

UX community unprepared to envision what AI might be

John Zimmerman

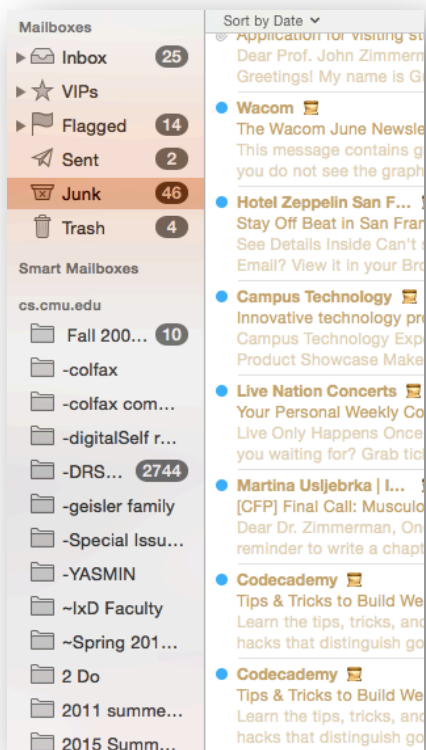
Professor, HCI Institute, Carnegie Mellon

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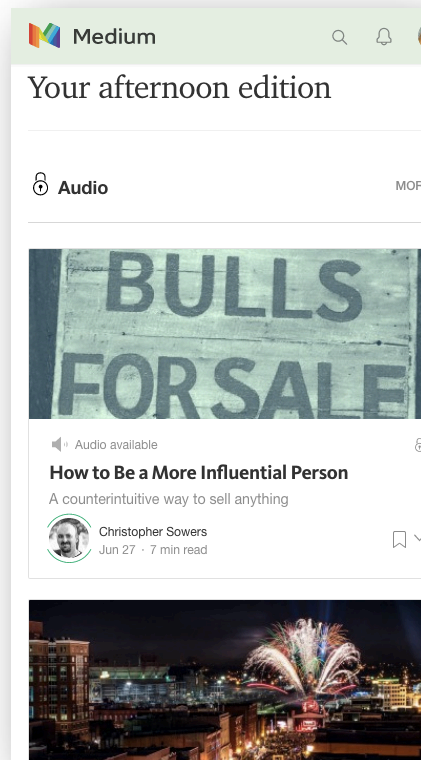
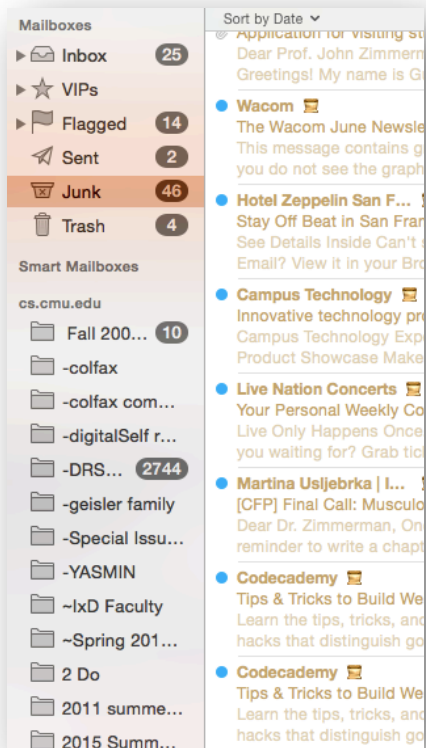
1 November 2017



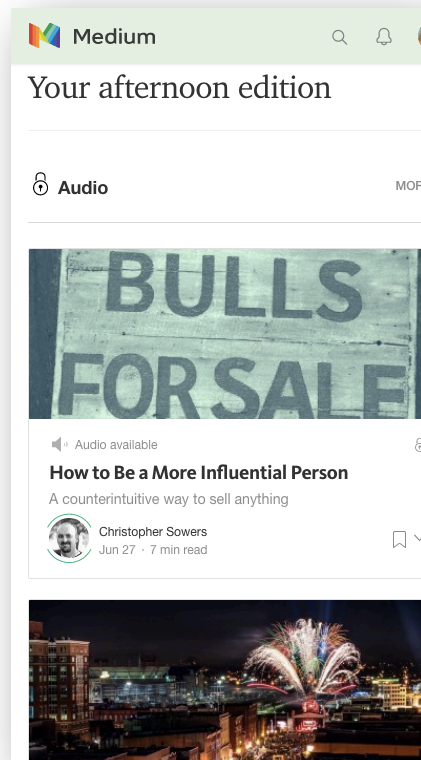
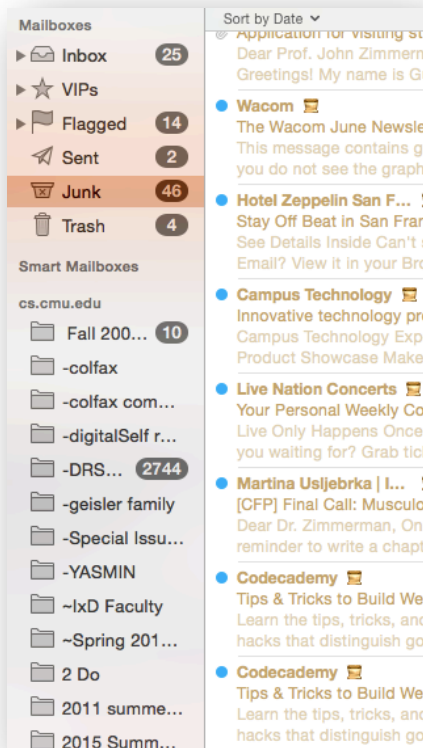
UX value increasingly delivered via AI



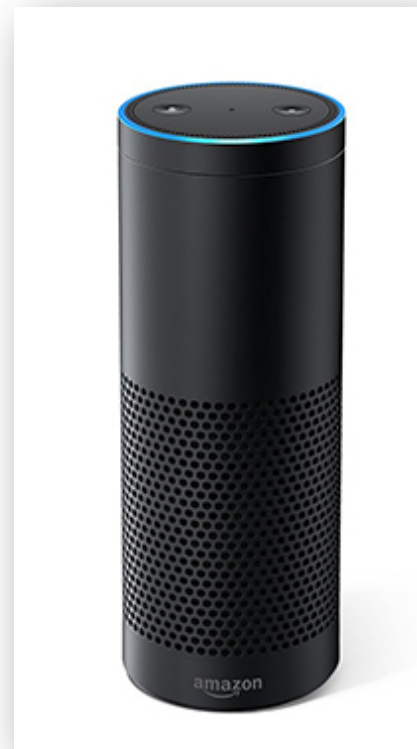
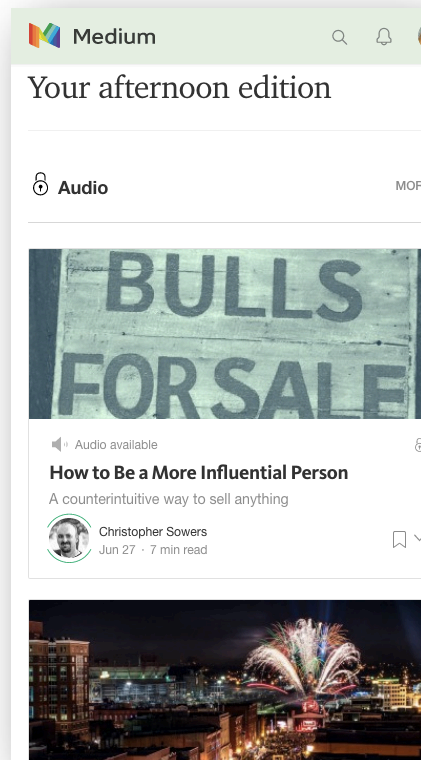
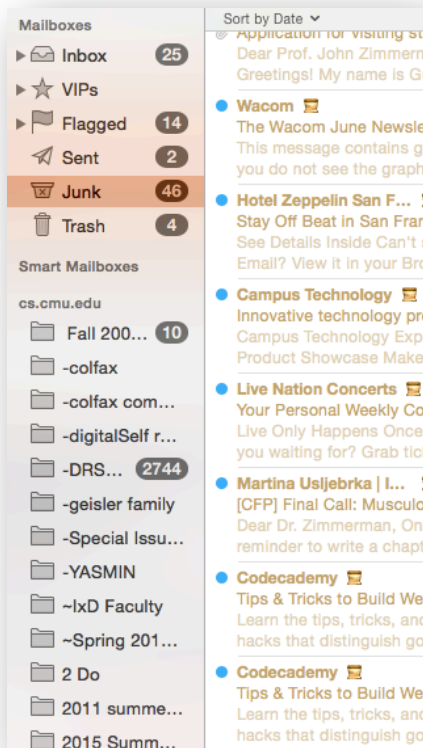
UX value increasingly delivered via AI



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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 screenshot 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 links: "Articles", "Case law", and "My library". Below these, there are filters for "Any time", "Since 2017", "Since 2016", "Since 2013", and a "Custom range..." option with a date range from 1980 to 2000 and a "Search" button. 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 Sfyraakis, 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.

Google

adaptive user interfaces

Scholar

About 20,500 results (0.05 sec)

Articles

Case law

My library

Any time

Since 2017

Since 2016

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1980 — 2000

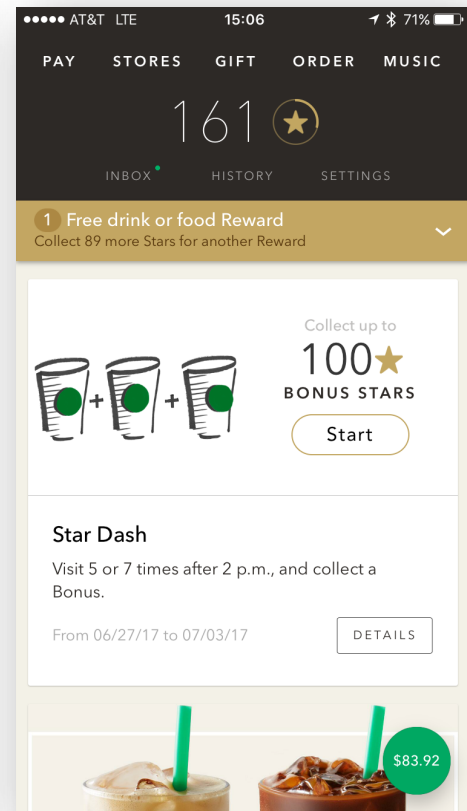
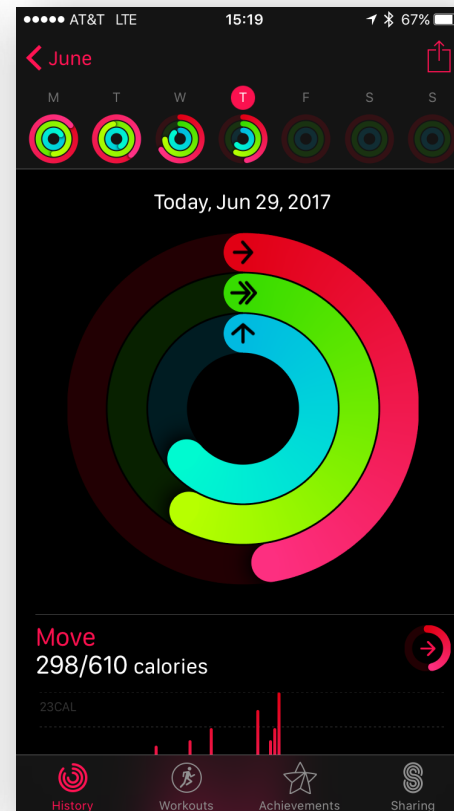
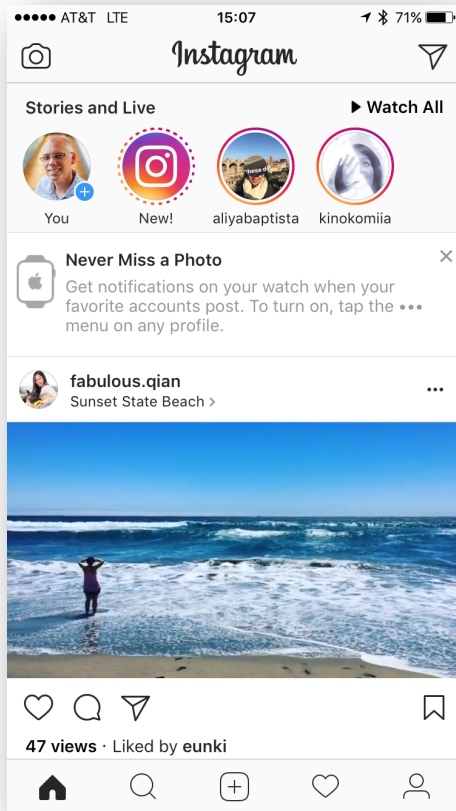
Search

[CITATION] **Adaptive user interfaces: Principles and practice**
M Schneider-Hufschmidt, U Malinowski, T Kuhme - 1993 - dl.acm.org
Adaptive User Interfaces: Principles and Practice. ... Publication: Cover Image. · Book, **Adaptive User Interfaces: Principles and Practice.** Elsevier Science Inc. New York, NY, USA ©1993
ISBN:0444815457. 1993 Book. Bibliometrics. · Downloads (6 Weeks): n/a · Downloads (12.
Cited by 182 Related articles Cite Save More

Adaptable and adaptive user interfaces for disabled users in the AVANTI project
C Stephanidis, A Paramythis, M Sfyraakis... - Intelligence in Services ..., 1998 - Springer
This paper reports work carried out in the context of the ACTS AVANTI AC042 project, addressing the issue of providing accessibility and high quality interaction in Web-based multimedia applications and services, to people with disabilities. The work presented
Cited by 148 Related articles All 13 versions Cite Save

[CITATION] **State of the art in adaptive user interfaces**
H Dieterich, U Malinowski, T Kühme... - Human factors in ..., 1993
Cited by 218 Related articles Cite Saved

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



Current state of UX is UNPREPARED

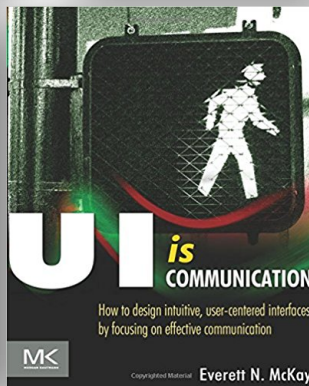


UX programs DO NOT teach about ML

UX practice books don't mention ML

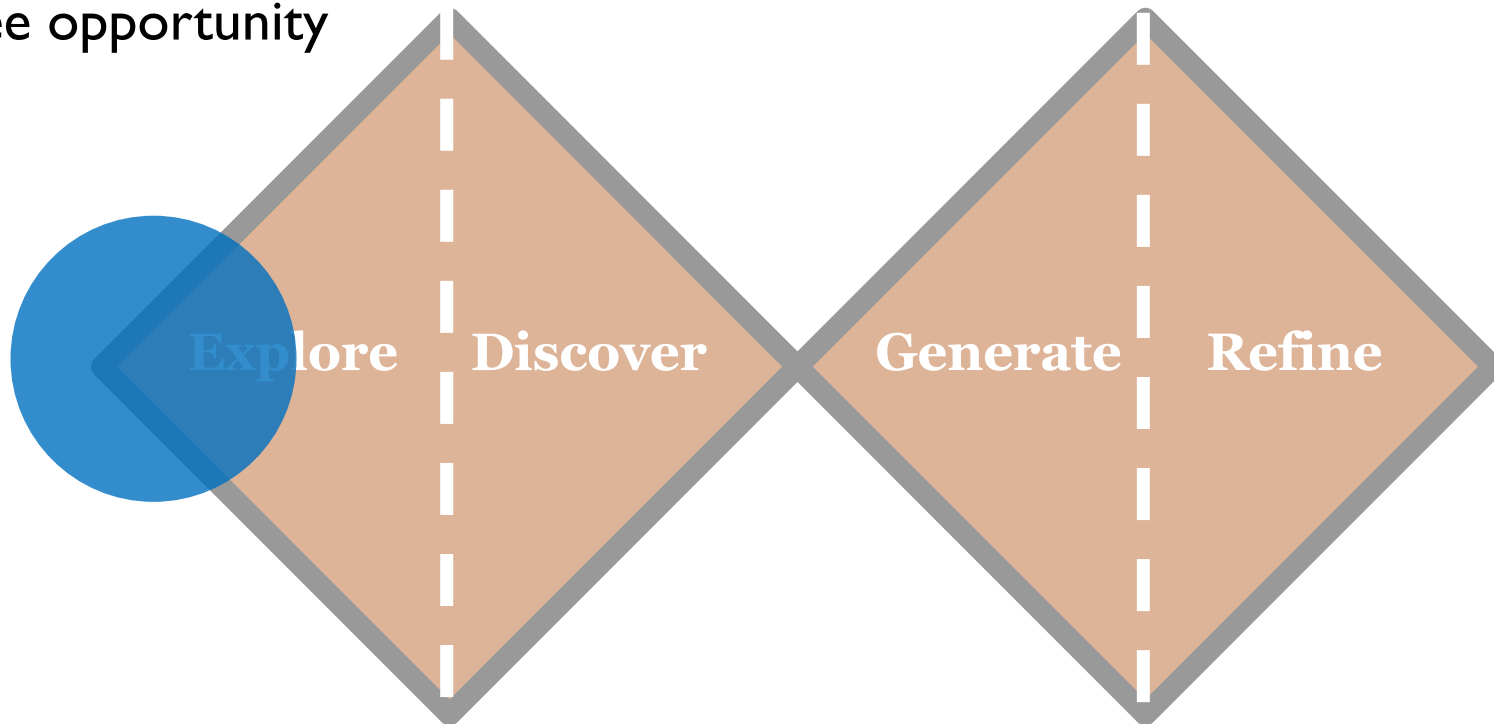
UX tools (e.g., sketch.app, InVision, Oragami, Adobe XD) have no support for adaptive UI

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



Missed opportunities in UCD

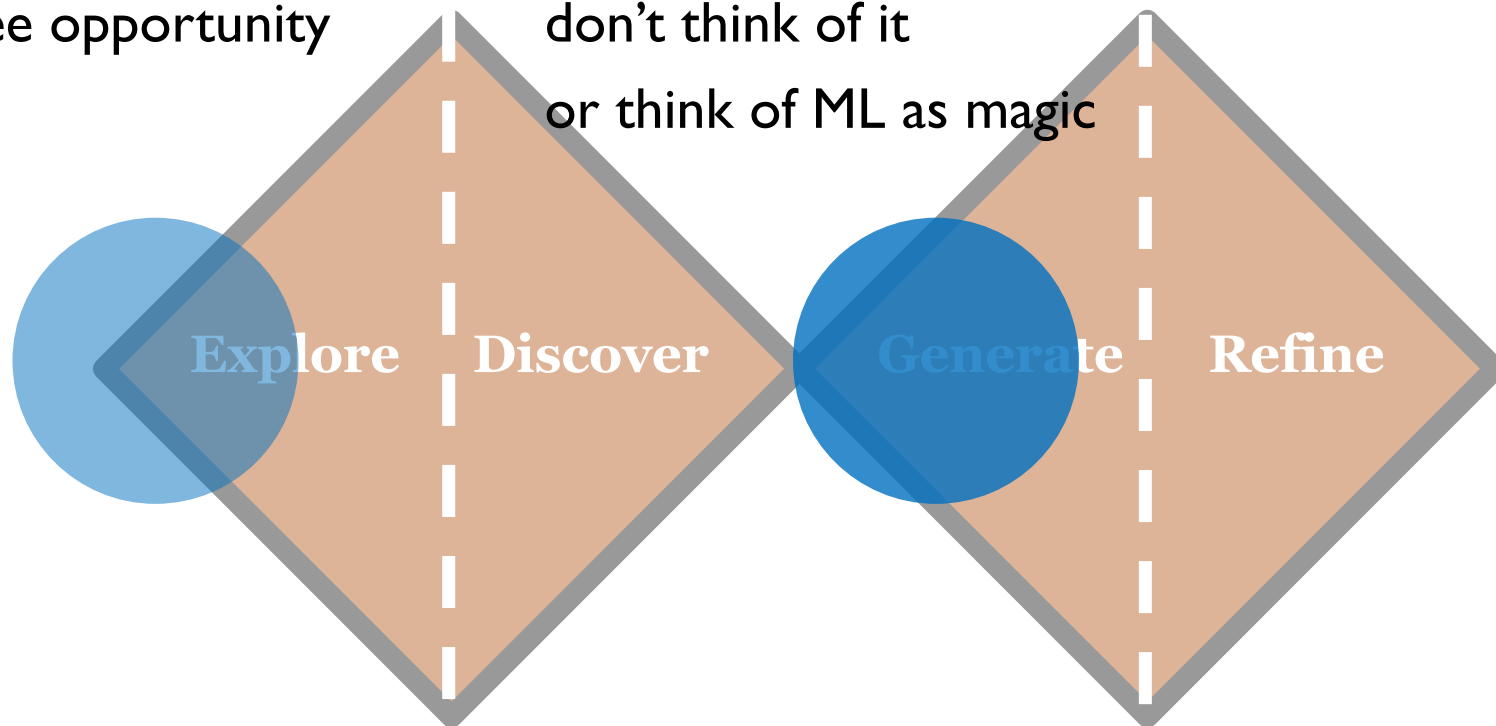
fail to see opportunity



Missed opportunities in UCD

fail to see opportunity

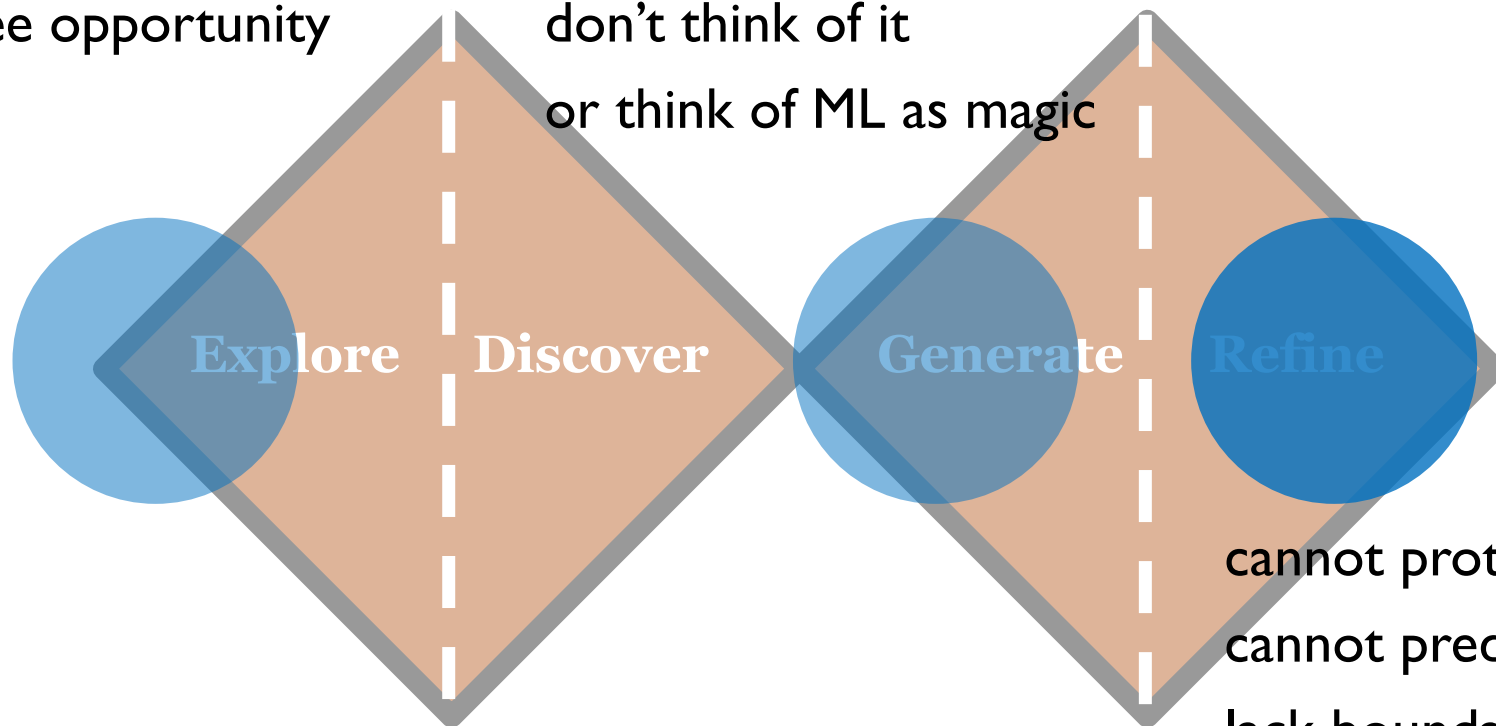
don't think of it
or think of ML as magic



Missed opportunities in UCD

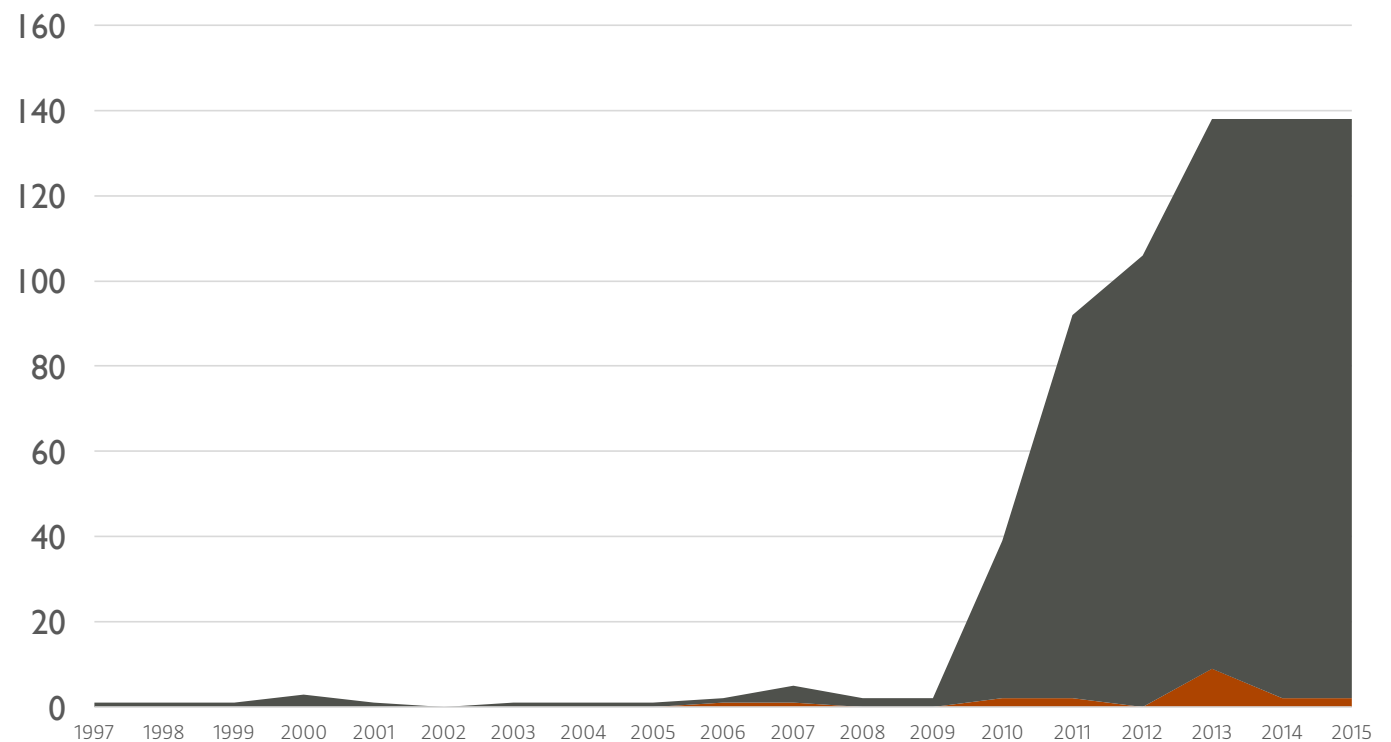
fail to see opportunity

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Trends: HCI research with ML

HCI research with UX and ML



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1 November 2017

