

Additions to Chapter 4

Human-Computer Interaction in the Field

- Involves
 - Visiting stakeholder sites
 - Presence ranges from participant to unobtrusive observer (“fly on the wall”)
- Requires
 - Cooperation of the sites
 - Many person-hours for observations
 - Experienced observers

Human-Computer Interaction in the Field (cont)

- Pros
 - Realism (including unanticipated discoveries)
 - Relationship between observer and stakeholders
 - Reflection and community building among stakeholders
- Cons
 - Time
 - Permission
 - Limitations on data (trade secrets, etc.)
 - Experienced observers
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