

Name:

Chapter 1, What Is Interaction Design?

- Figure 1.1 shows two small sketches of an answering machine phone. Incoming messages are represented using physical **Xs**. The number of **Xs** that have moved into the pinball-like chute indicates the number of messages. Dropping one of these **Xs** into a slot in the machine causes the recorded message to play. Dropping the same **X** into another slot on the phone dials the caller who left the message.
 - **X** = *marble* (or *ball*)
- Whether or not a person is considered to be disabled changes over time with age, or as recovery from an accident progresses. In addition, severity and impact of an impairment can vary over the course of a day or in different environmental conditions It is quite common, when people first consider the topic of **X** and interaction design, to consider it largely in terms of a specific physical disability, such as the inability to walk or being visually impaired.
 - **X** = *accessibility*
- The user **X** is central to interaction design. By this it is meant how a product behaves and is used by people in the real world. As stressed by Garrett (2010, p. 10), “every product that is used by someone has a user **X**: newspapers, ketchup bottles, reclining armchairs, cardigan sweaters.” More specifically, it is about how people feel about a product and their pleasure and satisfaction when using it, looking at it, holding it, and opening or closing it.
 - **X** = *experience*

Chapter 2, Understanding and Conceptualizing Interaction

- **2.3 Xs ...** How do you develop a **X** and how do you know you have a good one? We begin to address these questions here by drawing on Johnson and Henderson’s (2002) account of a **X**. They describe one as “a high-level description of how a system is organized and operates”
 - **X** = *conceptual model* (or some other term differing in a few letters)
- **2.2 Understanding the X and Conceptualizing Design ...** identifying usability and user experience goals is a prerequisite to understanding the **X** The process of articulating the **X** is typically done as a team effort. Invariably, team members will have differing perspectives on the **X**.
 - **X** = *problem space* (or *design space*, which has a similar meaning)
- A problem that can arise from using a **X**-based interaction type is that certain kinds of tasks are transformed into cumbersome and one-sided interactions. This is especially true for automated phone-based systems that use auditory menus to advance the interaction. Users have to listen to a voice providing several options, then make a selection, and repeat through further layers of menus before accomplishing their goal, e.g. reaching a real human or paying a bill.
 - **X** = *conversation* (or some other term differing in a few letters)