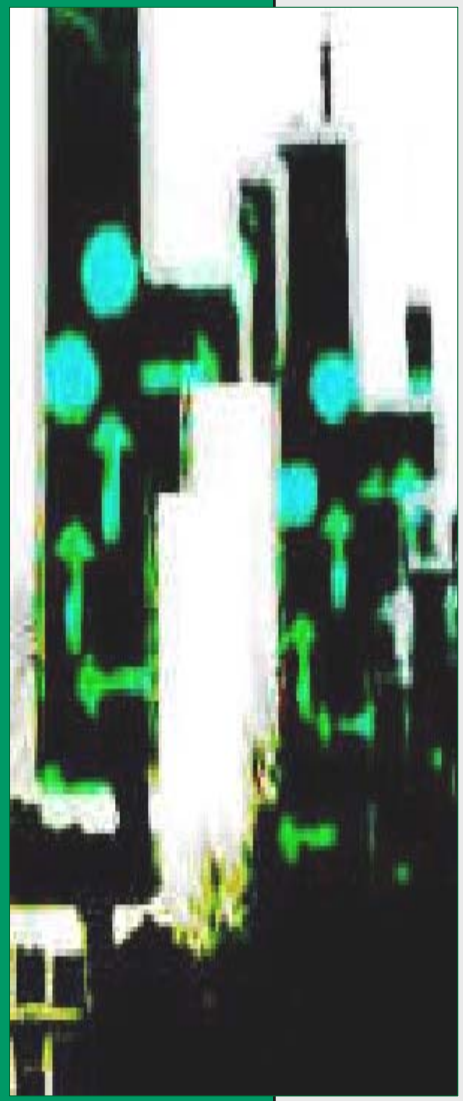


Designing the Not Quite Yet

Ann Light,

Queen Mary, University of London

Me – theme one

People's experience of technology:

• *Light, A. and Wakeman, I. (2001) Beyond the Interface: Users' Perceptions of Interaction and Audience on Websites, in special issue of Interacting with Computers on 'Interfaces for the Active Web', 13, pp325-351*

• *Light, A. (forthcoming) Transports of Delight?: What the experience of receiving (mobile) phone calls can tell us about design, in special issue on 'Enchantment, Experience and Interaction Design', Personal and Ubiquitous Computing.*

Me – theme two

Politics of interaction:

- Fair Tracing
- Practical Design for Social Action (PRADSA)
- DemTech

Transform-Ed – the early days

Transform-Ed Imaginative learning for (un)imaginable futures

New mood

New challenges

Background: House of Lords

There is a new humility on the part of science in the face of public attitudes, and a new assertiveness on the part of the public. Today's public expects not merely to know what is going on, but to be consulted.

House of Lords Select Committee on Science and Technology *Science and Society 2000*

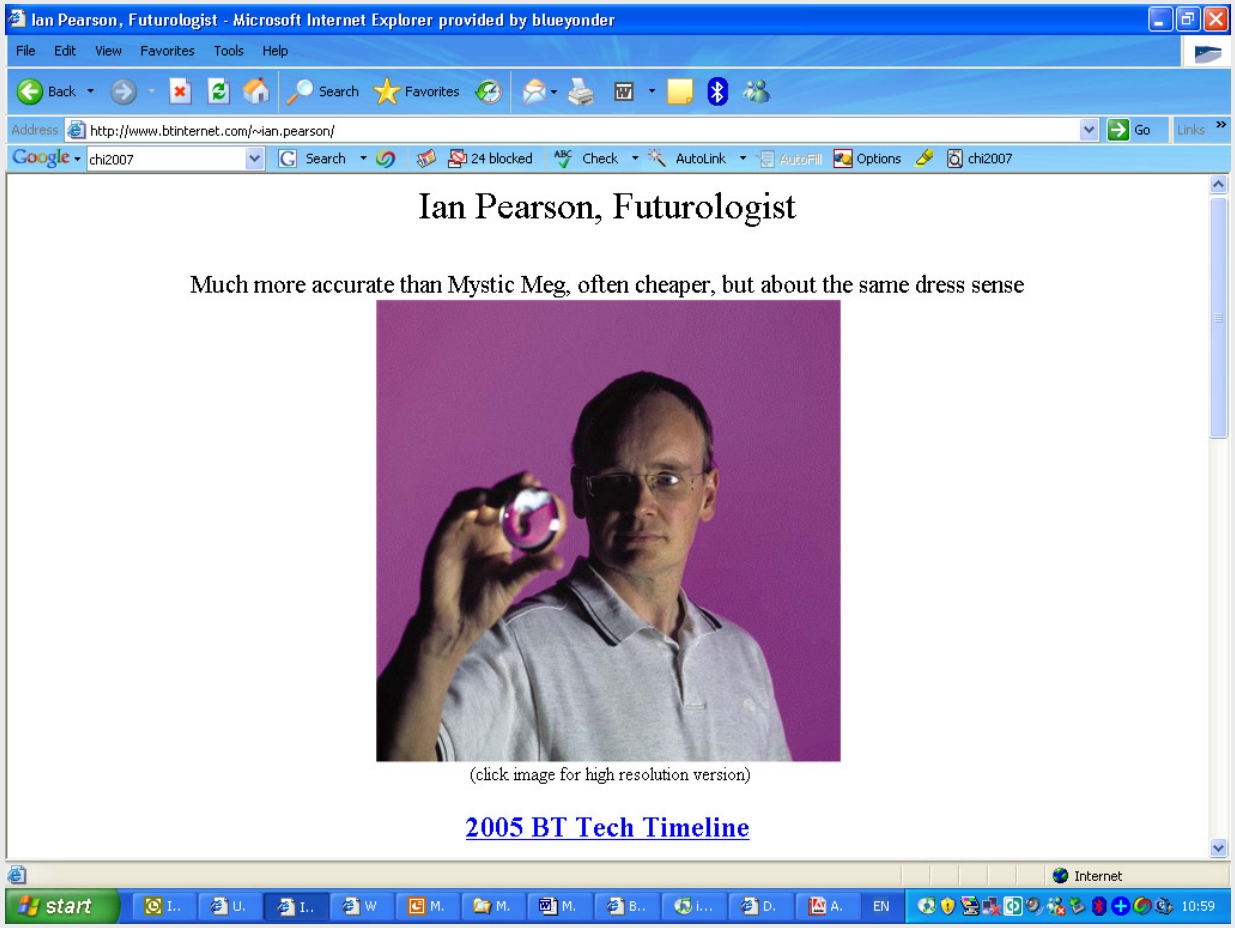
Background: An Information Utility

What goes on ‘behind the wall’, what is ‘in front of the wall’, and crucially the two-way interactions that can go on ‘through the wall’ between people and things connected to the utility. Behind the wall there will be huge amounts of connectivity, computing power and data resources of all kinds. …In front of the wall, there will be billions of smart devices of all kinds connected wirelessly to each other and to the utility. *Taylor, 2004*

Designing the Not Quite Yet?

The Future…

“The Pearson Guide to the Future”

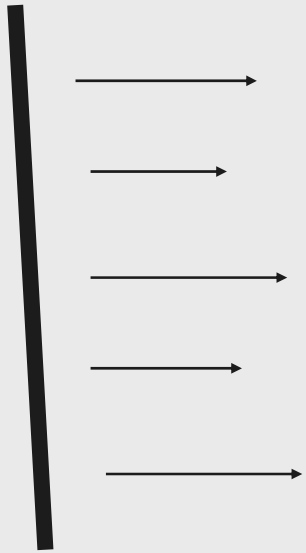


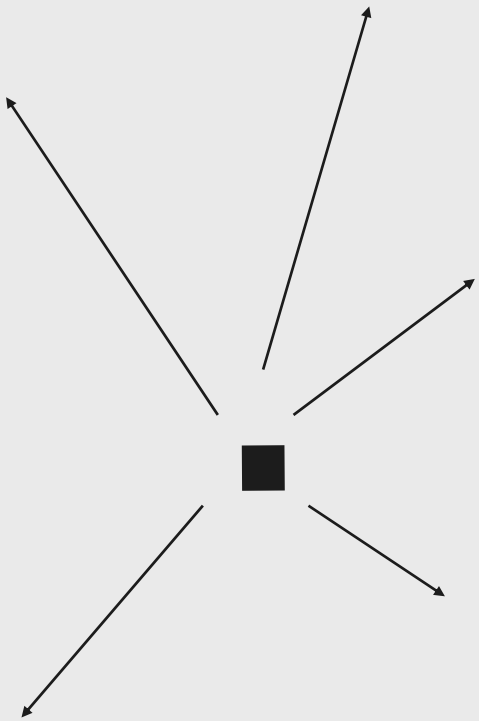
The future according to…

One area that is appears to me to be overrated is originality. …Analysing a great many existing pictures or works or art should give some clues as to what most people like and dislike. Just as [computers] can already carry out simple sorting tasks better than people, they will learn to automatically determine whether a picture is likely to be attractive to people, or conforms to whatever type of 'taste'. Then it should be possible for a computer to automatically create new pictures in a particular style or taste. “The future of... the arts”, Ian Pearson

Curious things for curious people

It is now, when digital technologies are becoming mundane commodities, that their cultural effects are becoming truly manifest. Many of us are increasingly uneasy about these effects. Like all the things we make, technological artefacts reflect our values, aspirations, fears and desires. By the activities they support, they emphasise some pursuits as being worthwhile. By those they neglect, they implicitly judge others to be worthless or undesirable. …as technologies move into our everyday lives, it seems that they are increasingly offering a skewed reflection of who we are and who we might be. *Gaver, in press*





Questions

- How far should ordinary people be engaged in decisions about design of (digital) technologies?
- How do you incorporate the voice of the disenfranchised in design?
- How do you equip non-specialists with the confidence, skills and knowledge to participate?
- How do you open discussion and stimulate response in a way that doesn’t prejudice the outcome?
- Is it a job for us?

Openings

What are the best and worst experiences you have had in working with the public/non-specialists?

What is there to learn from these experiences?