

UX community unprepared to envision what AI might be

John Zimmerman

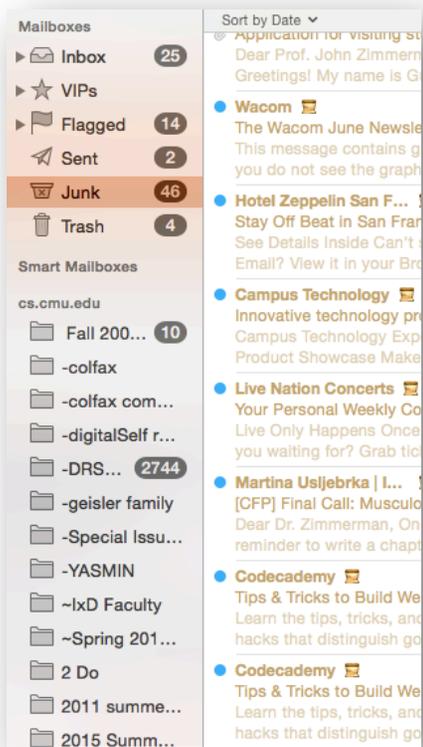
Professor, HCI Institute, Carnegie Mellon

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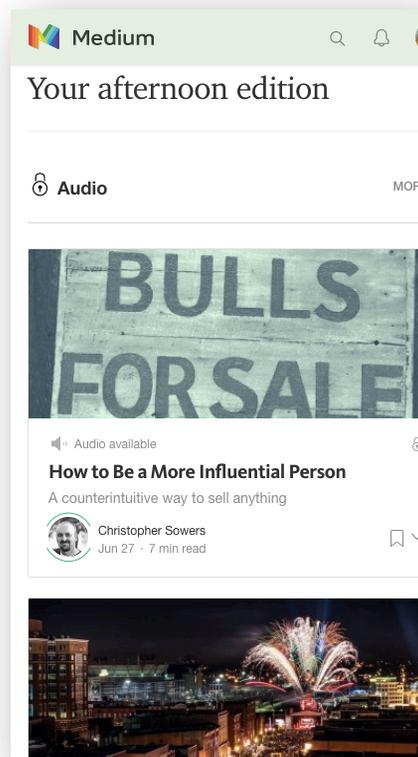
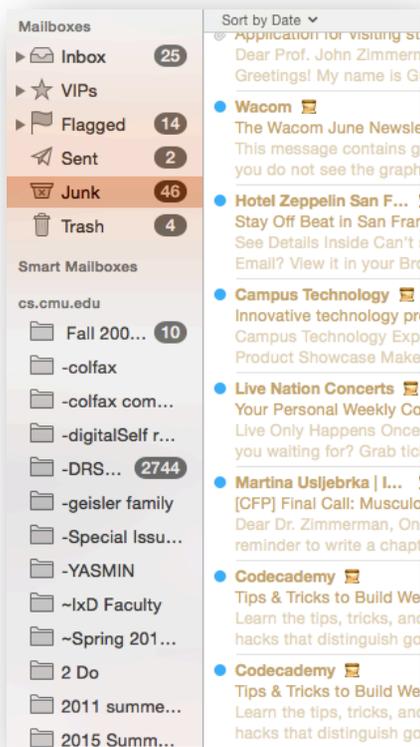
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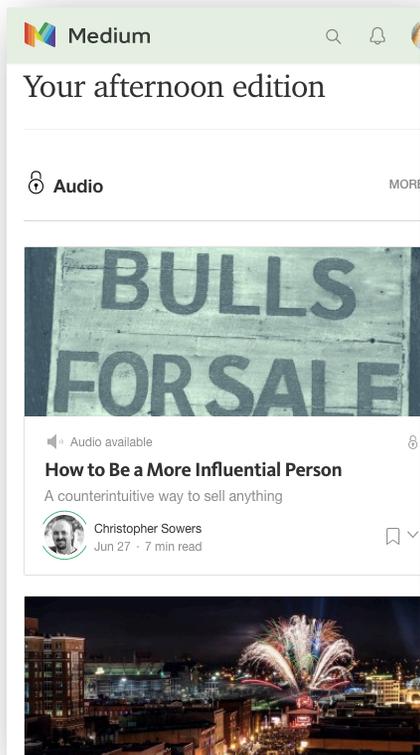
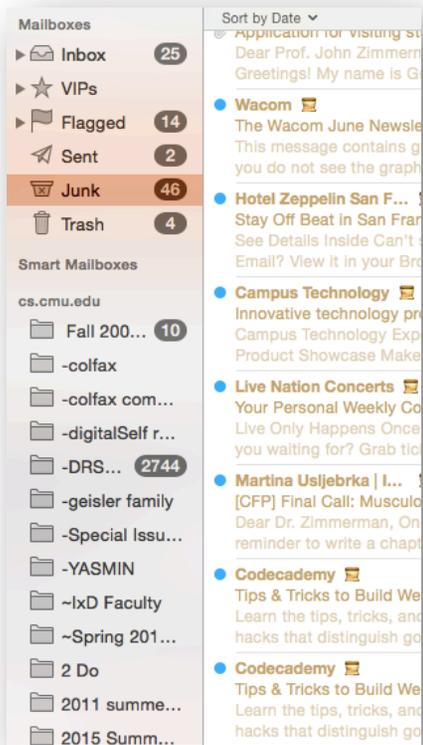
UX value increasingly delivered via AI



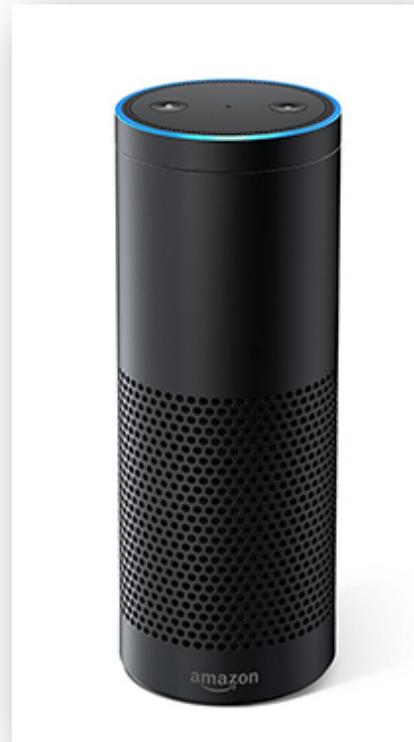
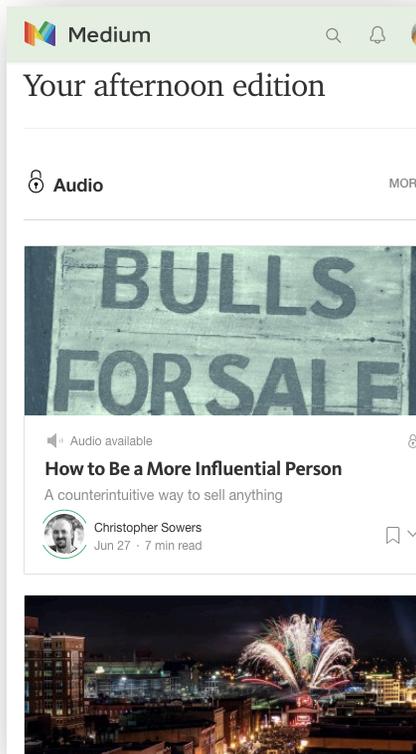
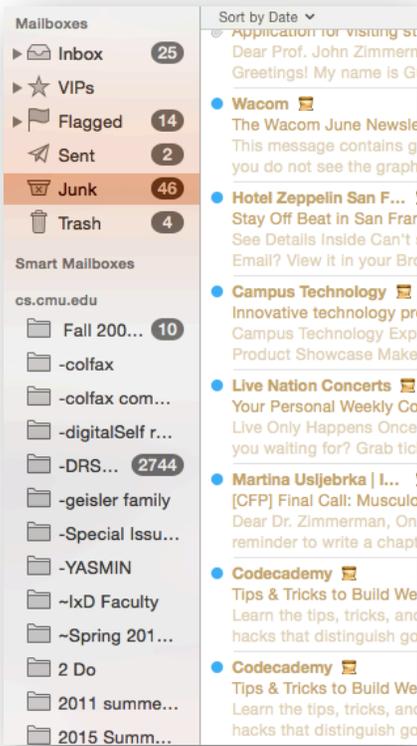
UX value increasingly delivered via AI



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Lack of UX Innovation
Evidence of Absence

Innovation leads with a technical advance



... and follows with **design innovation**;
new forms that extend the tech



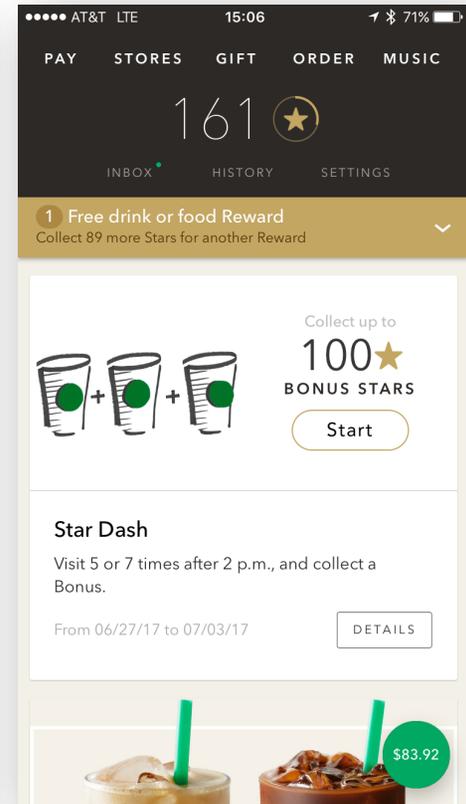
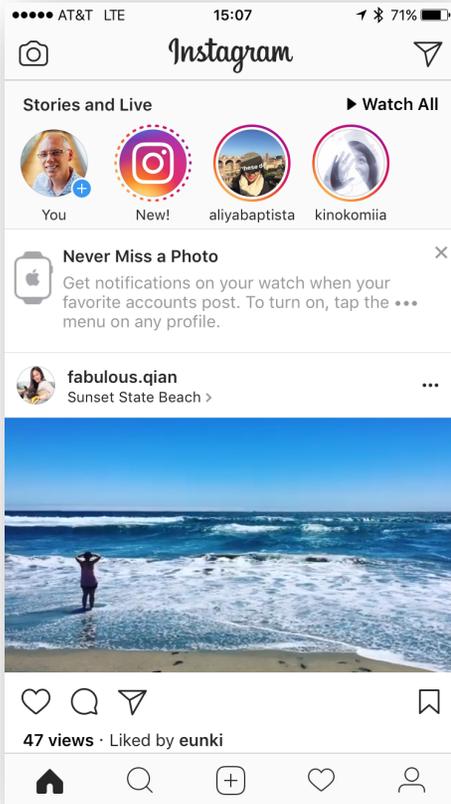
Case of Adaptive UIs | Evidence of Absence

The image shows a Google Scholar search interface. At the top, the Google logo is on the left, and a search bar contains the text "adaptive user interfaces" with a blue search button on the right. Below the search bar, the word "Scholar" is displayed in red, followed by the text "About 20,500 results (0.05 sec)".

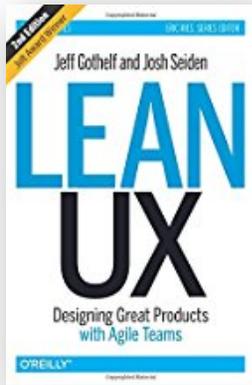
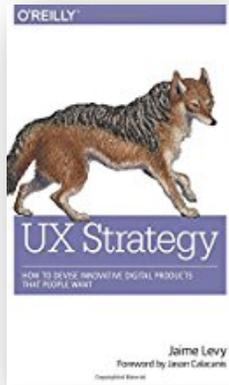
On the left side, there is a sidebar with navigation options: "Articles", "Case law", and "My library". Below these, there are filters for time periods: "Any time", "Since 2017", "Since 2016", and "Since 2013". A "Custom range..." option is also present, with input boxes for "1980" and "2000" and a "Search" button below them.

The main content area displays search results. The first result is a citation for "Adaptive user interfaces: Principles and practice" by M Schneider-Hufschmidt, U Malinowski, and T Kuhme, published in 1993. The second result is "Adaptable and adaptive user interfaces for disabled users in the AVANTI project" by C Stephanidis, A Paramythis, and M Sfyarakis, published in 1998. The third result is a citation for "State of the art in adaptive user interfaces" by H Dieterich, U Malinowski, and T Kühme, published in 1993.

Example: Many mobile interfaces use tabs ... almost none learn to land user on tab they want



Current state of UX is UNPREPARED

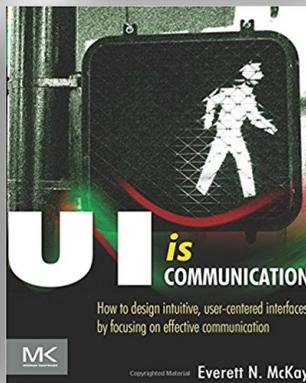


UX programs DO NOT teach about ML

UX practice books don't mention ML

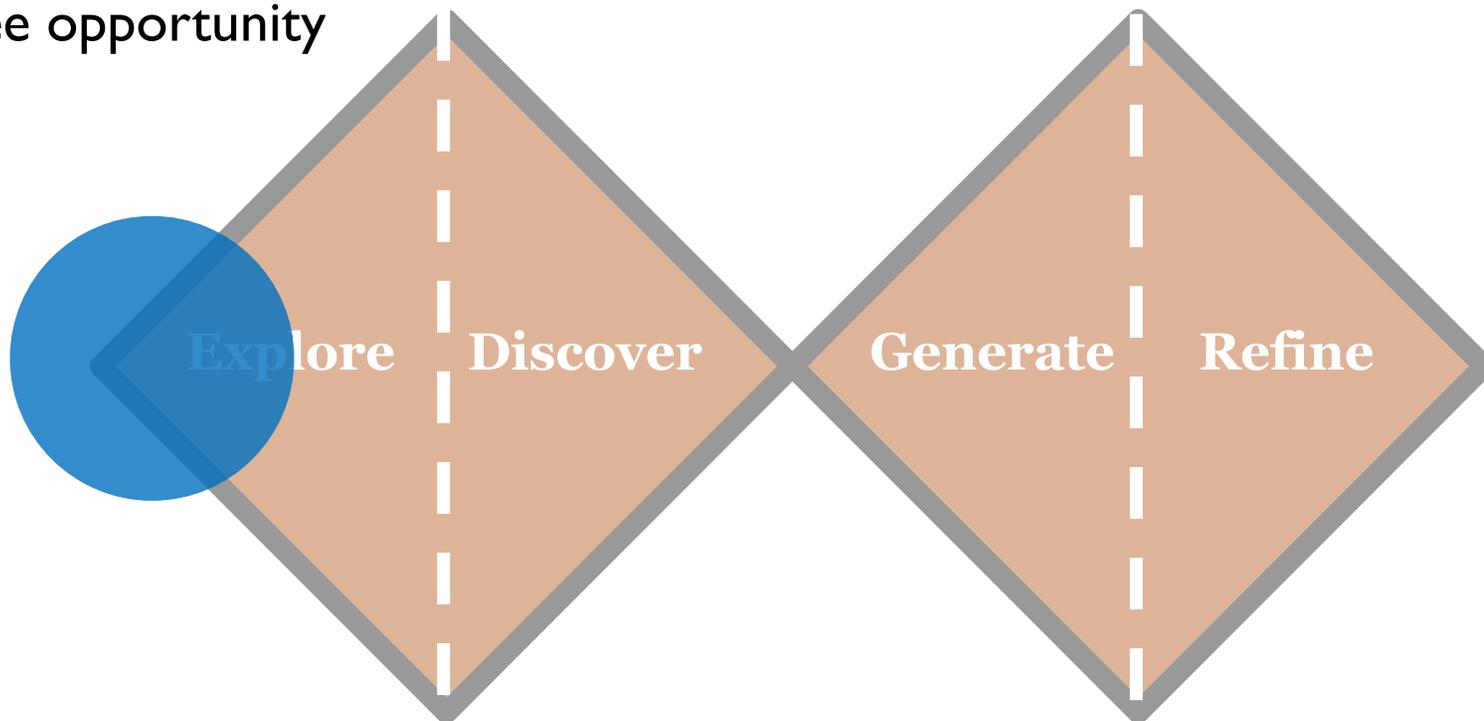
UX tools (e.g., sketch.app, InVision, Oragami, Adobe XD) have no support for adaptive UI

Entry-level tools have NO built-in ML/Adaptive UI (e.g., wordpress, wix, javascript toolkits, hosting services)



Missed opportunities in UCD

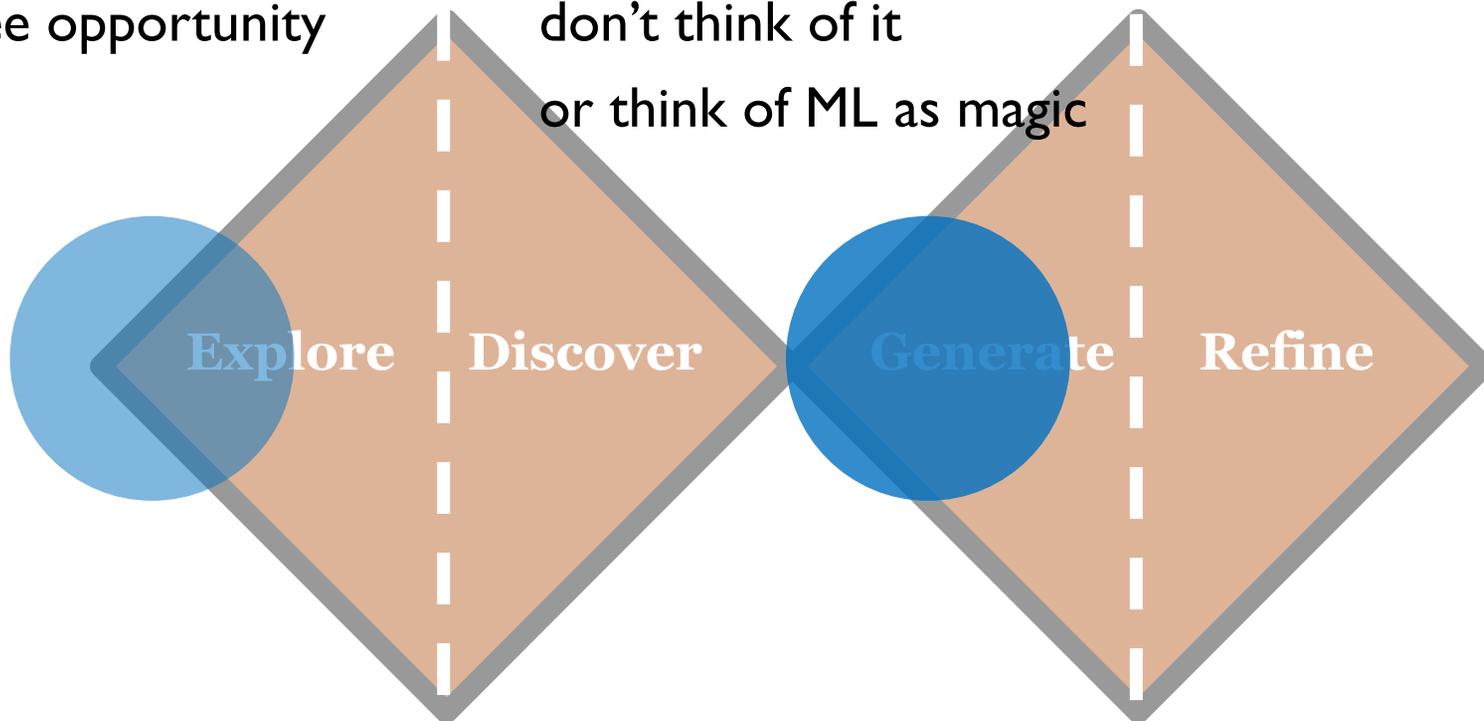
fail to see opportunity



Missed opportunities in UCD

fail to see opportunity

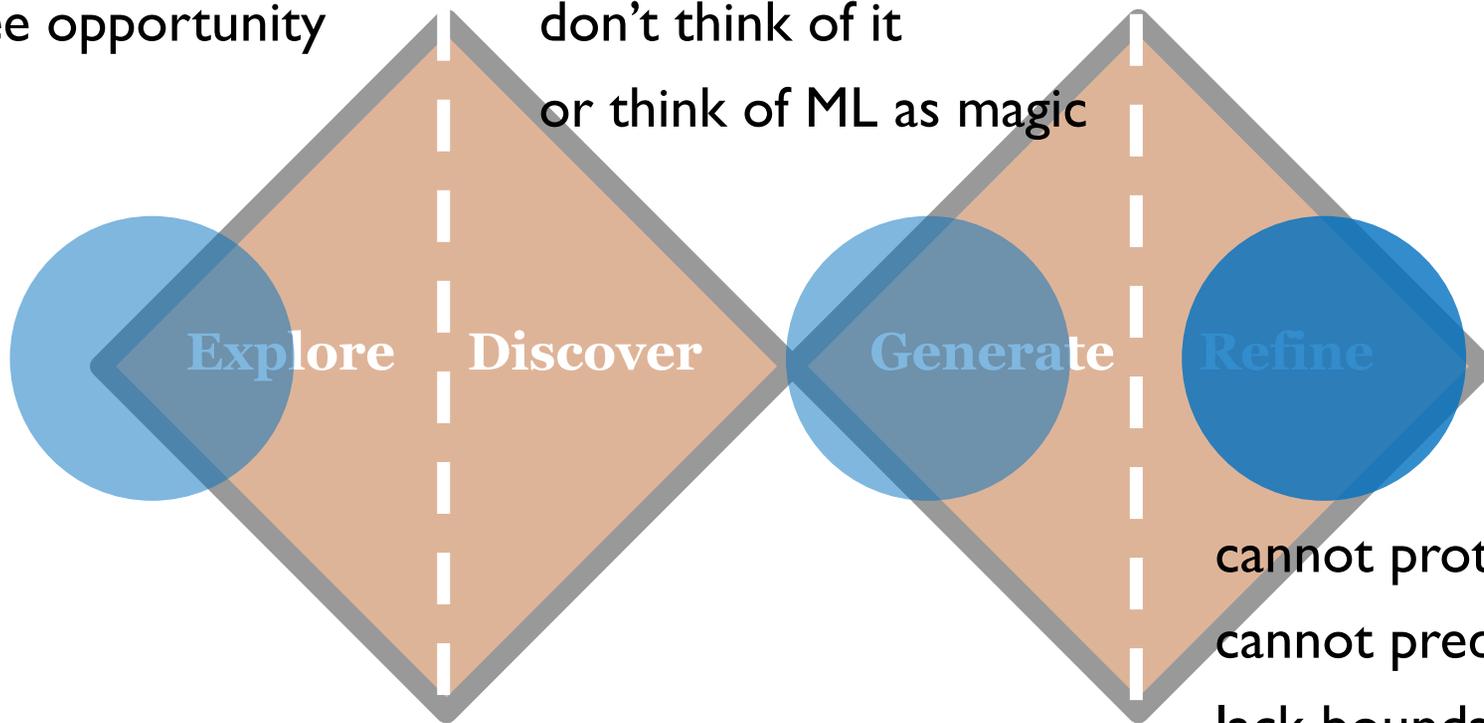
don't think of it
or think of ML as magic



Missed opportunities in UCD

fail to see opportunity

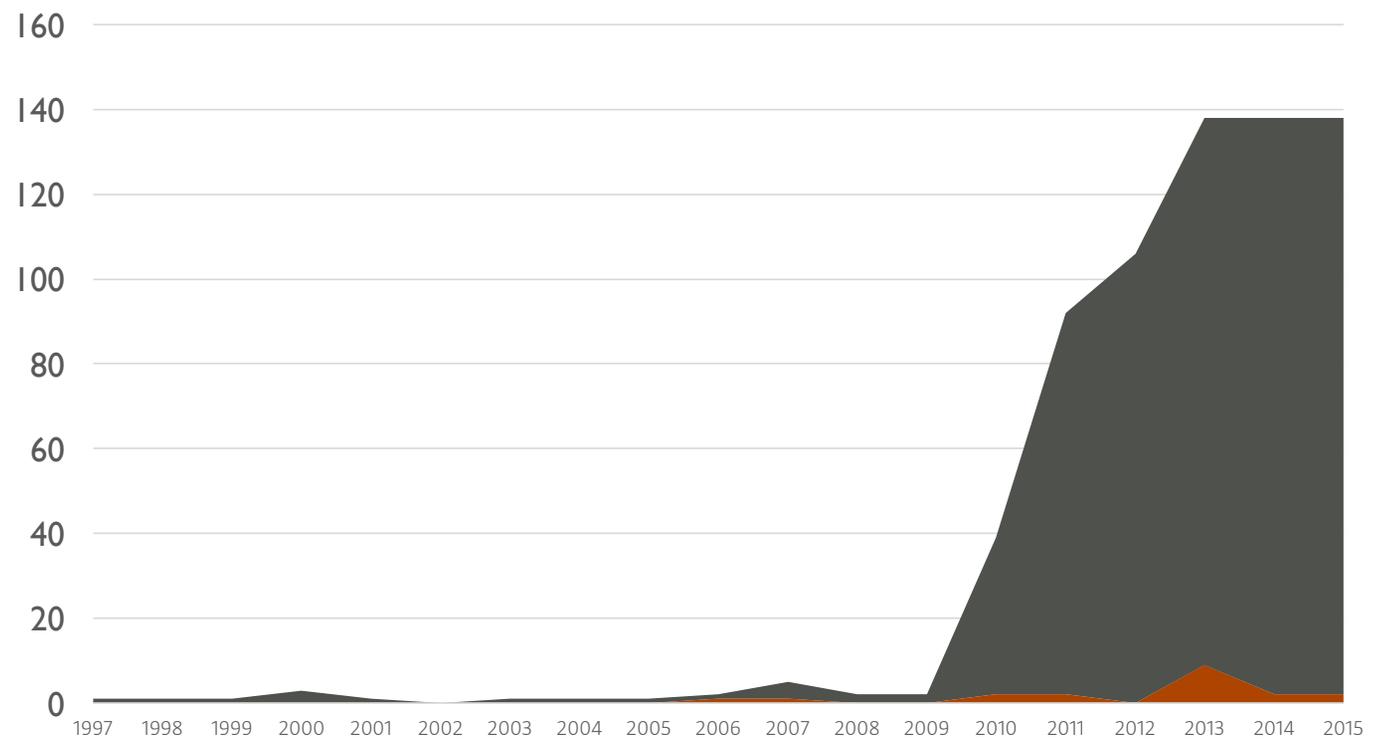
don't think of it
or think of ML as magic



cannot prototype
cannot predict action
lack boundary objects

Trends: HCI research with ML

HCI research with UX and ML



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