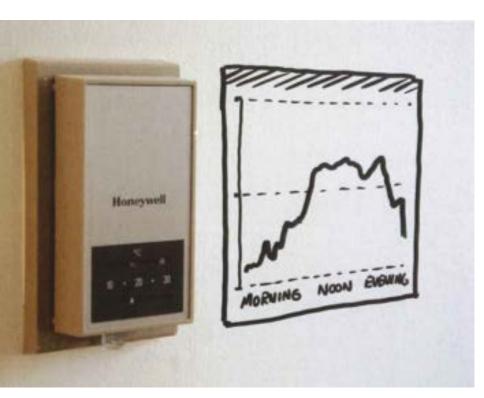


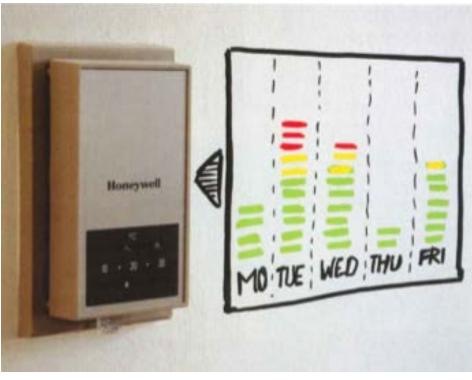
Sketching Technique: Hybrid Sketches



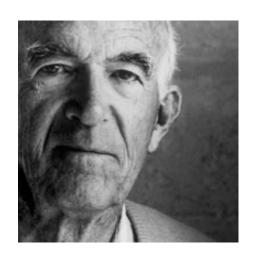


Sketching Technique: Hybrid Sketches

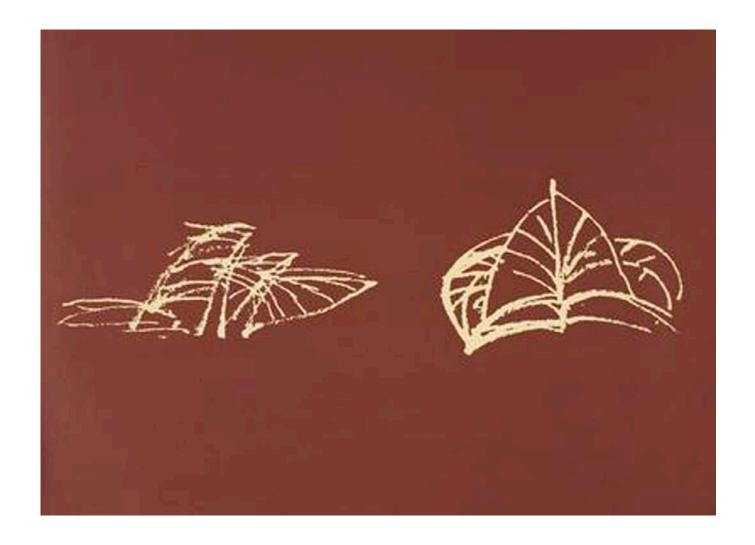


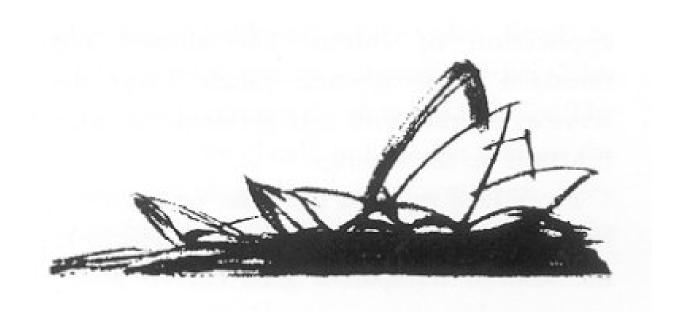




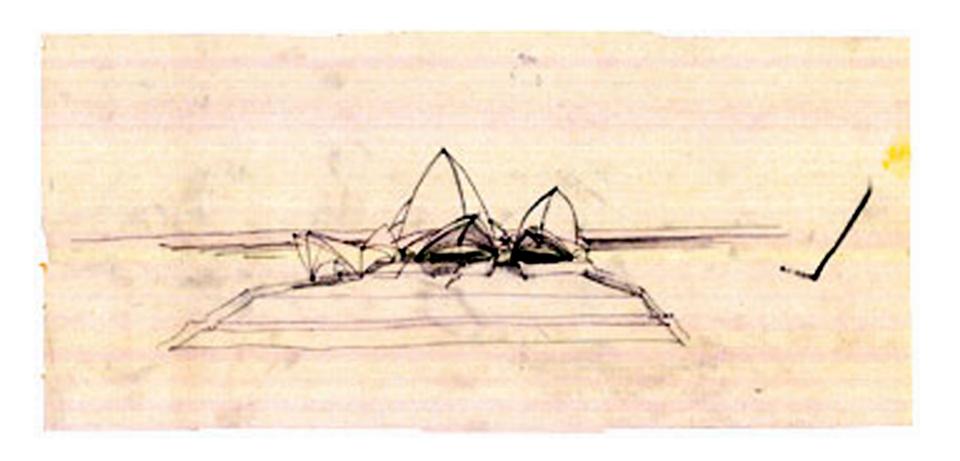


Jørn Utzon | Architect





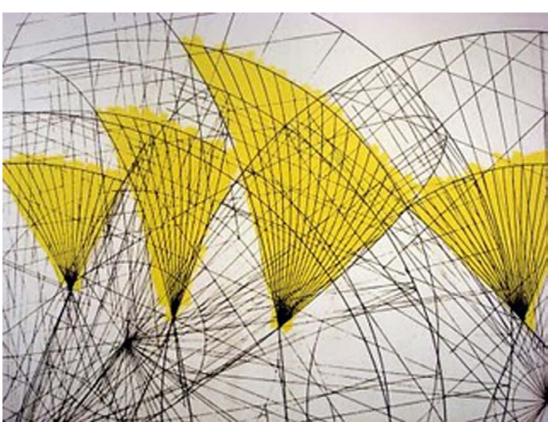


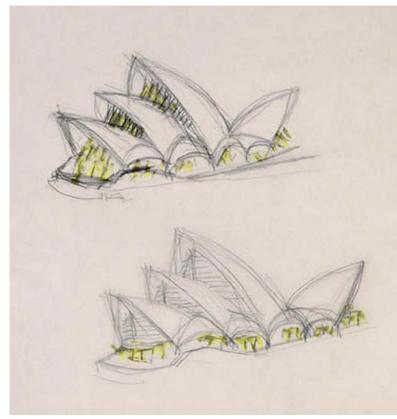




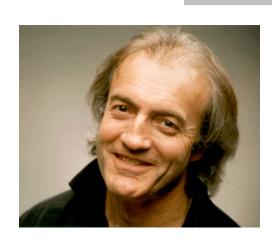








Minimal detail and distinct gesture

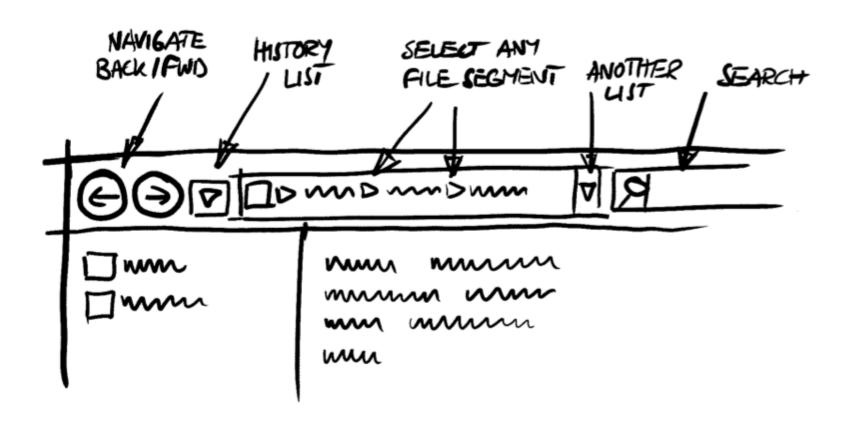














Computer Telephone

Last Name:

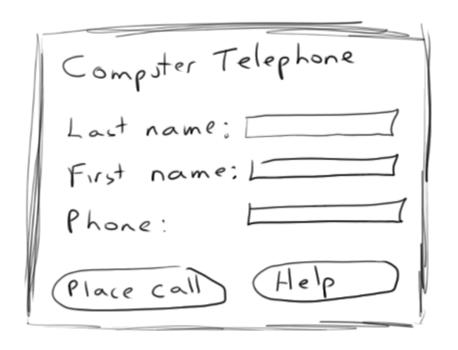
First Name:

Phone:

CALL

HELP





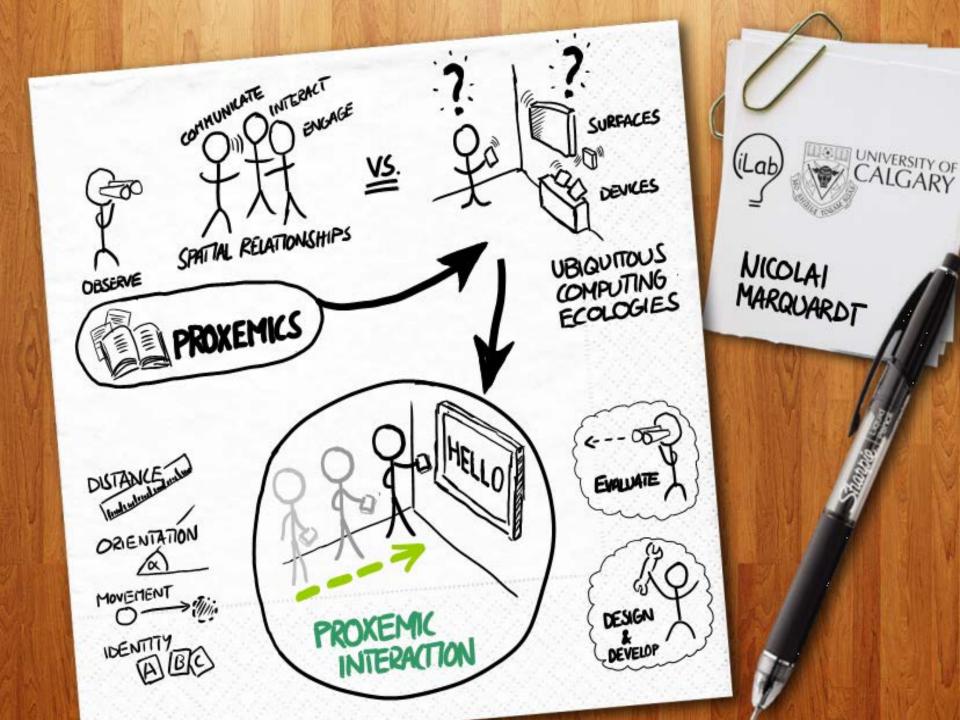
Computer Telephone

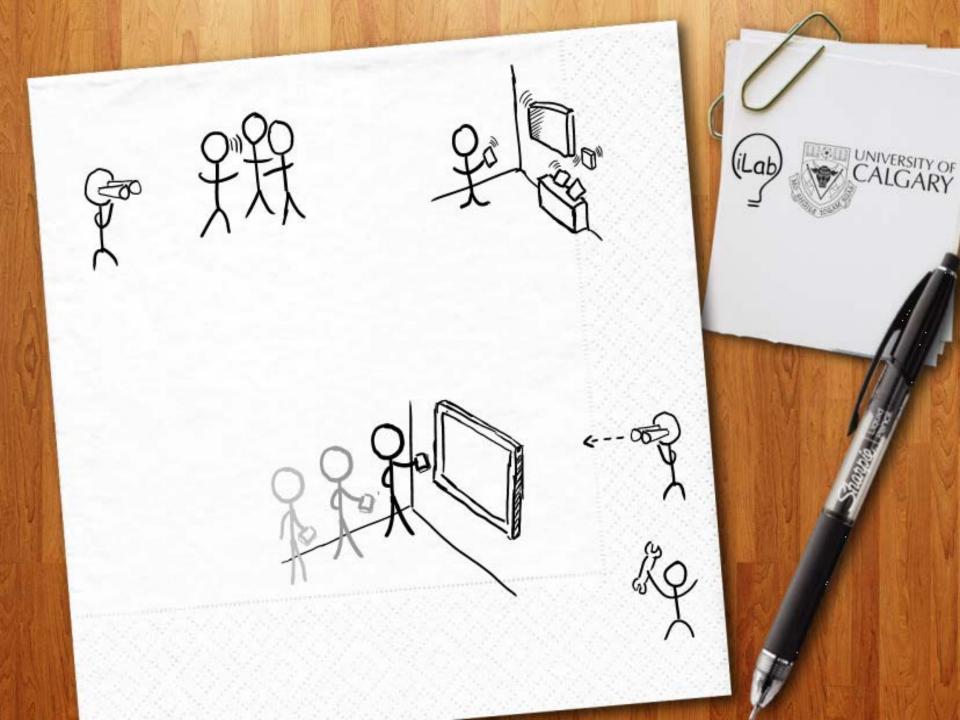
Last Name:
First Name:
Phone:

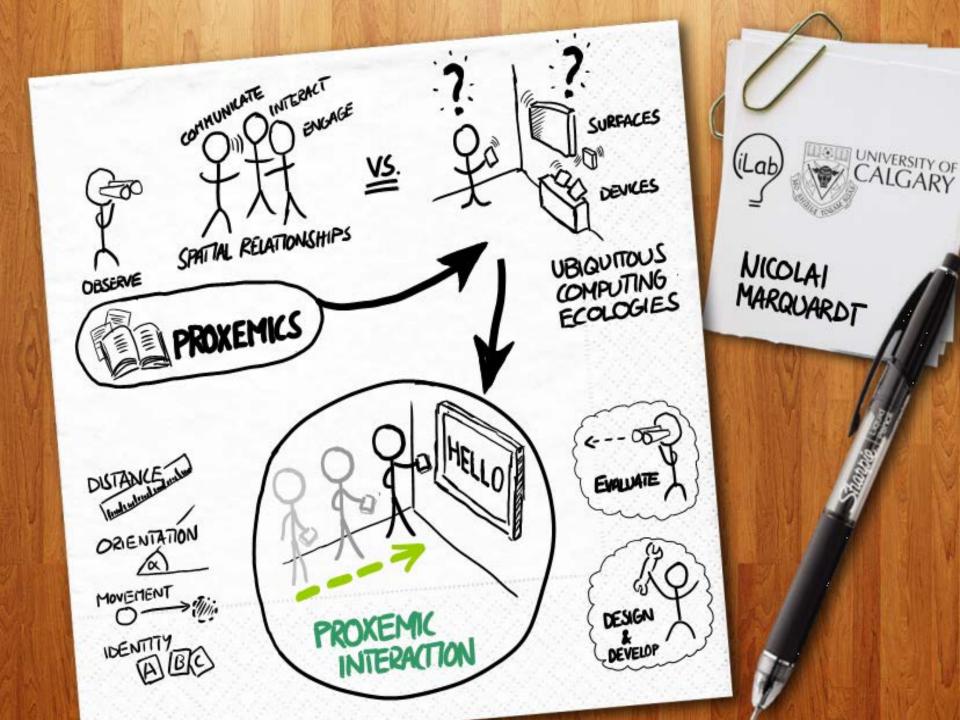
CALL

HELP







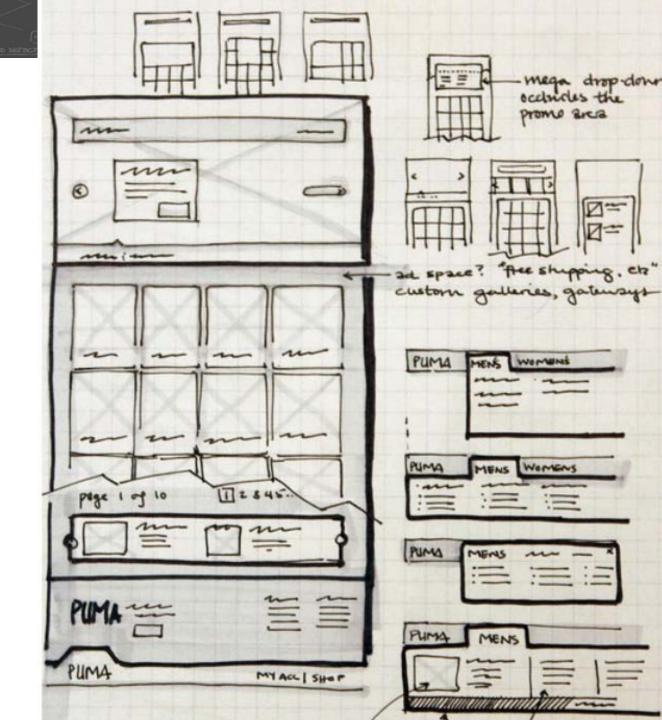




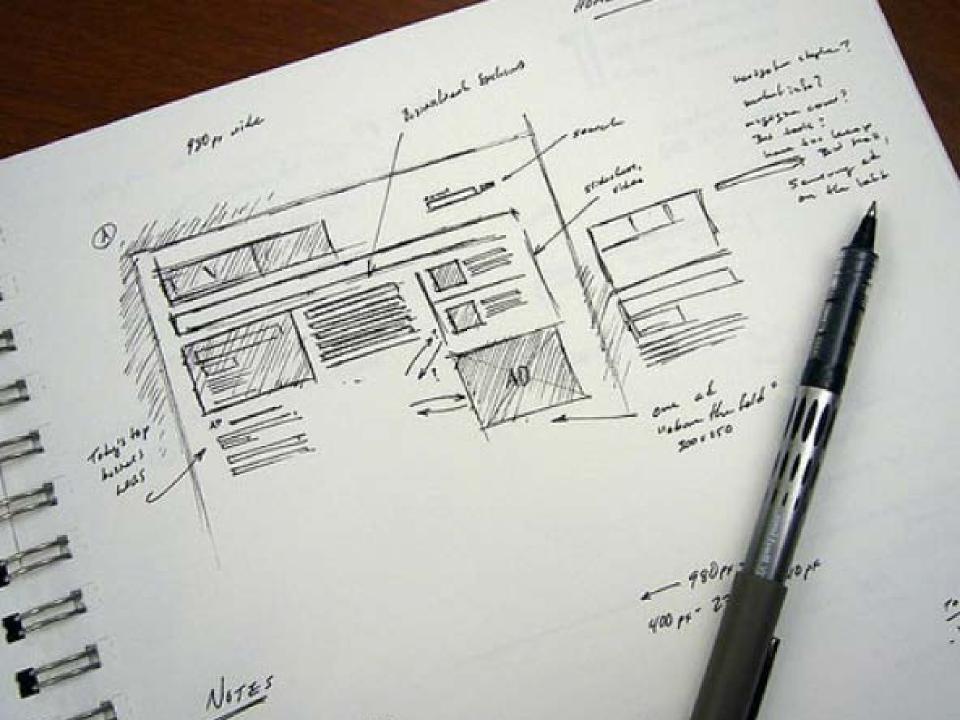


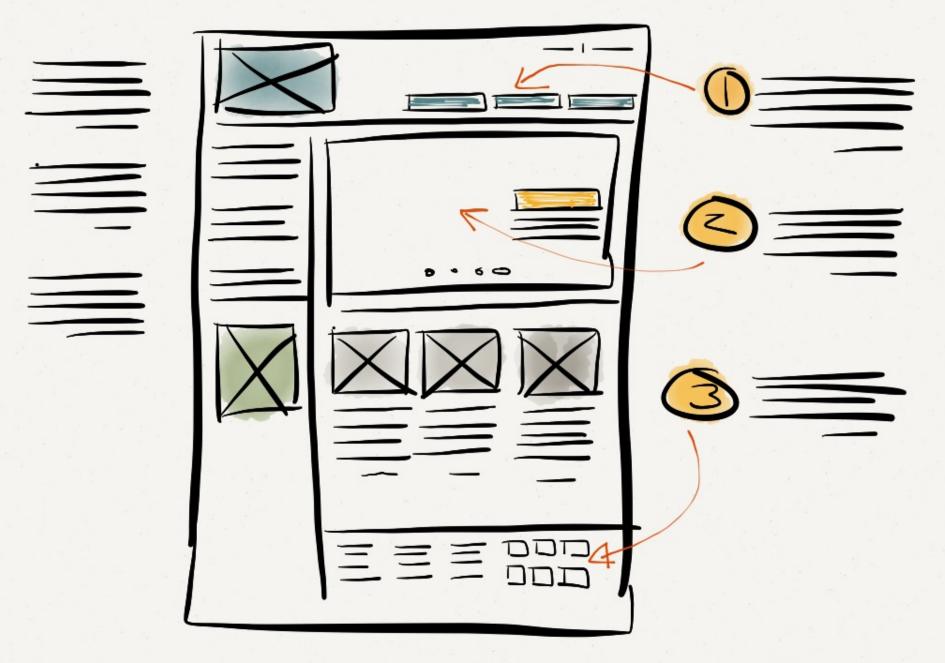
Sketching Technique: Wireframes

Sketching Technique: Wireframes



·W4176 COMM LOSIX TOUR 1000 · CLEHN , WAE OR FIRED Hon 2 more IN ASAADE ul peupluen COMMLOGIX SUBINT the same I would be some I would be the same of the sa ummmmmmmmm Schoole Anterior - HOME margagagagagagaga & ARUT MINI - SOLUTIONS - MUDULES Actions - REGUEST IMFO college partition. W/TEASER - CUST SERV. Course Sturm Barren - HOW IT WORKS INFOFOR EACH 4 - KEN CUMP Michelle ! PRIDUUT 8-FAR 9-CONGET FOOTER W/ ADD'L INFO EXPANUS TO FUL MAD TH AF WILLDAM FIXED + ENCLUSED SANTAN Property DE310H COMMILDER 3 TABBEO TASLICE 2007-1203-1203-0-1 Miles Adda And Bart William





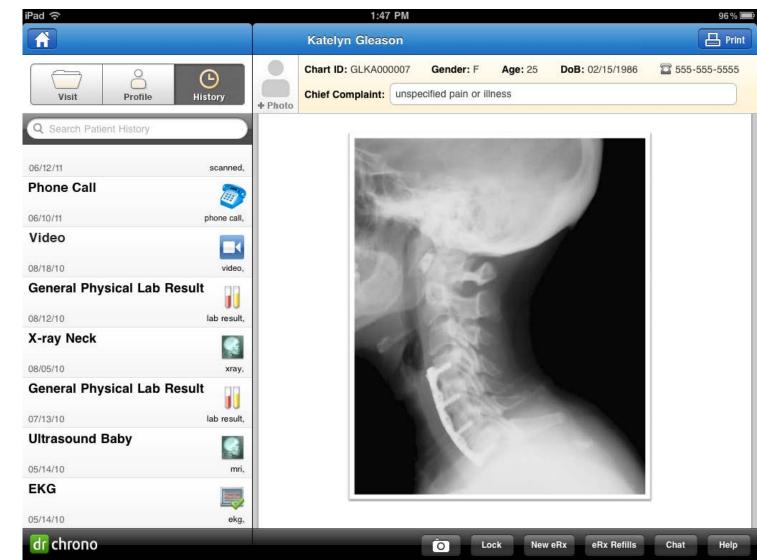
Hands-on Sketching: Wireframes (page 5)



Task: Sketch the essential elements of the following interface



Task: Sketch the essential elements of the following interface





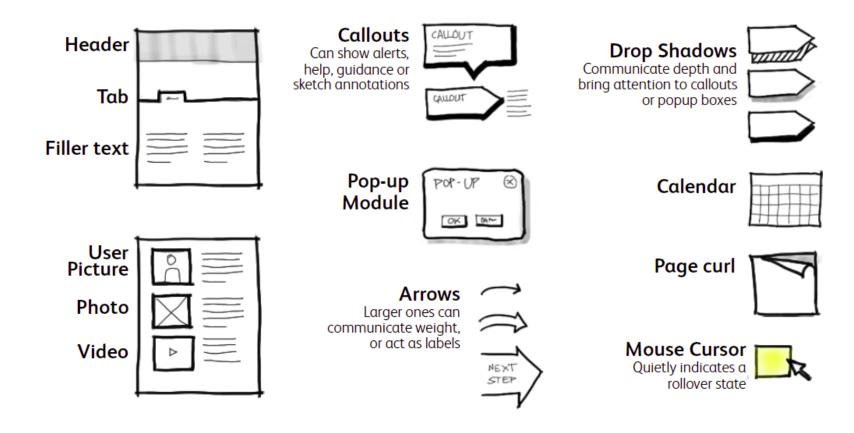
Task: Sketch the essential elements of the following interface

... and now sketch variation of this interface.



Wireframe sketches: Elements

Side-scrolling Module



Source: Leah Buley

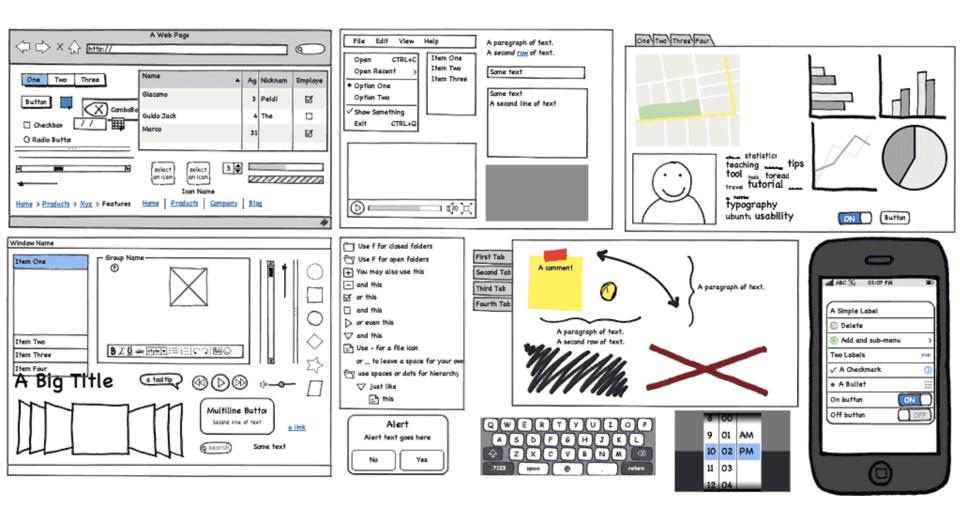


Shortcuts: Paper Prototypes with Office Supplies





Wireframing software (e.g., Balsamiq)



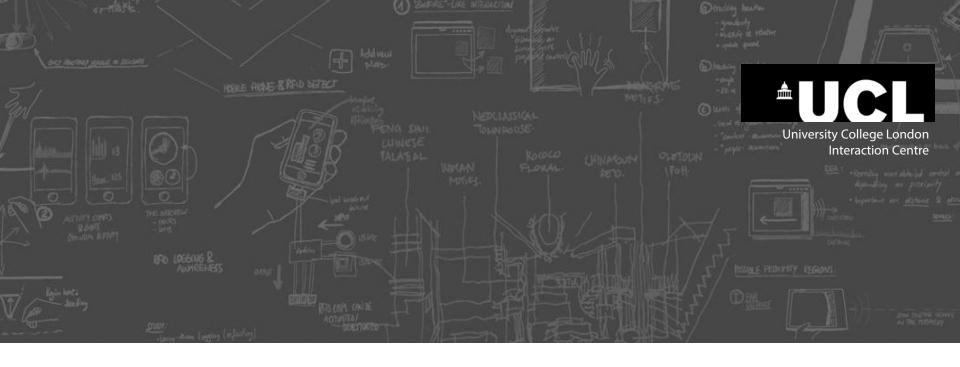


Characteristics of Sketches vs. Prototypes



Characteristics of Sketches vs. Prototypes

PROTOTYPE SKETCH · DESCRIBE SUGGEST > REFINE EXPLORE > ANSWER QUESTION PROPOSE RESOLVE PROVOKE SPECIFIC TENTATIVE



Visual Narrative and Storyboards



Single sketch

The interface at a **single moment** in time





Single sketch

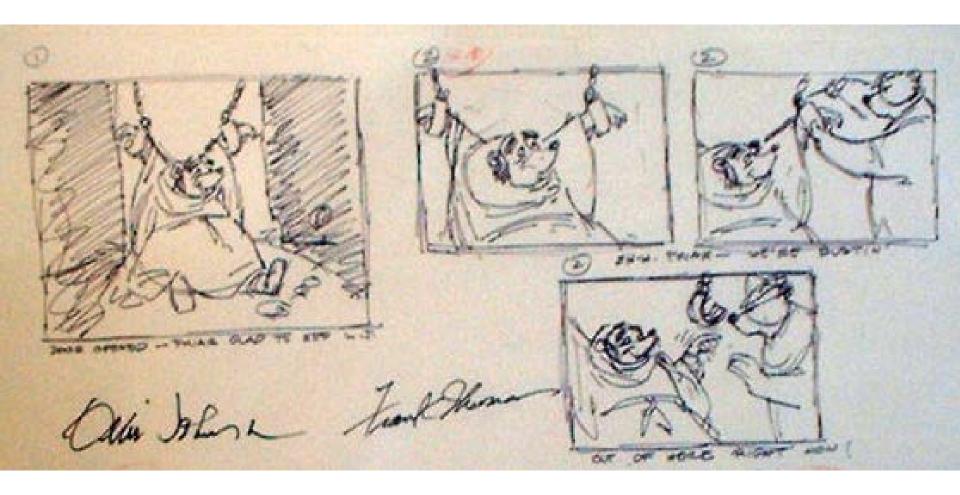
- captures user interface, but not user behaviour
- excludes dynamics of interaction over time
 - user actions
 - system responses
 - context

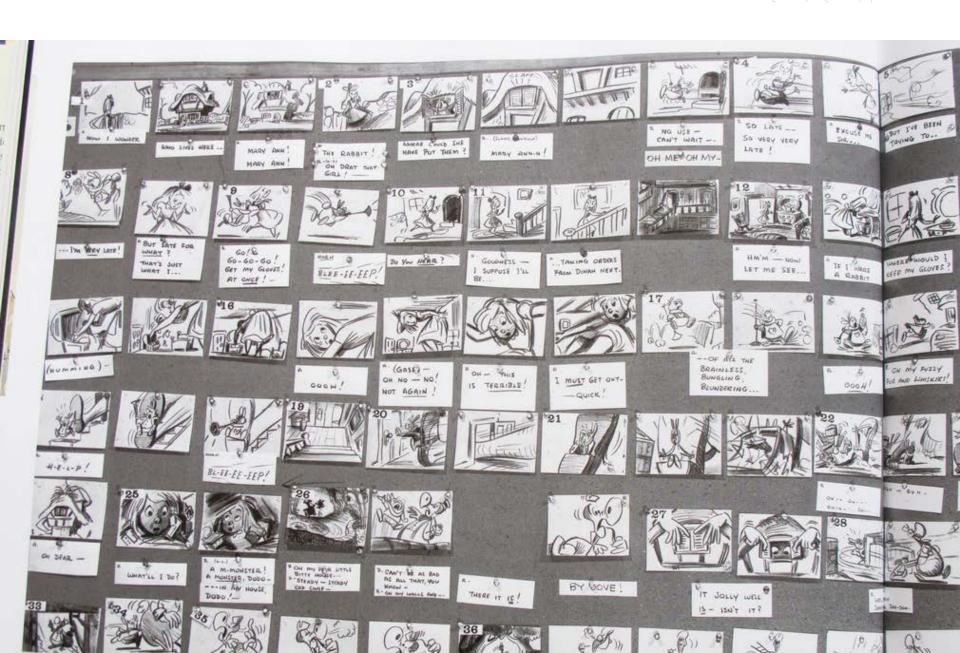






Storyboards: A Long Tradition in Animation



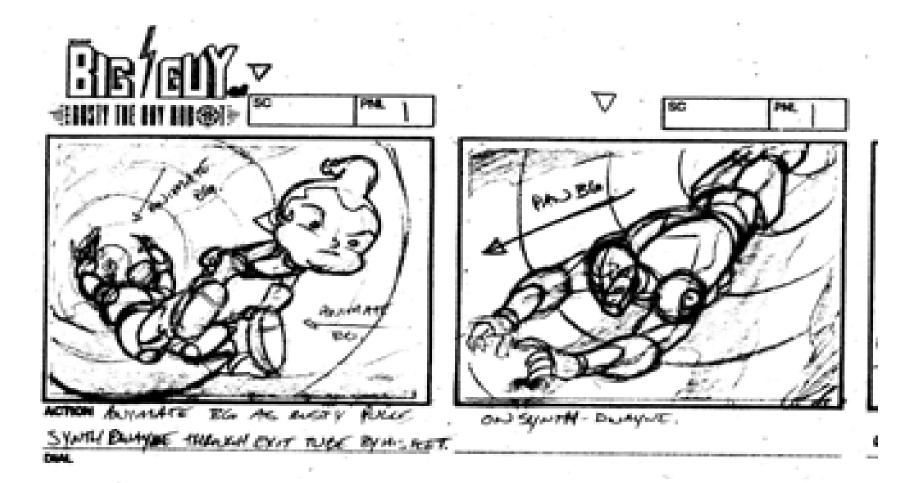




Key Elements: Annotations



Key Elements: Annotations



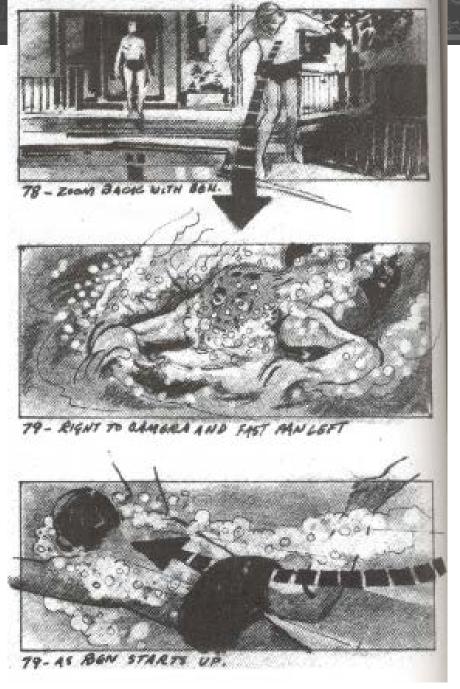


Key Elements: Annotated Actions





Key Elements: Transitions



Bill Buxton Sketching User Experiences, Morgan Kaufman Figure 4



Creating Storyboards

Step-by-Step

The goal



1. Person passing by an advertisement board



2. Notices one amountment and is inknowed in more information





3. Taking a photo of a barrade 4. The mobile phone doublands on the poster.

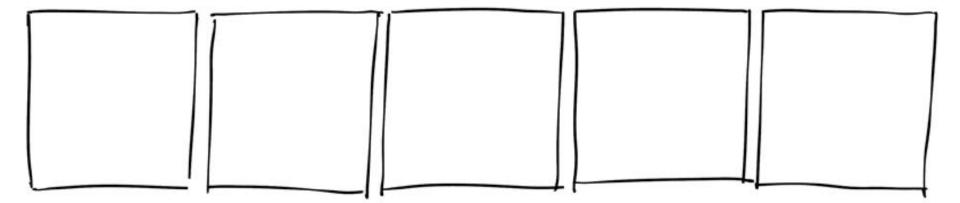
On the poster.

The mobile phone doublands detailed information about the new product.

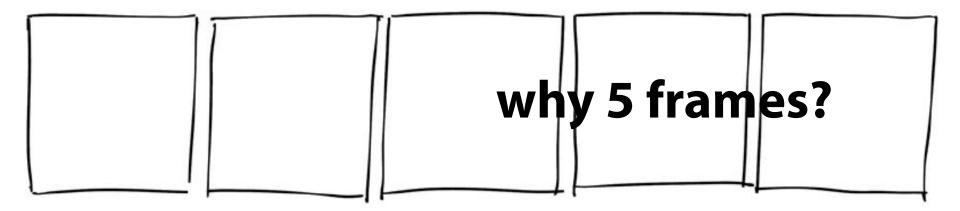


5. The person puts away the phane and turns around.

Begin with 5 empty frames

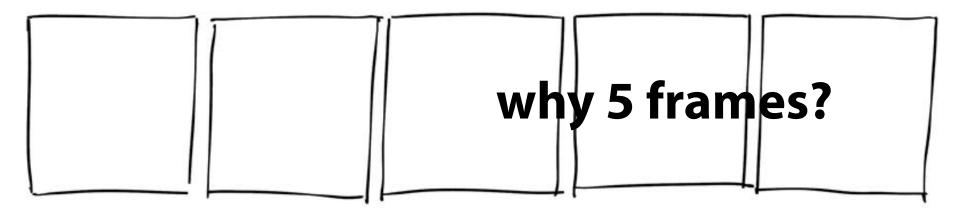


Begin with 5 empty frames





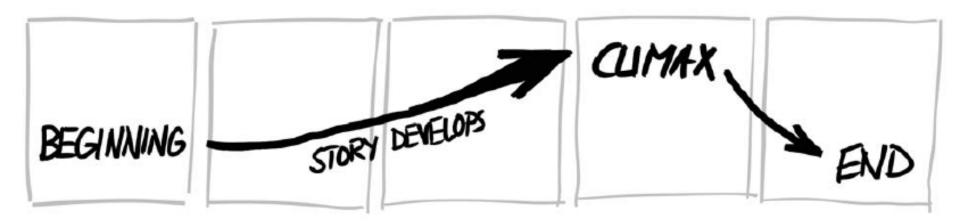
Begin with 5 empty frames



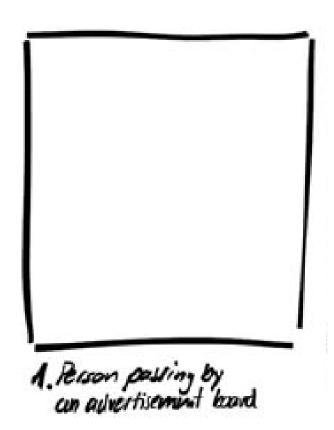
- range between 3 and 7
- if more: try to split it up



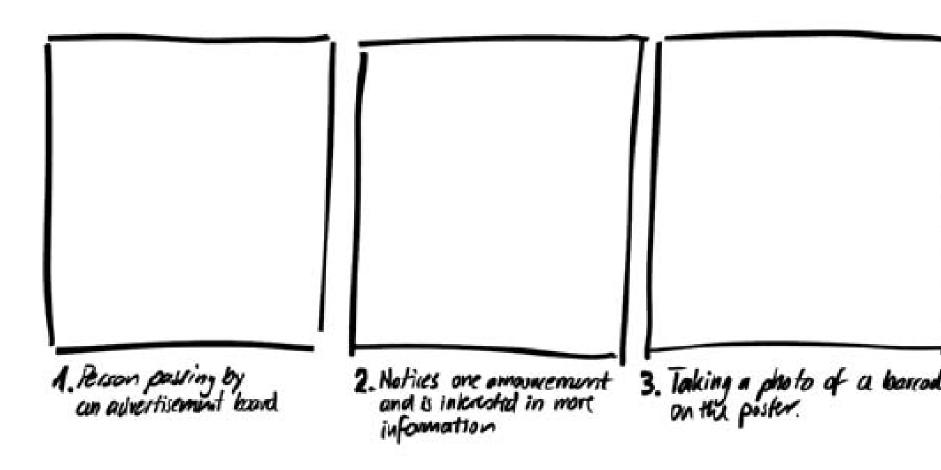
Develop a story



Write script: 1 sentence per frame



Write script: 1 sentence per frame





Sketch the individual frames



1. Person passing by an advertisement board



Sketch the individual frames

Remember: use sketching vocabulary and other sketching techniques we learned earlier



1. Person passing by an advertisement board

2 A A A A A A A





Select appropriate camera shots

(learning from film making)



Select appropriate camera shots

(learning from film making)



Extreme long shot (wide shot)
A view showing details of

the setting, location, etc.



Long shotShowing the full height of a person.



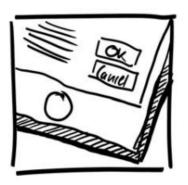
Medium shotShows a person's head and shoulders.



Over-the-shoulder shot Looking over the shoulder of a person.



Point of view shot (POV)
Seeing everything that a person sees themselves.



Close-up such as showing details of a user interface a device the person is holding.



Extreme long shot (wide shot)

A view showing details of the setting, location, etc.



Long shot
Showing the full height of a person.



Medium shot Shows a person's head and shoulders.

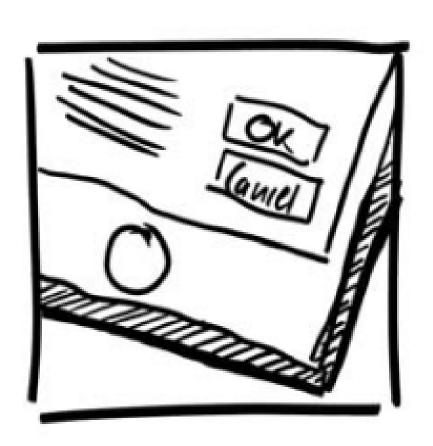


Over-the-shoulder shot Looking over the shoulder of a person.



Point of view shot (POV)

Seeing everything that a person sees themselves.



Close-up

such as showing details of a user interface a device the person is holding.

Select appropriate camera shots



Extreme long shot (wide shot)
A view showing details of

the setting, location, etc.



Long shotShowing the full height of a person.



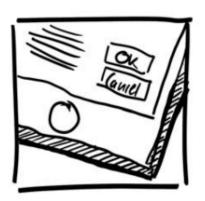
Medium shot Shows a person's head and shoulders.



Over-the-shoulder shot Looking over the shoulder of a person.



Point of view shot (POV)
Seeing everything that a person sees themselves.



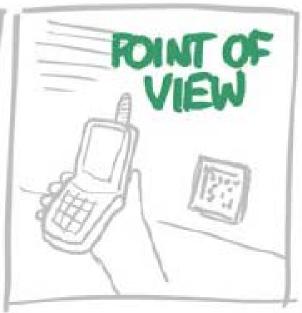
Close-up such as showing details of a user interface a device the person is holding.



Select appropriate camera shots (learn from film making)









Key Decisions

- Should I show the user in the scene?
- What key frames should I use to create the sequence?
 - capture the essence of the story
 - people can 'fill in' the rest
- What key transitions should I show?
 - actions to get from one frame to the next?



Key Decisions

How explicit do you need to be?

Depends on what you are trying to explain

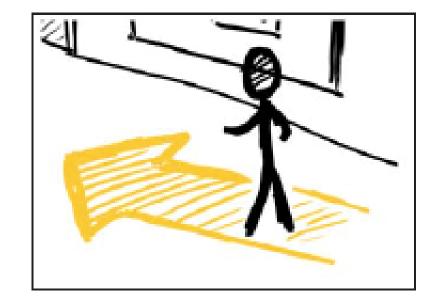
are the missing parts important?

Depends on the audience

can your audience fill in the missing bits?



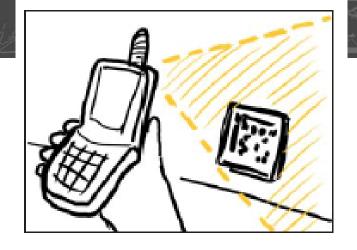
Emphasize actions and motions





Add annotations

to emphasize people's actions or thoughts, or changes happening in a device's user interface







The final storyboard



1. Person passing by an advertisement board



2. Notices one amountment and is inknowed in more information



3. Taking a photo of a barrode on the poster.



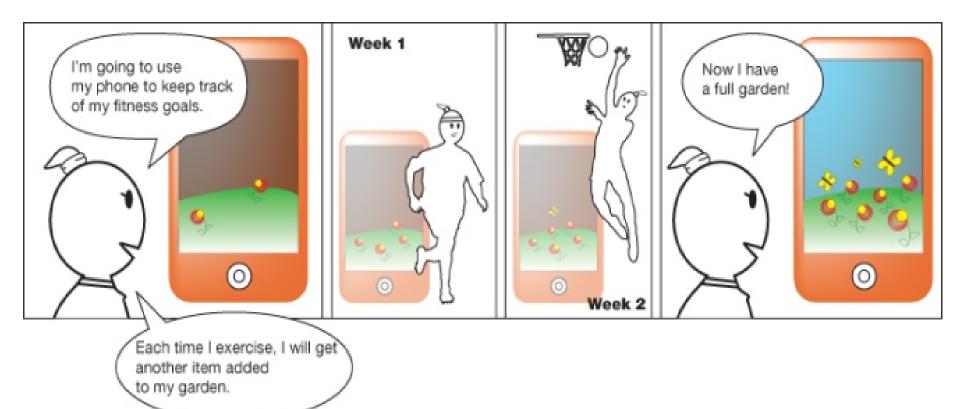
4. The mobile phone dounlands detailed suformation about the new product.



5. The person puts away the phane and turns around.



Another storyboard example





Case study (Kevin Cheng):

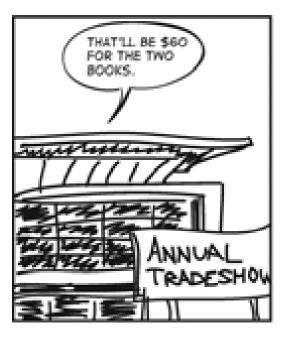
The Square



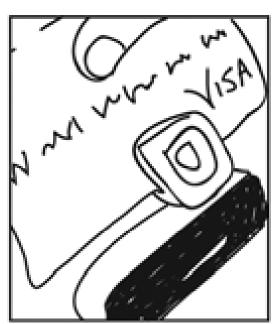


Case study (Kevin Cheng):

The Square







Hands-on Sketching: Storyboards (page 7)



Other methods for creating storyboards



Photo-based storyboards:

Take 5 photos of key moments





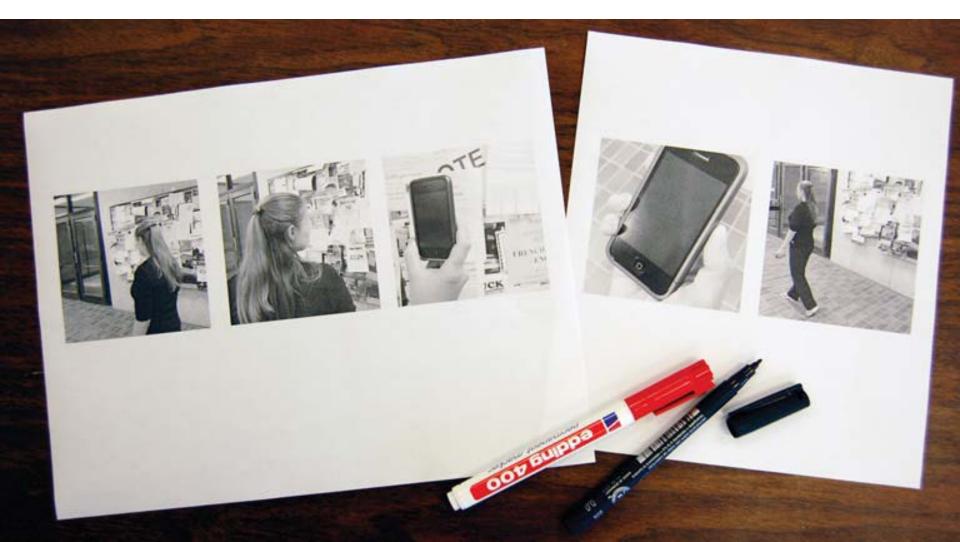






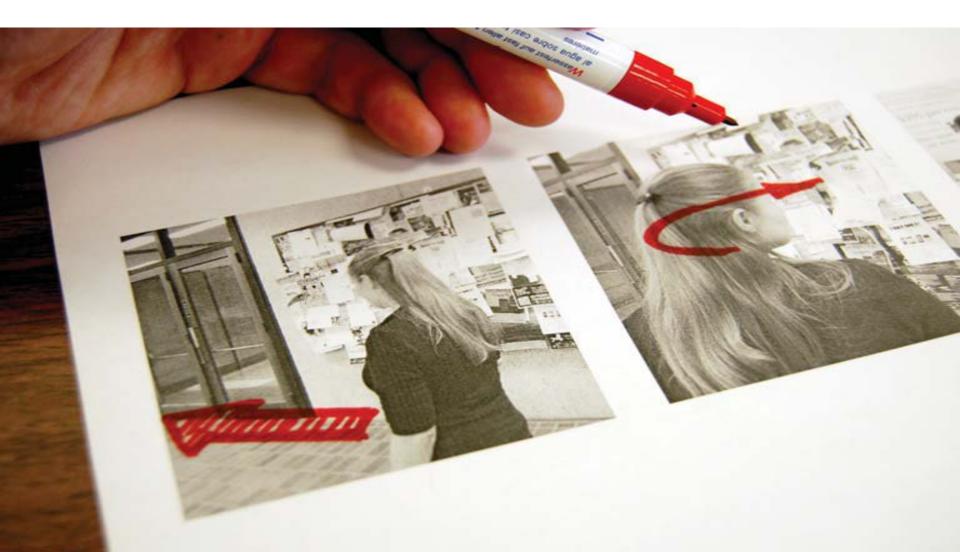


Print out (50% transparency)



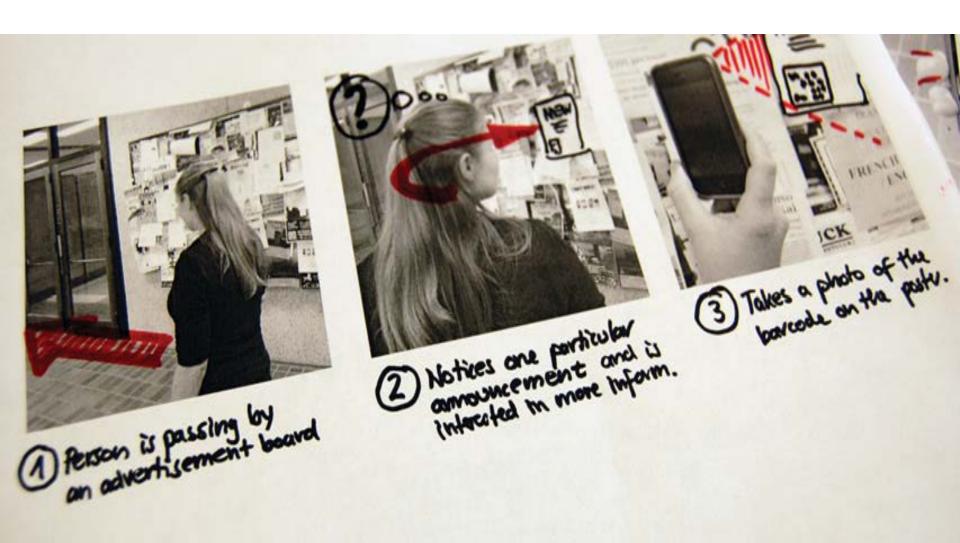


Add annotations



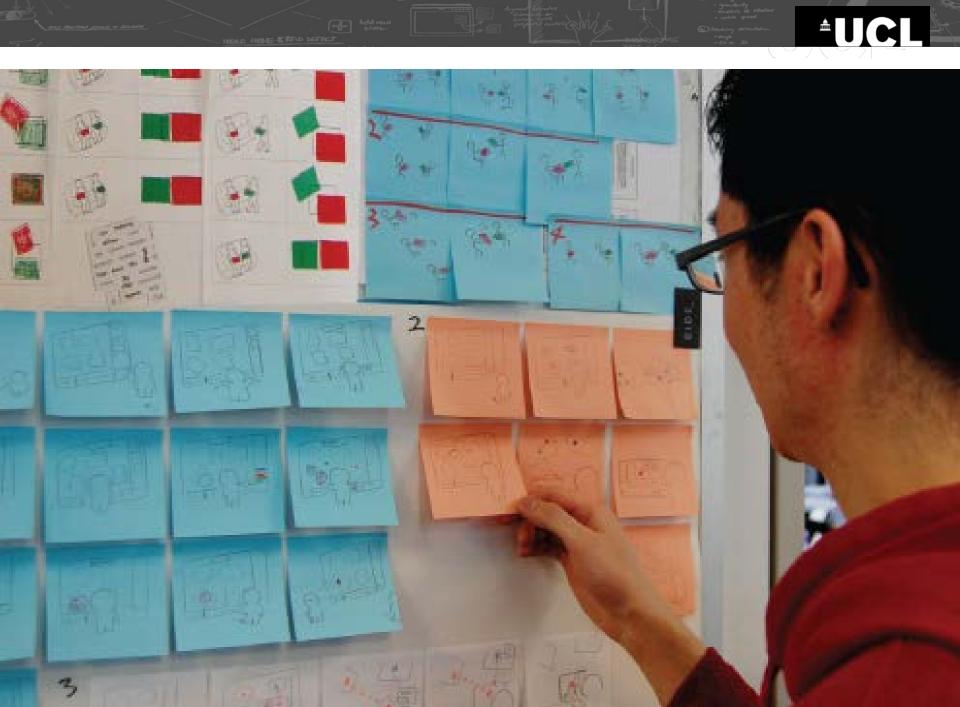


Add storyline and comments



Result



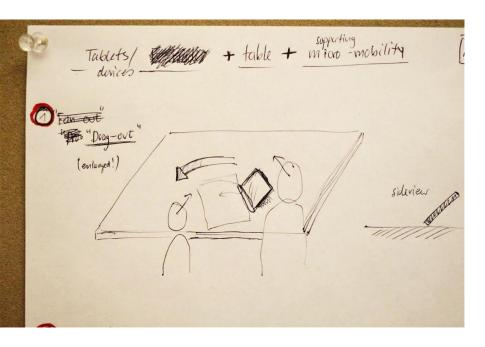


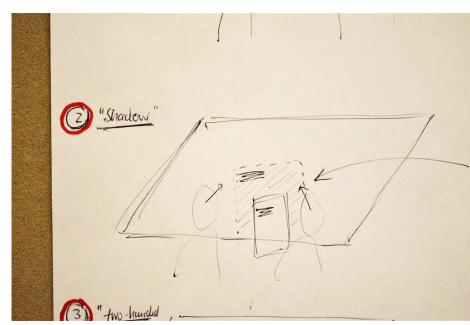


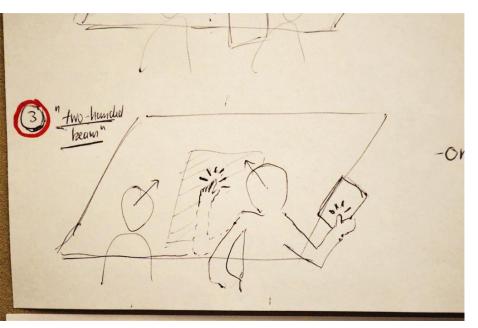
Case Study:

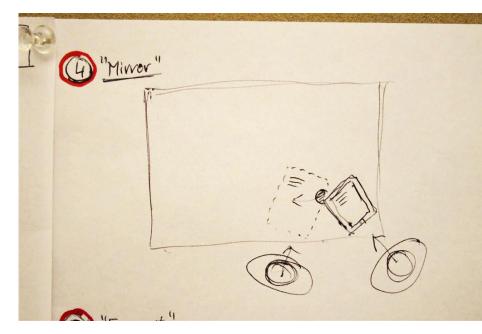
Microsoft Research Cross-Device Interactions

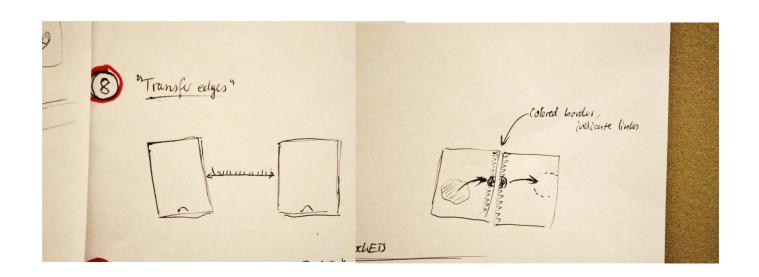


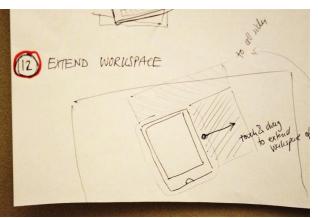


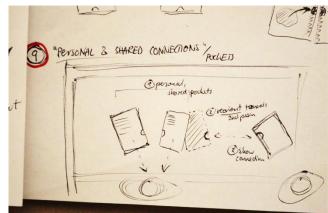


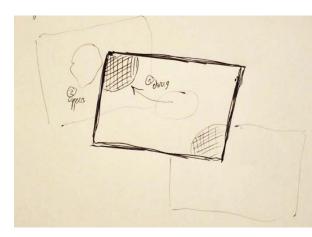


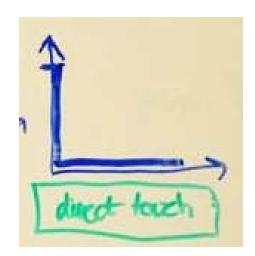


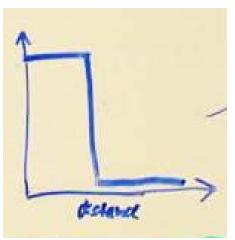


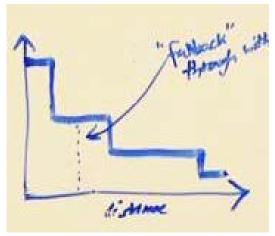


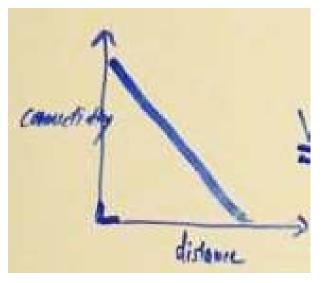


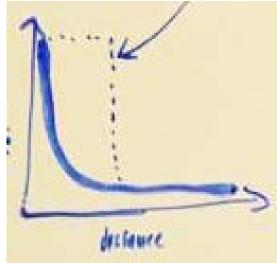


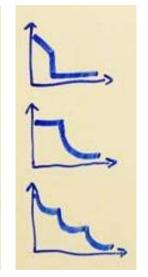


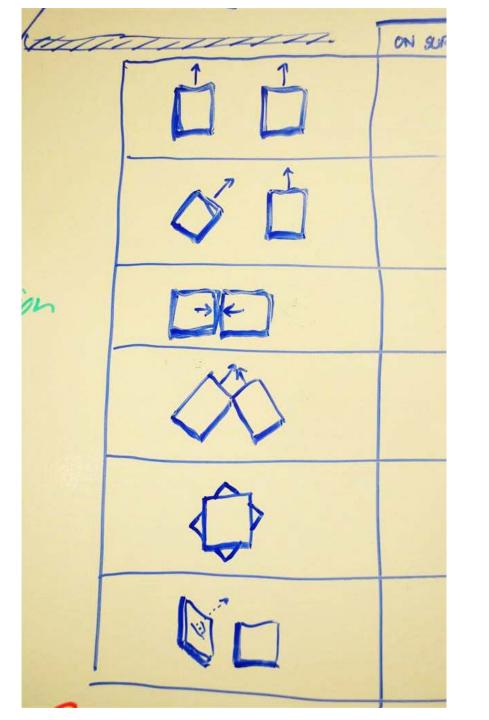








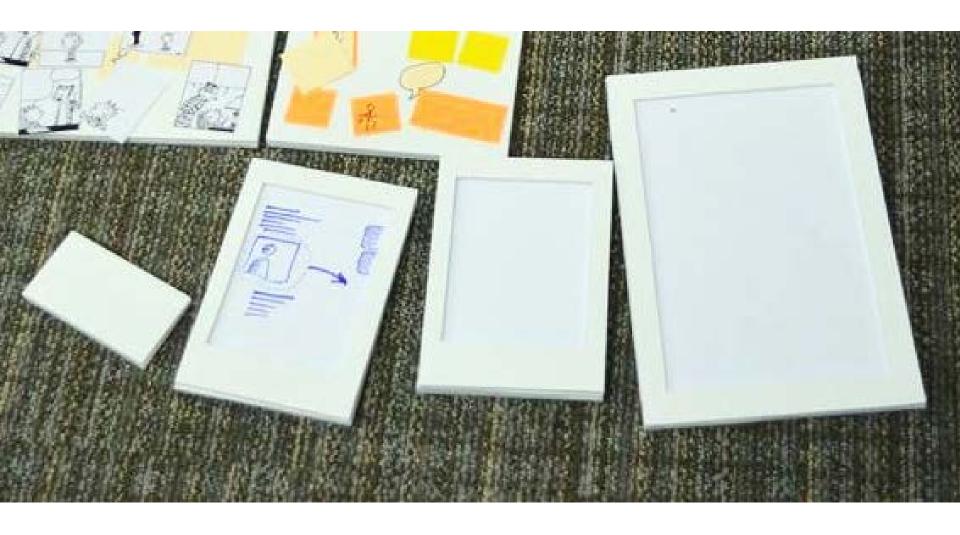








Exploratory study: 10 participants



Foam-core mockups of devices

Tasks

Tasks



collaborative

Tasks



collaborative



competitive

Tasks



collaborative



competitive





individual

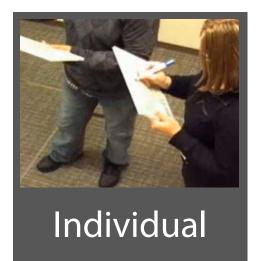


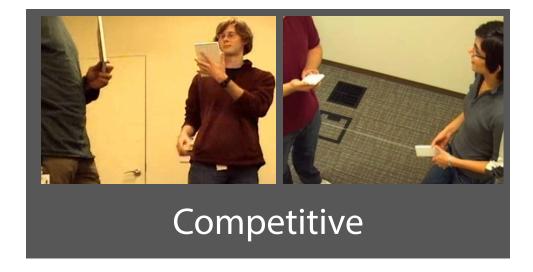




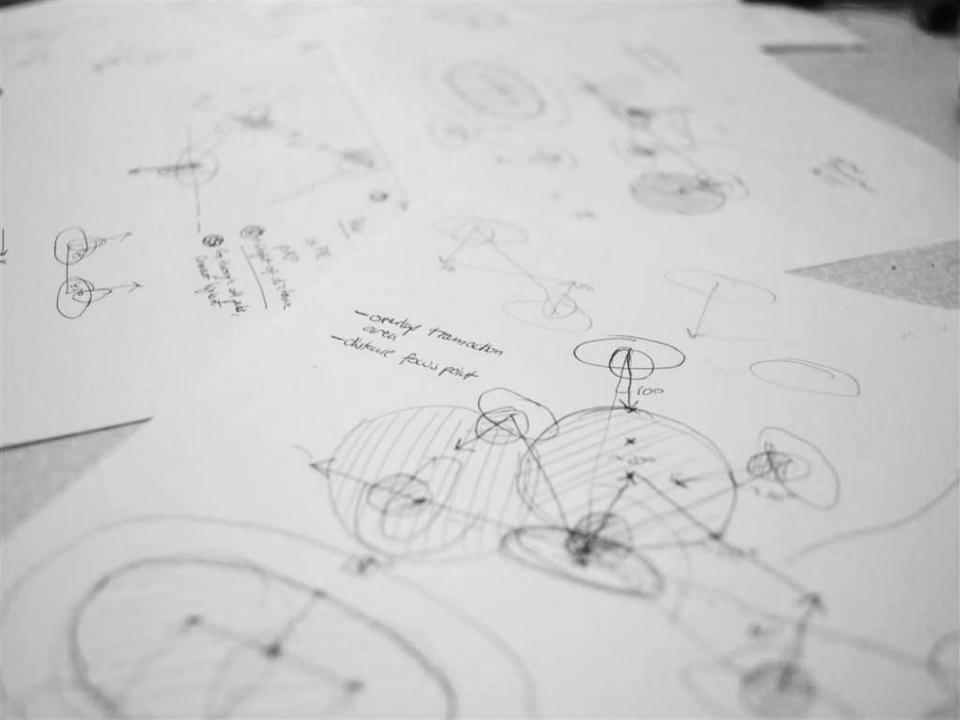


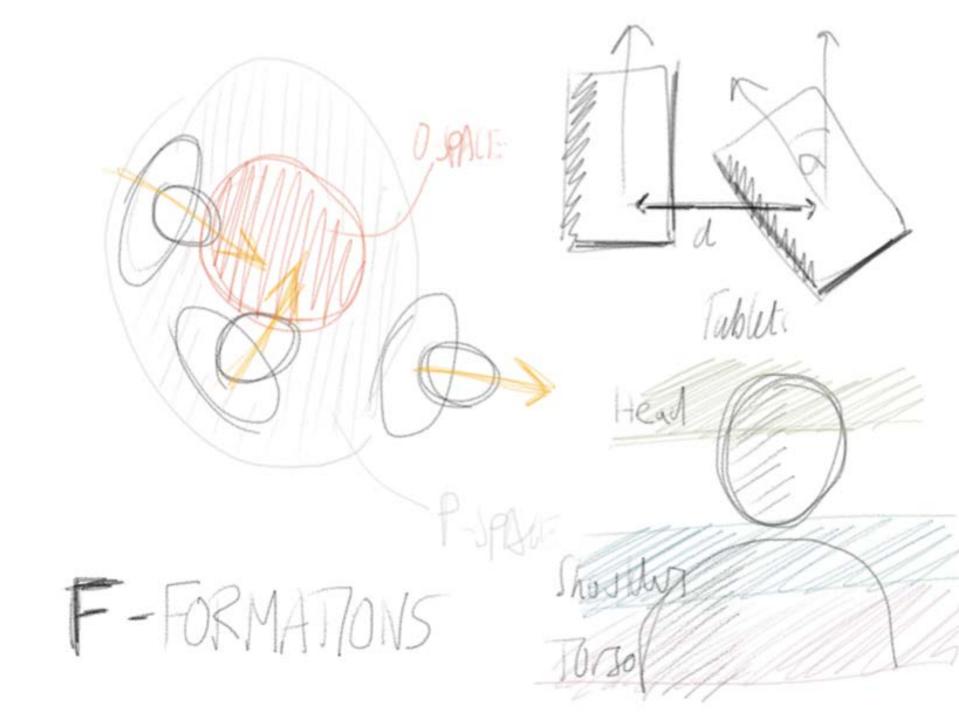
Collaborative



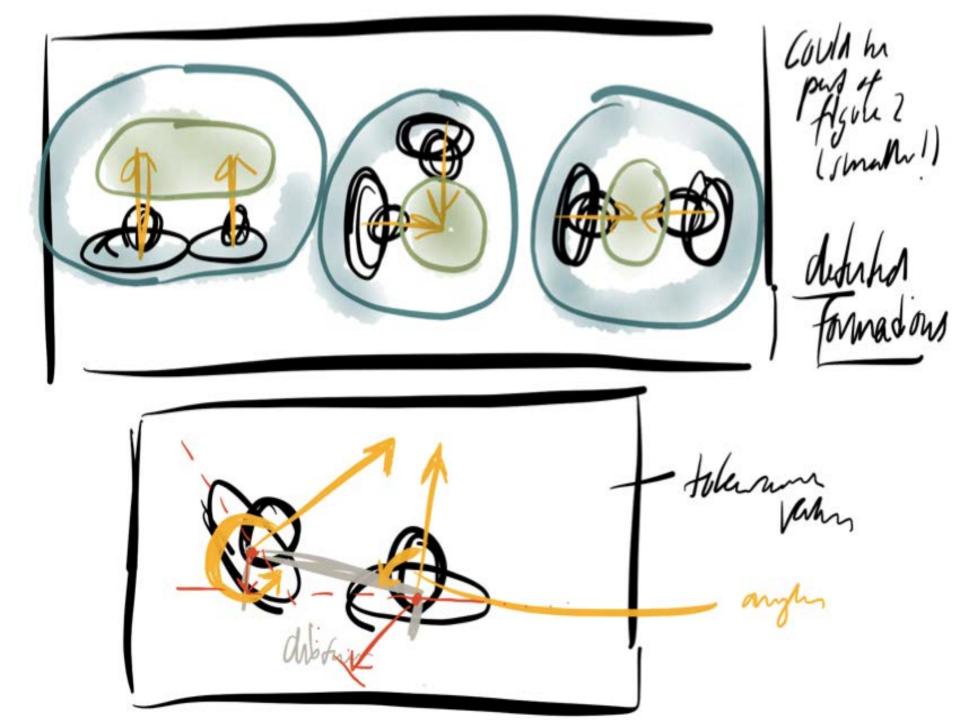


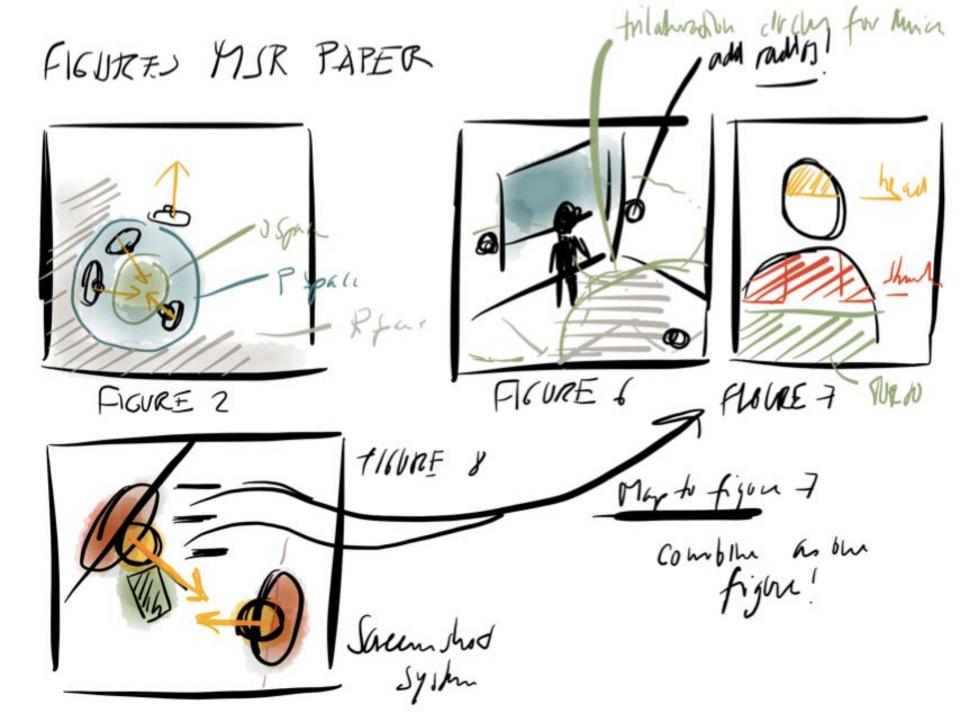


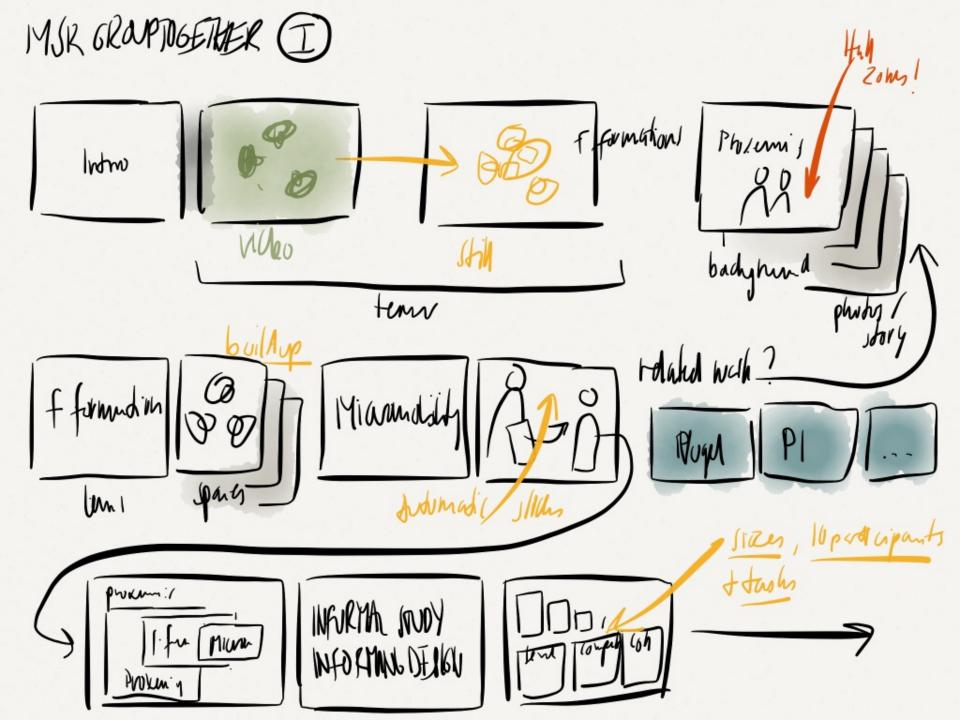


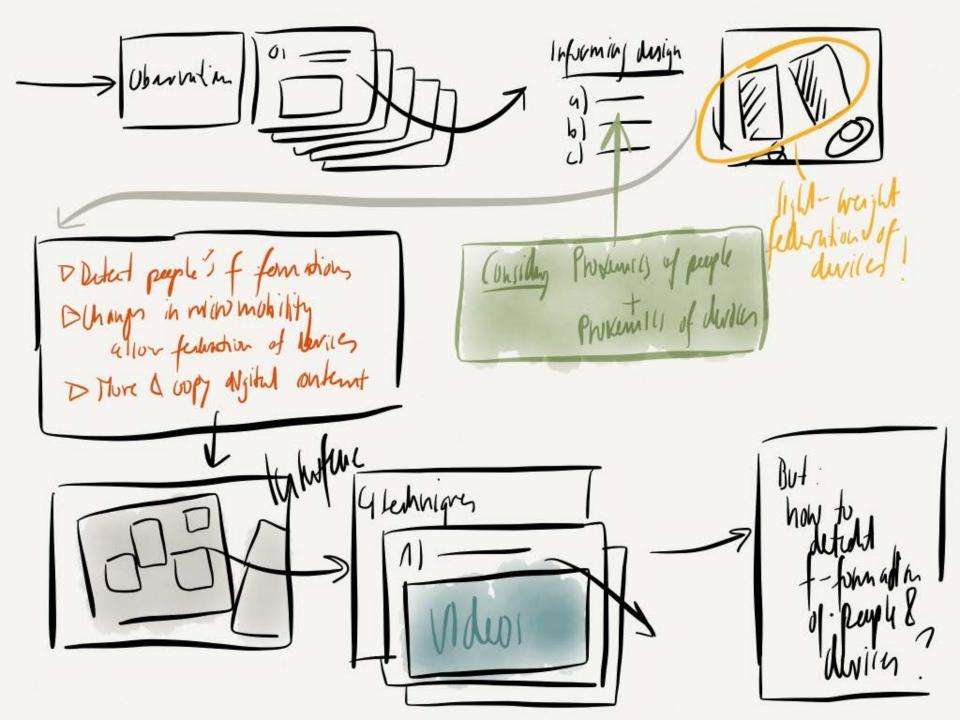


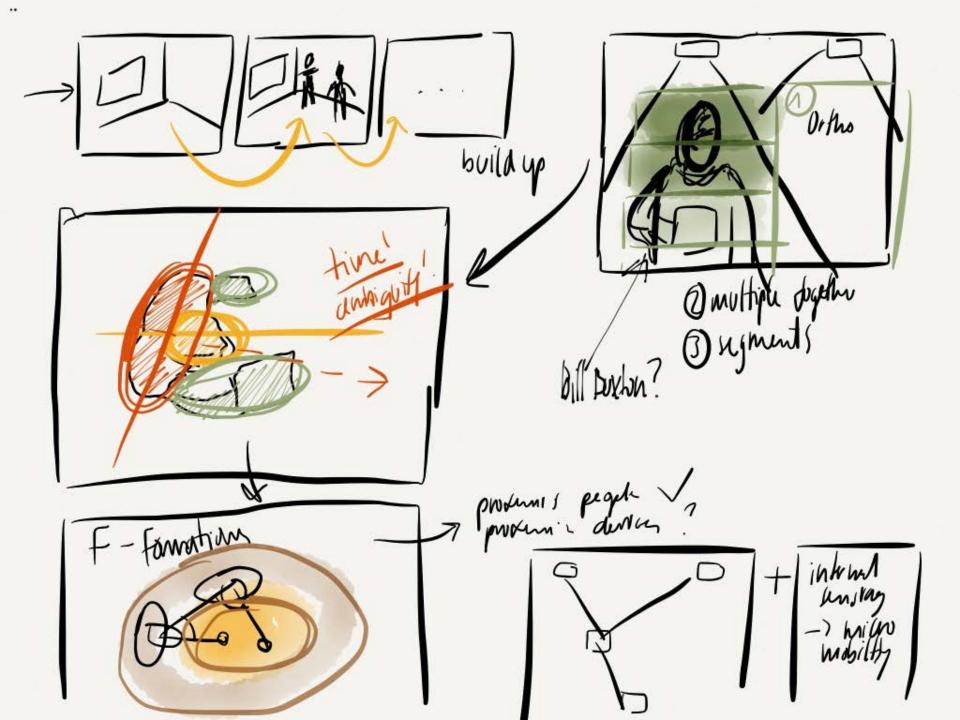
TOP 64 deket top of head 20, Culting plane read Segment D cutting plane Segment (2)

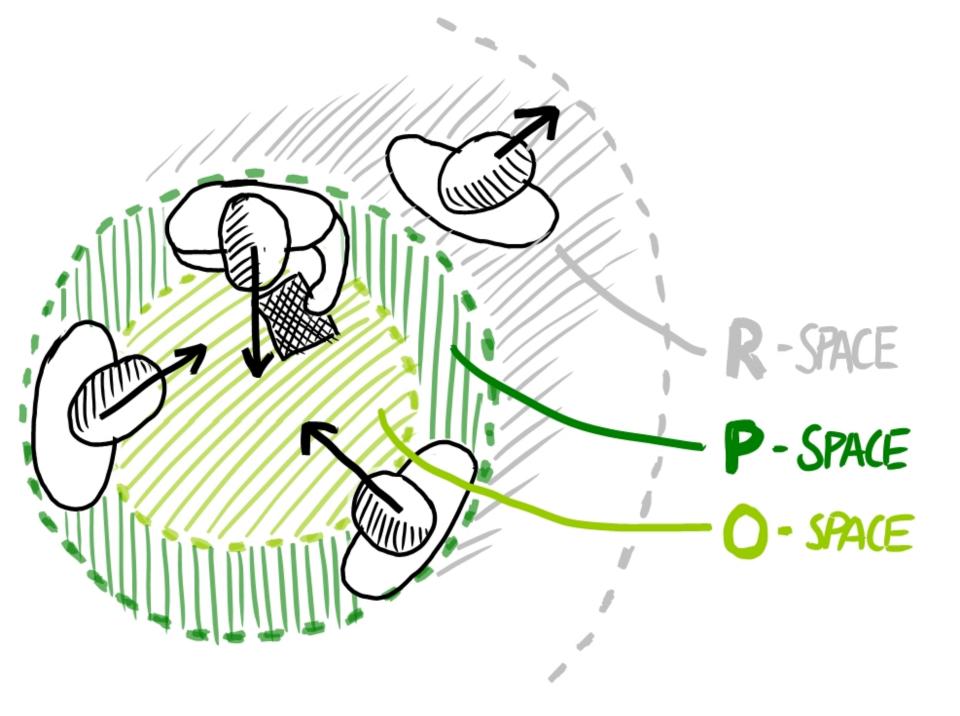




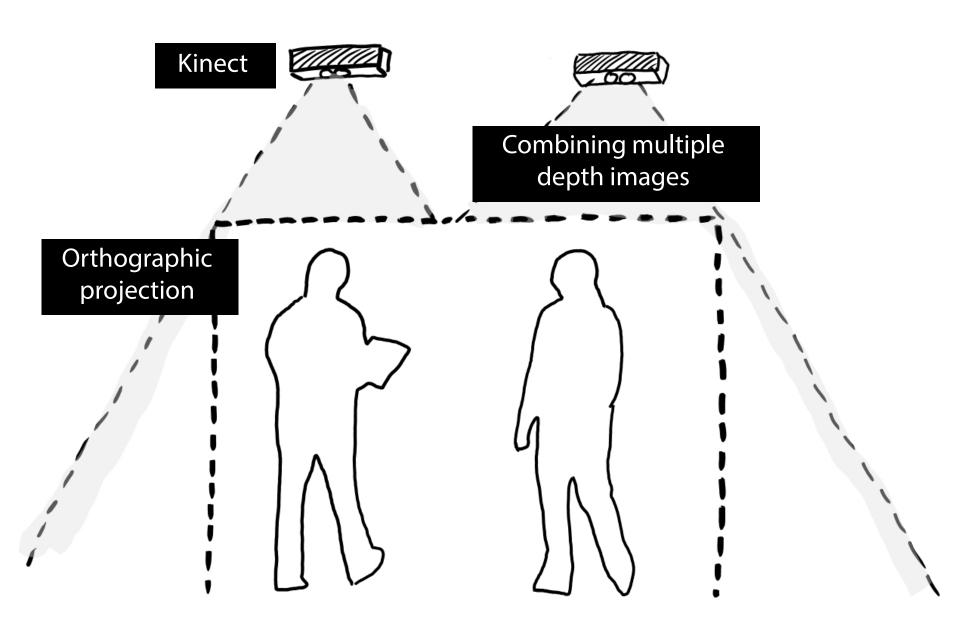




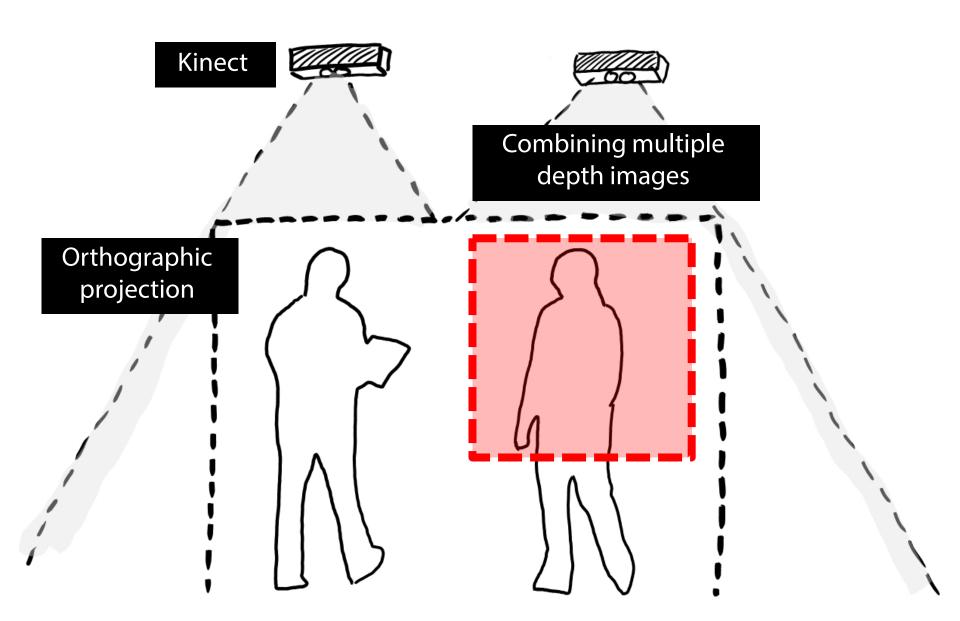




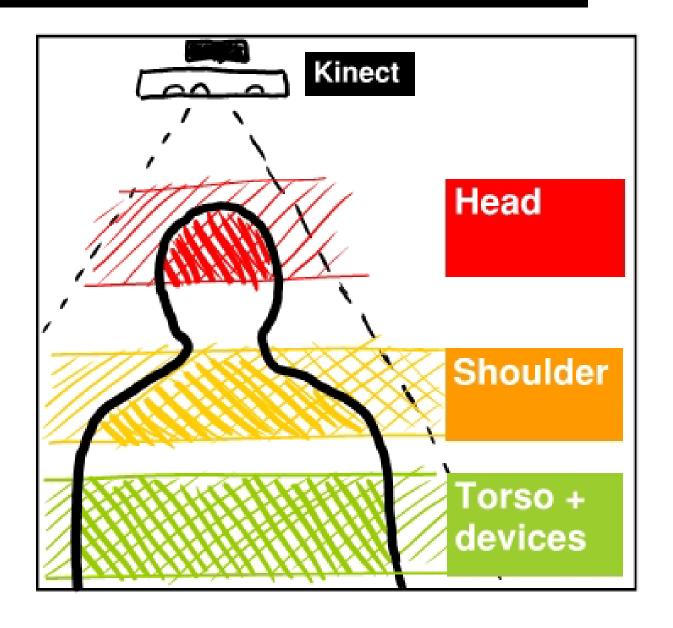
Tracking people's position

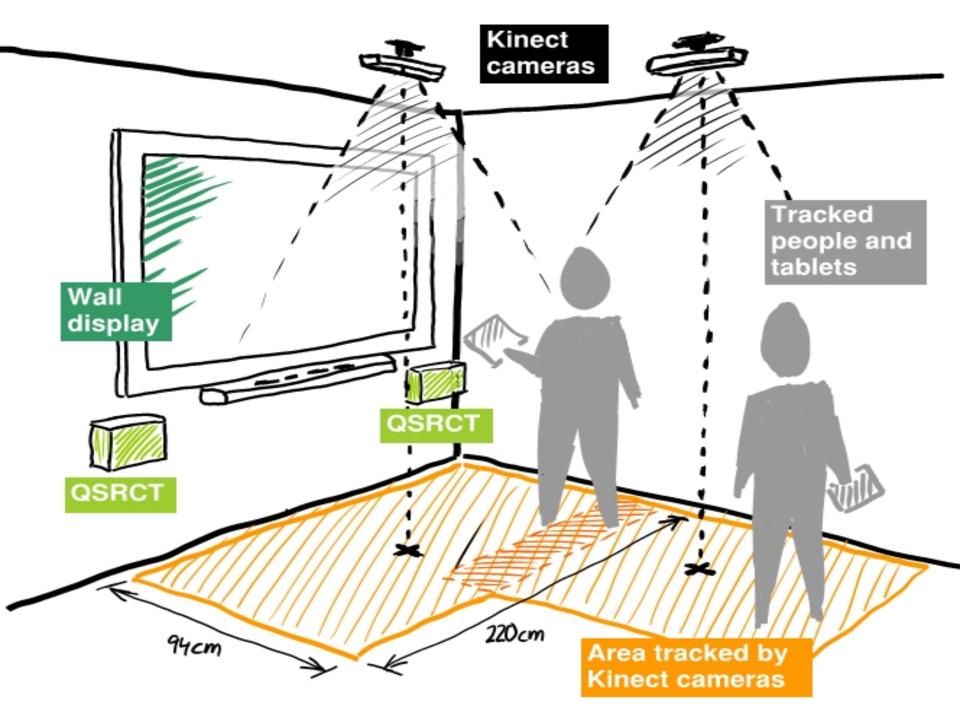


Tracking people's position



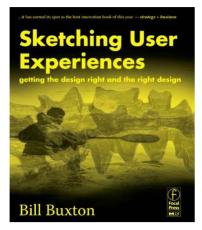
Tracking people's position

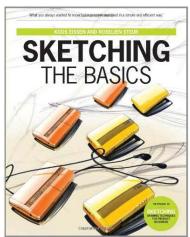


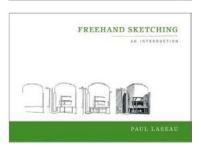




Learning more...

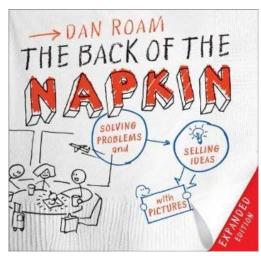


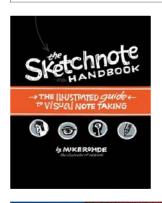




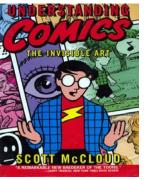


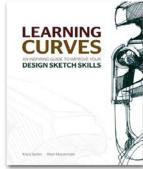


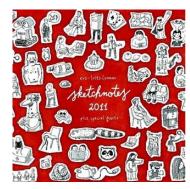


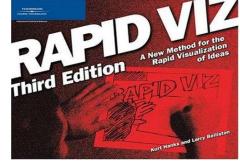


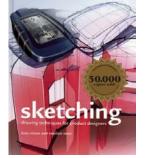
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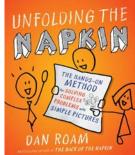






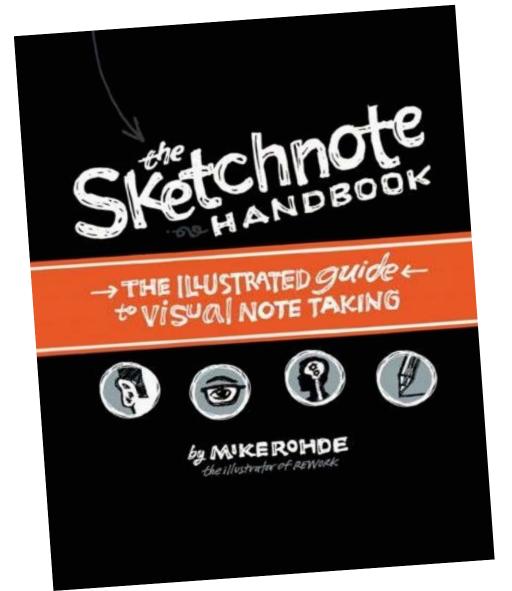






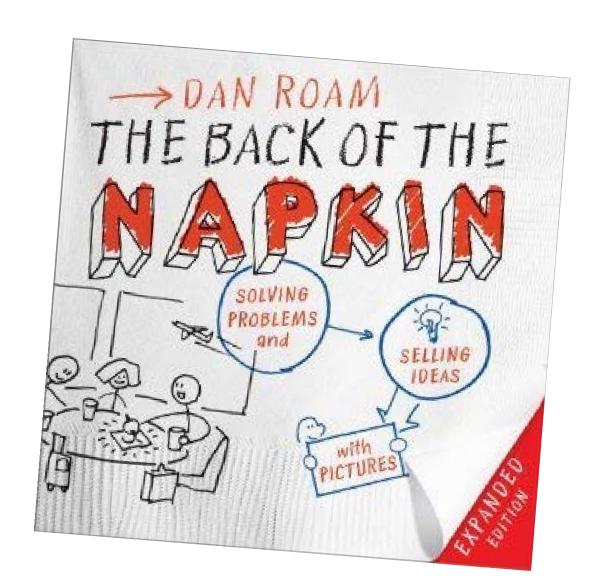


Sketching as everyday habit



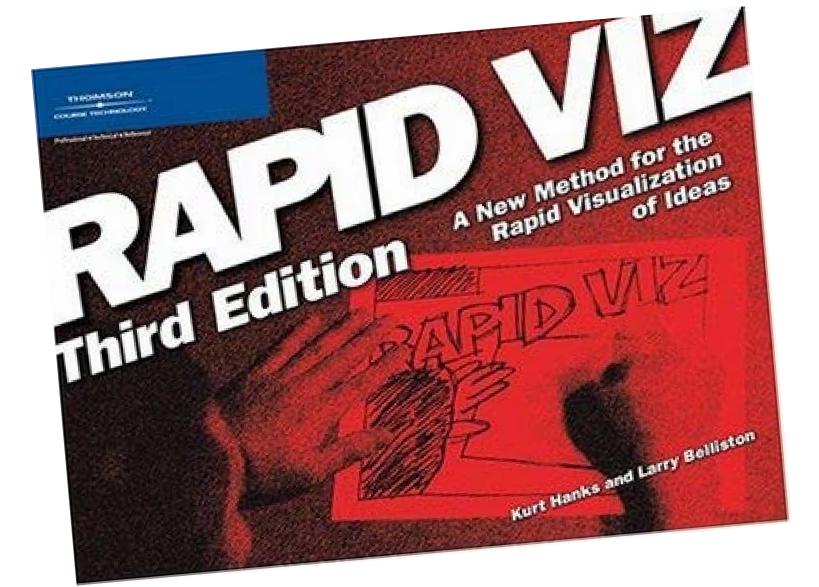


Problem solving with simple sketches



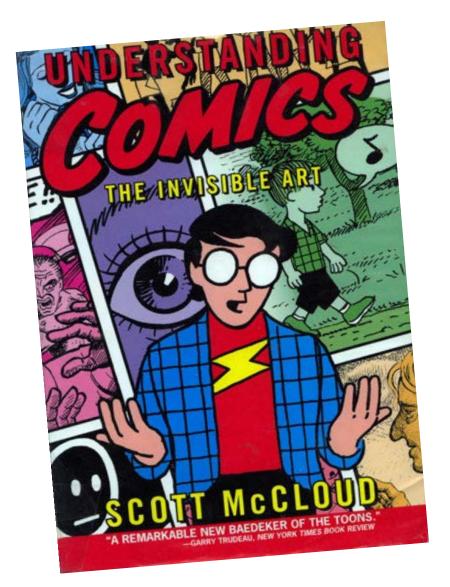


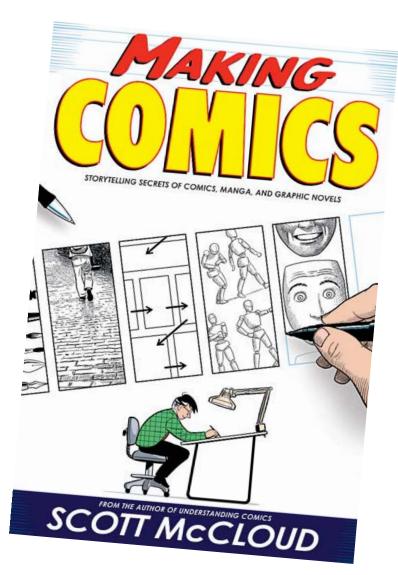
Sketching ideas





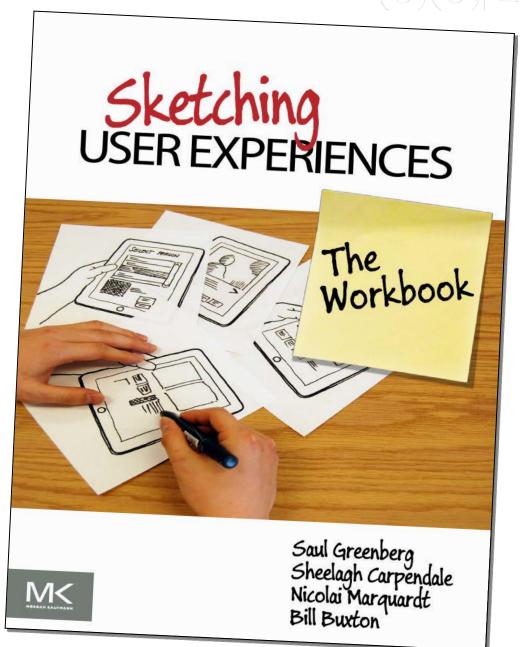
Visual storytelling







Sketching user experiences





Sketching workbook website: http://saul.cpsc.ucalgary.ca/sketchbook/

References:

- [1] Buxton, W. Sketching User Experiences, Morgan Kaufmann 2007.
- [2] Greenberg, S., Carpendale, S., Marquardt, N., Buxton, B. Sketching User Experiences: The Workbook. Morgan Kaufmann, 2012.
- [3] Stevens, G. UX Lecture Series University of Siegen 2010.
- [4] Snyder, C. Paper Prototyping, Morgan Kaufmann 2003.
- [5] Canemaker, J. Paper Dreams: The Art And Artists Of Disney Storyboards, Disney Editions 1999.



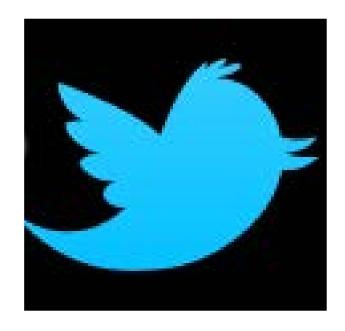
Jack Dorsey | Software Architect

ROUS & READ BOTECT

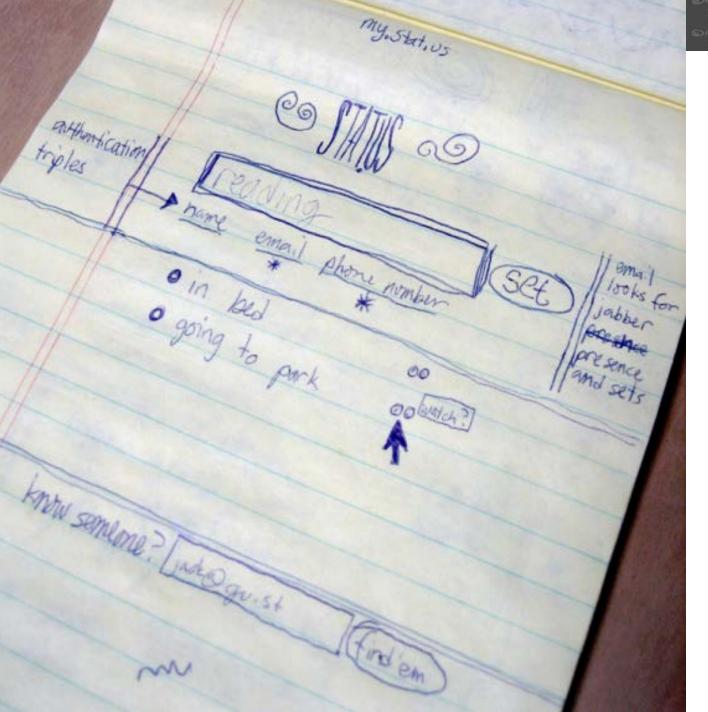






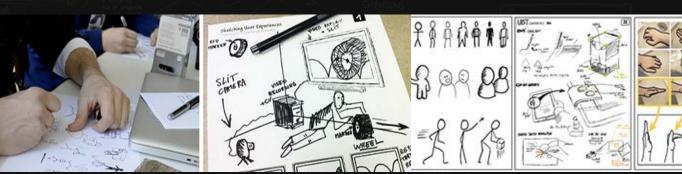






Source: Jack Dorsey http://www.flickr.com/ photos/jackdorsey/ 182613360/











Sketching User ExperiencesThe Workshop

Nicolai Marquardt

Interaction Design Guest Lecture at LMU
University College London
www.nicolaimarquardt.com