



National Capital Region Chapter of the
ACM Special Interest Group on Computer Human Interaction

Failure Reconsidered

The Importance of Failure Analysis for Human-Computer Interaction Design

Presented by Professor **Tom Hewett**, Drexel University, Philadelphia, PA, USA

Wednesday September 01, 2004 at **Cognos** in Ottawa

What?

After exploring some general considerations about the process of design, Professor Hewett will argue that failure avoidance is a desirable goal and that the analysis of Interface design failures is a rich and neglected source of learning about how to improve design. Utilizing examples from Civil Engineering, Psychology, and Interface Design Professor Hewett explores the issues of when it is appropriate to use engineering design as a model for interface design and whether design failures can be completely eliminated. He then suggests ways in which design failures can be reduced or even turned to advantage.

Who?

Tom Hewett is Professor of Psychology and Computer Science at Drexel University where he teaches courses on Cognitive Psychology, The Psychology of Human Computer Interaction, The Psychology of Human Computer Interaction Design, and Problem Solving and Creativity. Tom regularly offers a professional development tutorial on cognitive aspects of interactive computing system design to interface designers at both conferences and in-house training sessions.

Some of Tom's research papers have described the structure and implications of a taxonomy for thinking about instructional computing and have explored pedagogical and institutional implications of universal student access to personal computers. Other research papers have focused on the evaluation of interactive computing systems and the impact of evaluation on the design process.

Tom chaired the ACM SIGCHI Curriculum Development Group that wrote recommendations for undergraduate curricula and courses for Human Computer Interaction and has participated in several other curriculum development projects. He served for four years as Vice Chair for Operations of SIGCHI.

When and Where?

The meeting takes place on September 1st at 7:00 pm at Cognos Incorporated in Ottawa, located at 3755 Riverside Drive between Uplands Drive and Hunt Club Road.

For directions to Cognos, visit: http://www.cognos.com/company/contact/directions_ottawar.html

Free parking available on site after 6:00 PM.

There are no buses that pass in front of Cognos.

- **Bus route 87** makes stops along Riverside Drive and Uplands Drive near Cognos. This route connects South Keys and Carlingwood Shopping Centre, with points along Riverside Drive (including Billings Bridge and Hurdman Station); downtown Ottawa; LeBreton Station; and Turney's Pasture.
- **Bus route 116** stops along Hunt Club Road at Riverside Drive near Cognos. This route connects South Keys in the east, and Baseline Station in the west.

Visit OC Transpo (<http://www.octranspo.com/>) for more bus route information.

Note: All attending will be required to register with security. Please arrive 5-10 minutes earlier to allow for registering.

The meeting fee is \$5 for non-members and free for CapCHI members (\$20/year). Membership is for the session period (September 2004-September 2005) - anyone can join!

Refreshments will be provided for the meeting..