

User Experience in the Wild: What do we know? What should we know?

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Introduction to Closing Panel and Discussion at HFT 2006

Using communication and information technology is more and more a ubiquitous challenge.

In using different forms of devices, upcoming intelligent environments and services the phenomena of usage already left the standard context like the office where the existence of computing power started to emerge.

More and more services will exist soon with no non-electronic counterpart forming a total new experience. The presentation and discussion will reflect on the status of understanding of user experience – an comprehensive concept or just a new word? In particular, the context dependent (context in it's broadest interpretation) nature of user experience offers big challenges.

What did we really learn in past which are the main paths to a deeper understanding of user experience an it's constituting factors to answer parts of the question of an "optimal" user experience (stakeholders would like to know about).

Do we already have services and systems everybody agrees to perform with "the" optimal user experience?

What should we try to learn in the future do deepen our understanding and how we should approach this learning seen from a methodological viewpoint?

What do we know about the different experiences caused by different contexts wherever the will be – the "wild"?

The panel tries to build some roads to the future of user experience.