



INTERDISCIPLINARY
**INTERACTION
DESIGN**

A VISUAL GUIDE

TO BASIC THEORIES, MODELS
AND IDEAS FOR THINKING AND
DESIGNING FOR INTERACTIVE
WEB DESIGN AND DIGITAL
DEVICE EXPERIENCES

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Introduction

Interactive design tends to be an umbrella term, often used in higher education and industry to encompass multiple disciplines that fall into the interactive realm. Interaction design is one of interactive design's subsets and can be described as the design of digital devices, interfaces and the interaction of the user and said design. Interaction design was coined by Bill Moggridge and further explained and studied by Alan Cooper in his book *About Face 3: The Essentials of Interaction Design*. Interaction design can be seen in various disciplines such as psychology, human computer interaction, user experience, industrial design and many others (Figure 1).

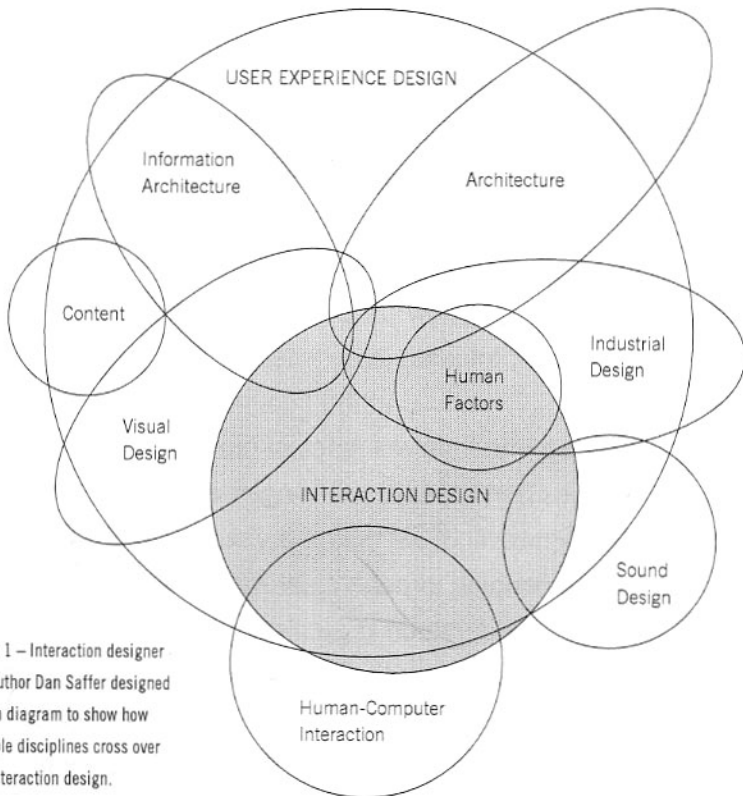


Figure 1 – Interaction designer and author Dan Saffer designed a venn diagram to show how multiple disciplines cross over into interaction design.

This book further explores the idea of interaction design across disciplines and the various principles that can help with the application of timeless theories in the interactive design process. It also explores less represented disciplines that relate to interaction design such as comics, gaming, motion design and business, to name a few. It uses visual translation, metaphors and concise explanations to create a guide for users to start to grasp various theories. These concepts explore interaction between humans, computers and information as a whole. This entails how we see and understand words, the meaning of imagery, how space and time affect interaction and human behaviors and how our information and digital devices affect our actions within the world and objects that surround us.

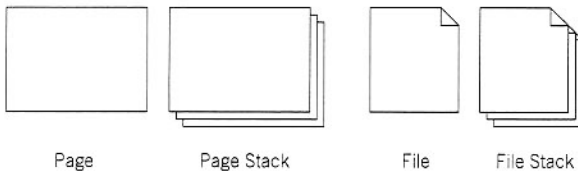


Figure 2 – User-experience expert Jesse James Garrett created the well-known “Visual vocabulary for describing information architecture and interaction design.” Basic units of presentation (left).

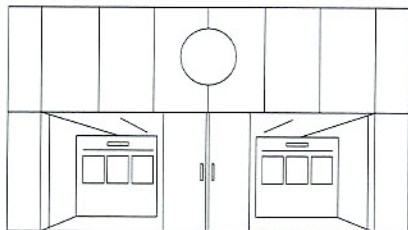
Due to the interdisciplinary nature of this project, each discipline can take away its own meaning or usage from the examples in this book. My hope is that this book adds to the basic foundation (Figure 2) of interdisciplinary principles and theories for interaction design thinking across disciplines; that it also continues to create a visual language for the better understanding of complex principles; and that it is a starting point for further exploration of each term’s meaning.

All the best,
James Pannafino

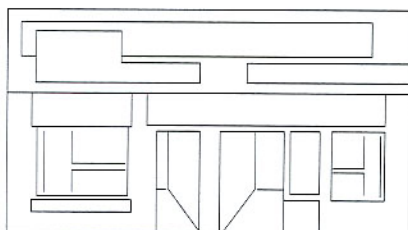
Entry Point

An effective entry point is important for first-time users because there may only be a few seconds to entice them to use a digital interface or enter a Web site. Entry point designs should have a clear hierarchy, and the decision choices should direct the user to a path within the content. A good analogy¹: would a potential shopper be more enticed to enter a business storefront with an inviting, well-designed entry point or one with a lot of visual noise and confusion?

Physical / Storefront Entry Point

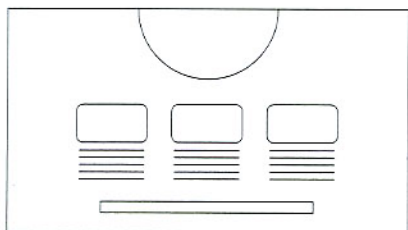


A clear entry point, has a balanced hierarchy and inviting visuals' support system. The branding is front and center with a strong product presence.

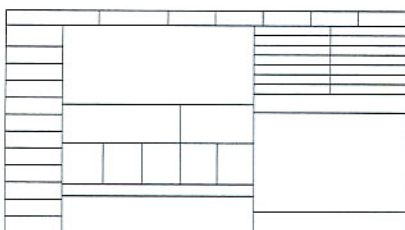


Overwhelming visual information, multiple points of entry, varying signals and no clear product preview might deter the shopper from entering.

Digital Interface Entry Point



A well-designed entry point has a balanced hierarchy and clear decisions points for the user to select.



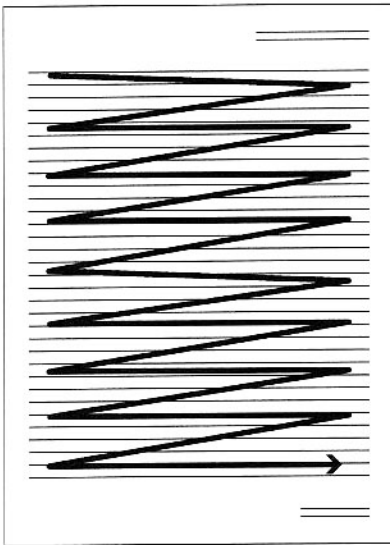
Too many decisions with no sense of hierarchy makes it difficult for the user to make a clear choice.

¹ Entry Point / Storefront analogy: *Designing Effective Entry Points in Web Design* by Brandon Jones via [tuts+](#)

Scanning vs. Reading

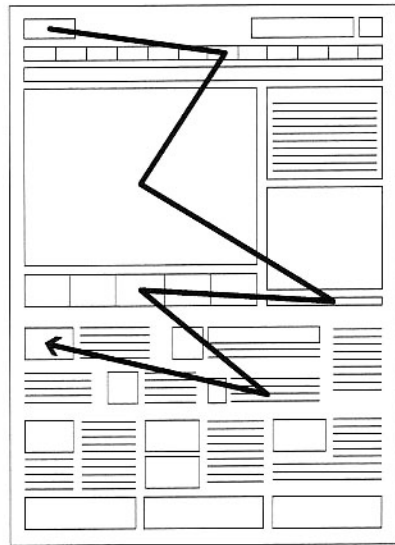
While specific situations (goals, time or user experience) differ greatly, studies¹ have shown that users tend not to intently read a Web page as they would a printed book; they merely scan the page. In his book *Don't Make Me Think: A Common Sense Approach to Web Usability* Steve Krug discusses how users make sacrifices and choose the most reasonable option². Sacrifices are made because if the option they choose does not work, they can go back a page and try again with no real negative consequences. Clear hierarchy is key to establish levels of importance and reading direction.

Gutenberg Z



A typical long form print reading experience (in Western languages) might look like the above. Gutenberg Z pattern works left to right and top to bottom. This experience is void of interactive functions and major distractions.

Digital Scanning Experience



In most cases the user will scan the Web site or digital interface until something closely meets what he is looking for and choose that.

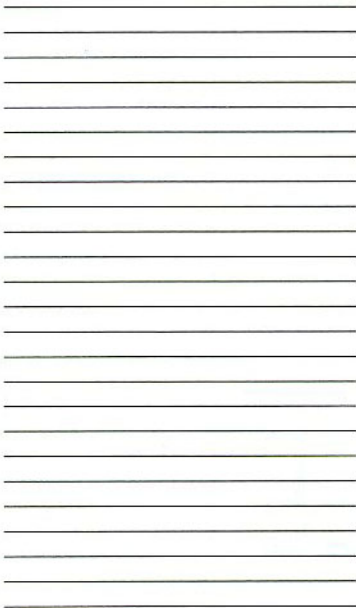
¹ <http://www.poynter.org/extra/eyetrack2004/viewing.htm>

² *Don't Make Me Think: A Common Sense Approach to Web Usability*, by Steve Krug

Chunking

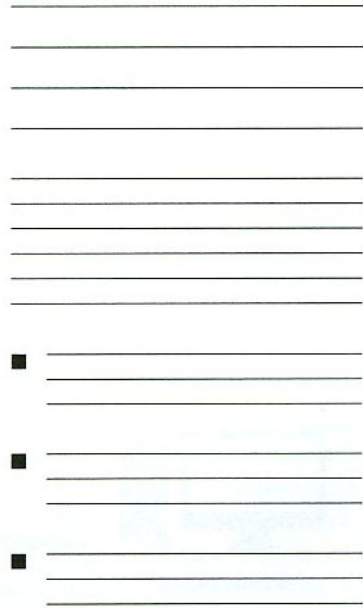
When writing and designing large amounts of information for a digital experience, it helps to envision the content into topics and subtopics and avoid reflecting a long form document (such as a printed novel). The strategy of chunking information into smaller parts is used to afford users the ability to scan information. There are various ways to chunk information such as writing short paragraphs and sentences, highlighting key phrases or creating bulleted lists. Chunking creates an organized format that helps users predict future sections of the digital page yet to be explored.

Running Paragraph



A long running paragraph has no visual hierarchy and does not have areas for visual rest.

Chunking Information

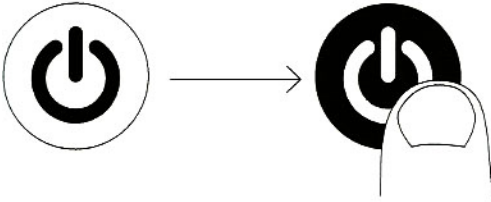


By creating emphasis on the intro paragraph, using bullets and separating content with visual rest, the user has a proper structure to read from.

Feedback

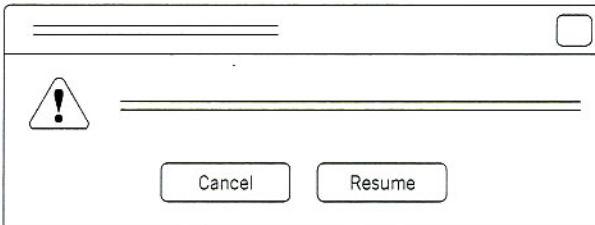
When a user has indicated an action or completed a task, the system or product will respond to the user to reinforce that action has happened. Feedback can be communicated in various reaction times (sometimes milliseconds) and different forms, such as an auditory sound, physical action, verbal response, visual cue or a combination. Feedback can help in relaying if a choice was positive or negative in the user's experience.

Visual and Auditory Feedback



In this example, a user presses a universal power button and receives feedback visually through light and auditory by a "bing" or "bong" sound depending on the device.

Data/Information Process Feedback



A popup dialogue box is a type of visual feedback that tells the user that there needs to be more information inputted into a field or redirect the course of action.

Personas

Personas are a type of user model that allow designers to predict how users will act and think, and why they want to accomplish a given task. Personas are a composite archetype and not based on a real person, but a combination of motivations and behaviors. They are not made up and, if done right, are based on factual data recorded beforehand in the observation research stage. In the end the persona will address a specific type of person (not one specific person) and not a random group of users.



"I get very frustrated when I cannot find what I am looking for."

Frank

Demographics

Age: 55

Occupation: Teacher

Location: White Plains, NY

Goals

Wants to find discounts online.

Doesn't want to spend a lot of time on one page.

Prefers newer products over old products.

User Behaviors

Scans through reviews of products quickly.

Likes to share deals (information) with others.

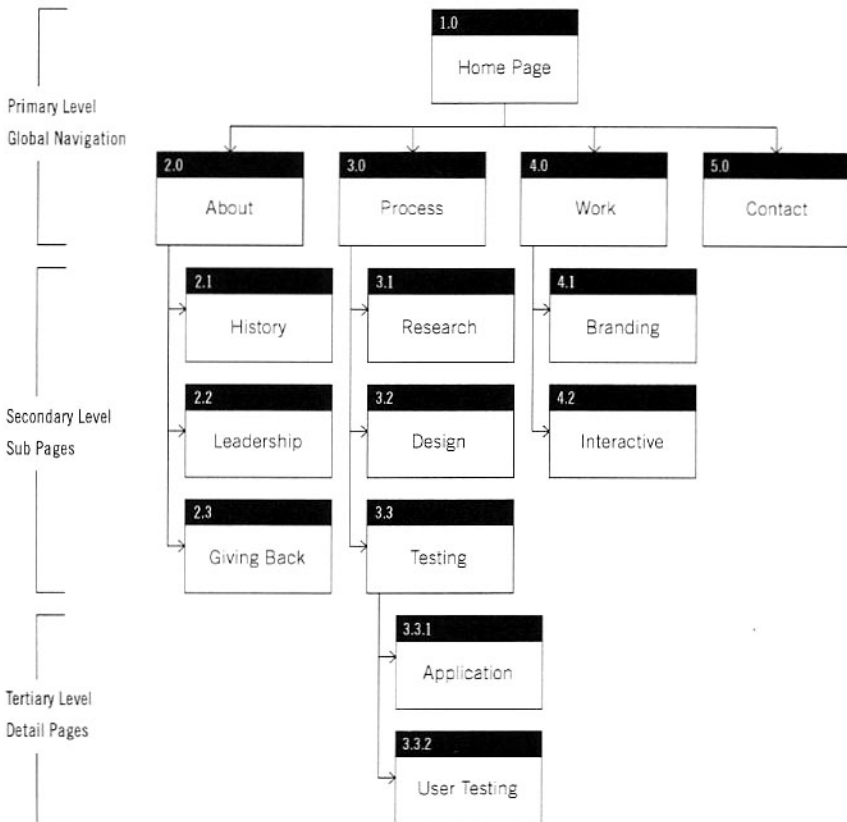
Gets distracted easily.

Personas can help designers to determine, communicate and measure a product's goals or usage. While personas vary in range of content, they tend to always have a person's name, photo, quote and basic demographic information.

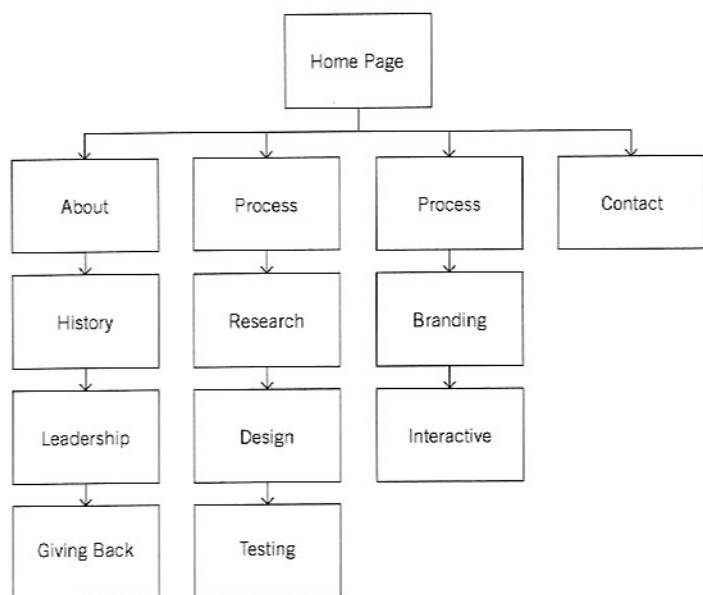
Site Map

Site maps are diagrams that show the flow information and structure of how pages on a Web site are grouped and organized. They allow the stakeholders to see the high-level view of a site, whereas wireframes allow for a page view. While site maps appear simple in design, one should always maintain proper alignment, text placement and a correct labeling/number system. If a site map becomes more complex, notations or a legend might be necessary.

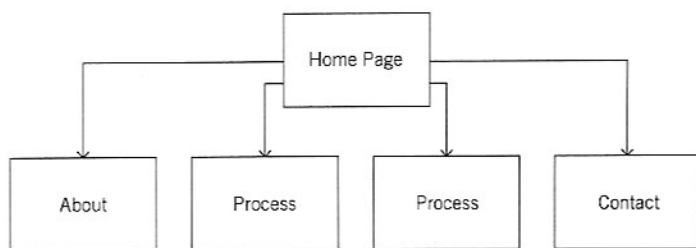
Basic Site Map Example



While a site map may look like a simple arrangement of boxes and lines, it's the subtle details that can make the page-to-page communication clear or confusing. Below are some examples of common mistakes made when creating a site map.



One continuous line through multiple pages communicates a forced linear option for the user. There is no way to navigate across all the pages in one click.

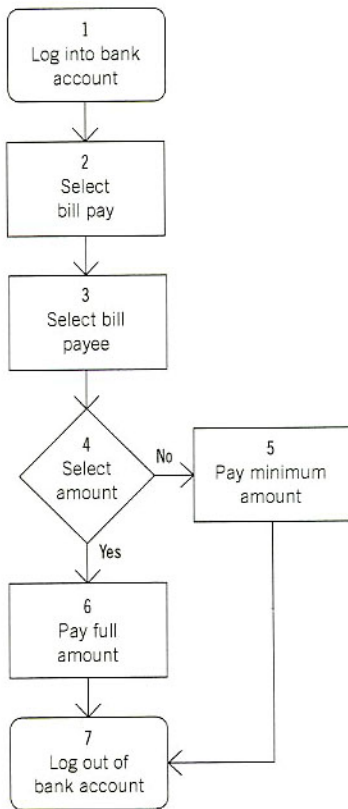


The above example shows the lack of global navigation. The user must go back to the home page before being able to select other sections.

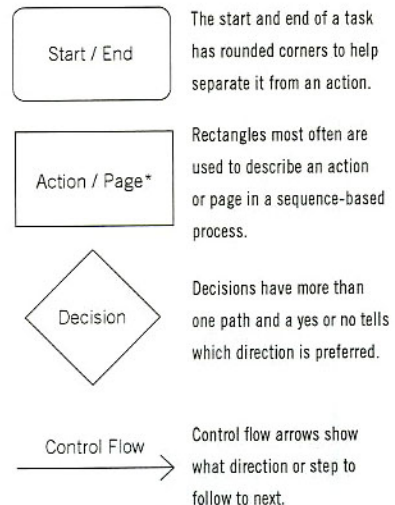
Flowchart

Flowcharts represent a sequence of steps of a given operation, action or process. They use a series of graphics that include geometric shapes, arrows and reference keys to describe their function. Flowcharts may allow groups to build a common understanding, improve upon current processes and create a greater consistency in their workflow. Flowcharts show a basic view of information flow, where a data flow or usability diagram shows a higher level of system flow/complexity.

Online Banking Flowchart



Flowchart Symbol Key ¹



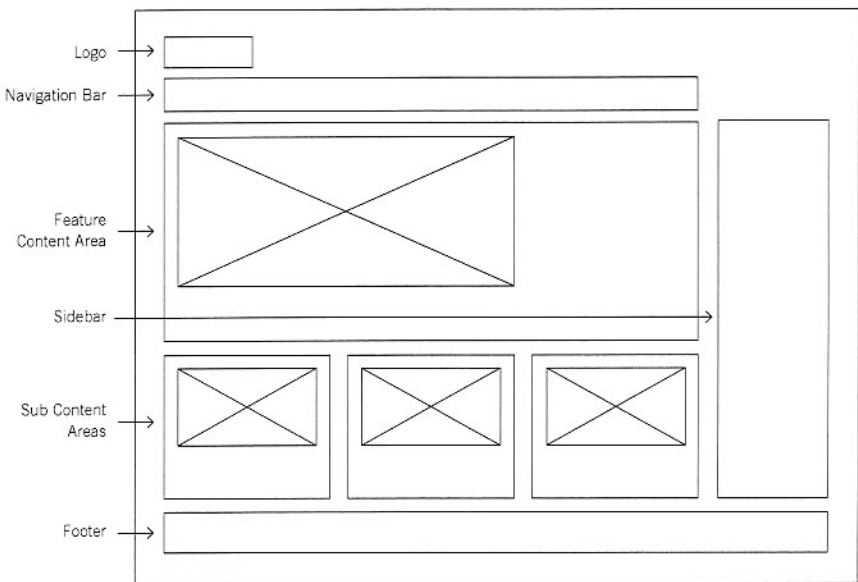
* Rectangles can be interpreted as an action/ task or page ² depending on if context is based on user choices, document flow or a combination of the two.

¹ Flowcharts: Plain & Simple: Learning & Application Guide by Joiner Associates Staff, p. 12
² Jesse James Garrett's – A visual vocabulary for describing information architecture and interaction design

Wireframes

Wireframes are essentially prototypes of Web sites, applications or digital device interfaces. They act as a blueprint for content structure and sometimes describe functionality. In most cases wireframes do not have any styling or finalized visual design elements. By creating wireframes before the design stage, the stakeholders can focus on content hierarchy, make quicker iterations in content placement and validate various ideas.

Basic Wireframe / Standard Components

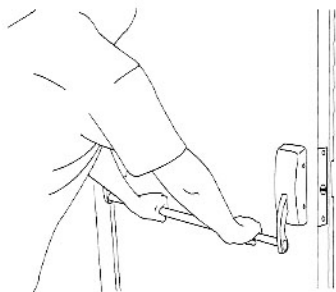


Basic wireframes will show navigational elements, content areas and image placement without stylized details. Each section should have a label describing what it is.

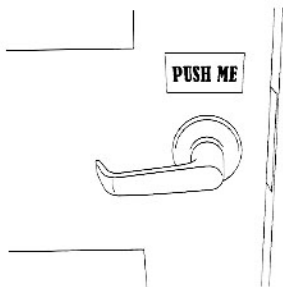
Affordances

When objects or designs signal properties or functions, the affordance describes to us what they are used for or what they do. A handle on a drawer allows (or affords) us to push and pull the drawer. Similarly, a button on a digital page affords us to press it. If the affordance is used properly, a basic task should be easily utilized. When a basic affordance is too complex and needs more description, then the affordance no longer informs the user about the design's purpose. Also see Signals and Cues.

Physical Affordances

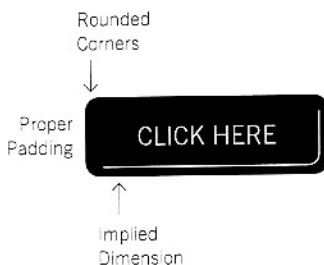


A vertical crossbar on a door affords the user to open the door by pushing.



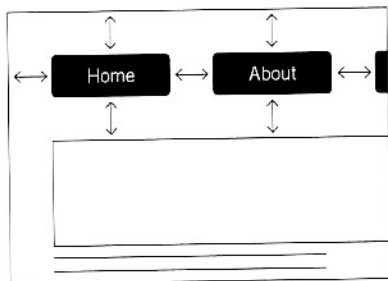
The handle signals pull, but the function does not afford the user to complete the task; it needs further explanation and fails as a basic design.

Digital Affordances



FORM / DIMENSION

Familiar shape and dimension of buttons afford users the ability to click that area to create an interaction.
Note: This is just one of many possible examples.



PROXIMITY

Proper spacing between navigational elements and content affords the user the ability to click a button.