




# **mixed emotions, mixed methods**

**Conceptualising experiences of  
we-centric context-aware adaptive mobile  
services**

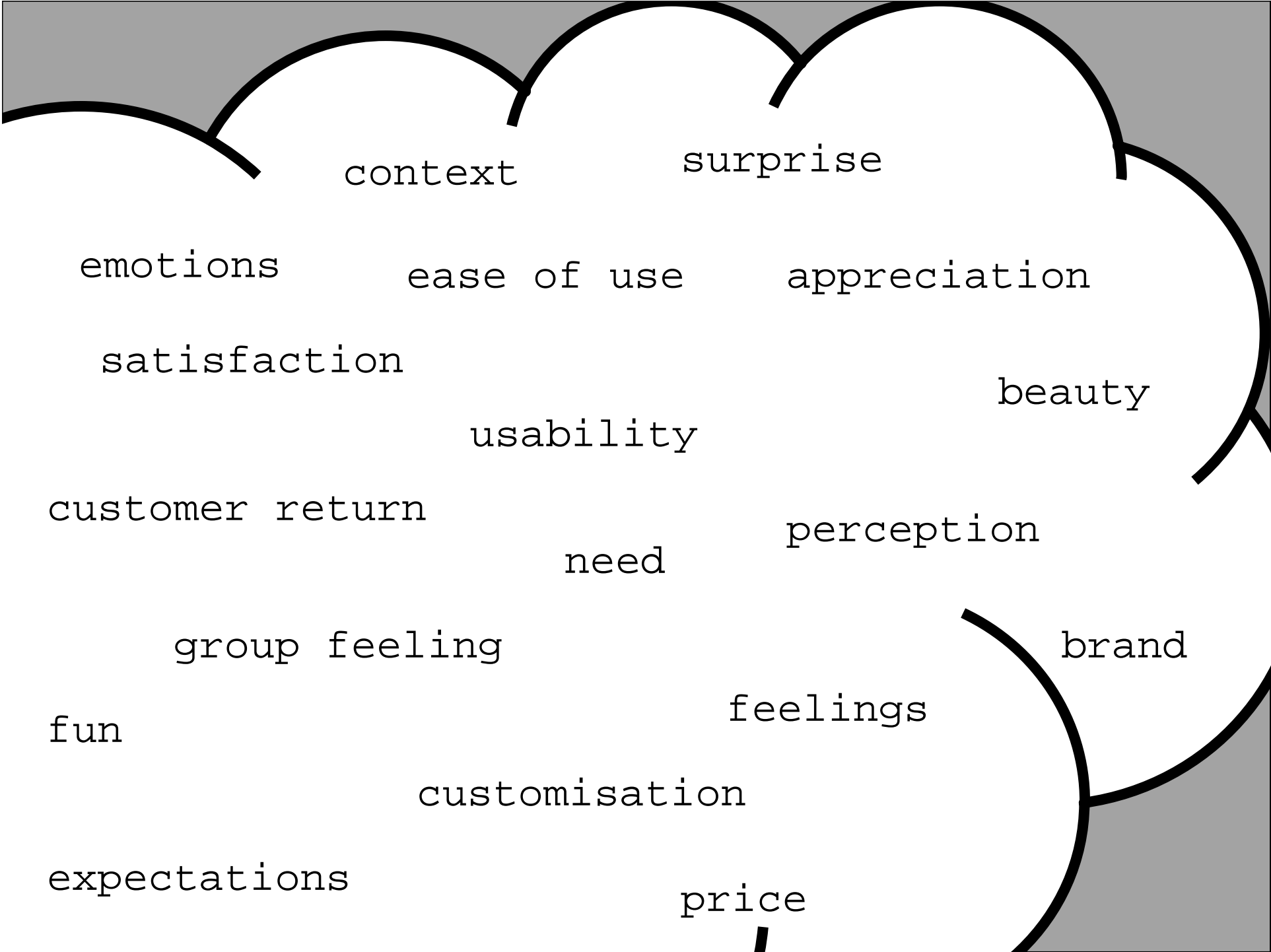
Ingrid Mulder  
Marc Steen

**Presented at workshop on  
User Experience Design For Pervasive Computing**

Pervasive 2005  
Munich, Germany  
11 May 2005

A stylized cloud graphic with a light gray fill and a dark gray outline. The cloud is composed of several overlapping rounded shapes. The word "experience" is written in a bold, black, sans-serif font in the center of the cloud. The background is a solid dark gray color.

**experience**

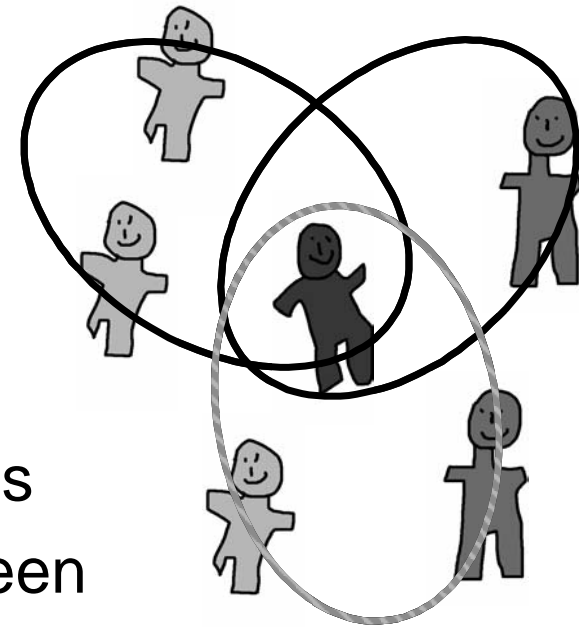




warmth

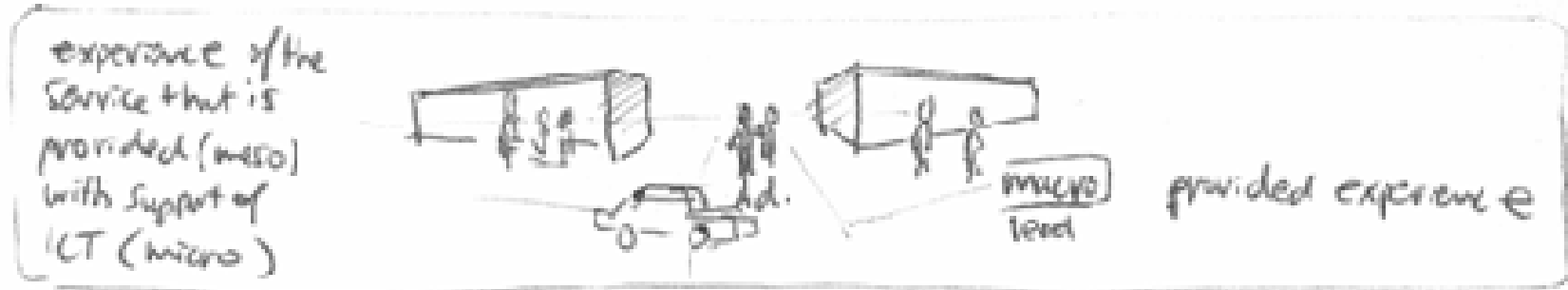
B

**Our project studies “experience of people who communicate and collaborate supported by we-centric context-aware adaptive mobile services”.**



..such we-centric services support interaction between people in dynamic personal social contexts

# context

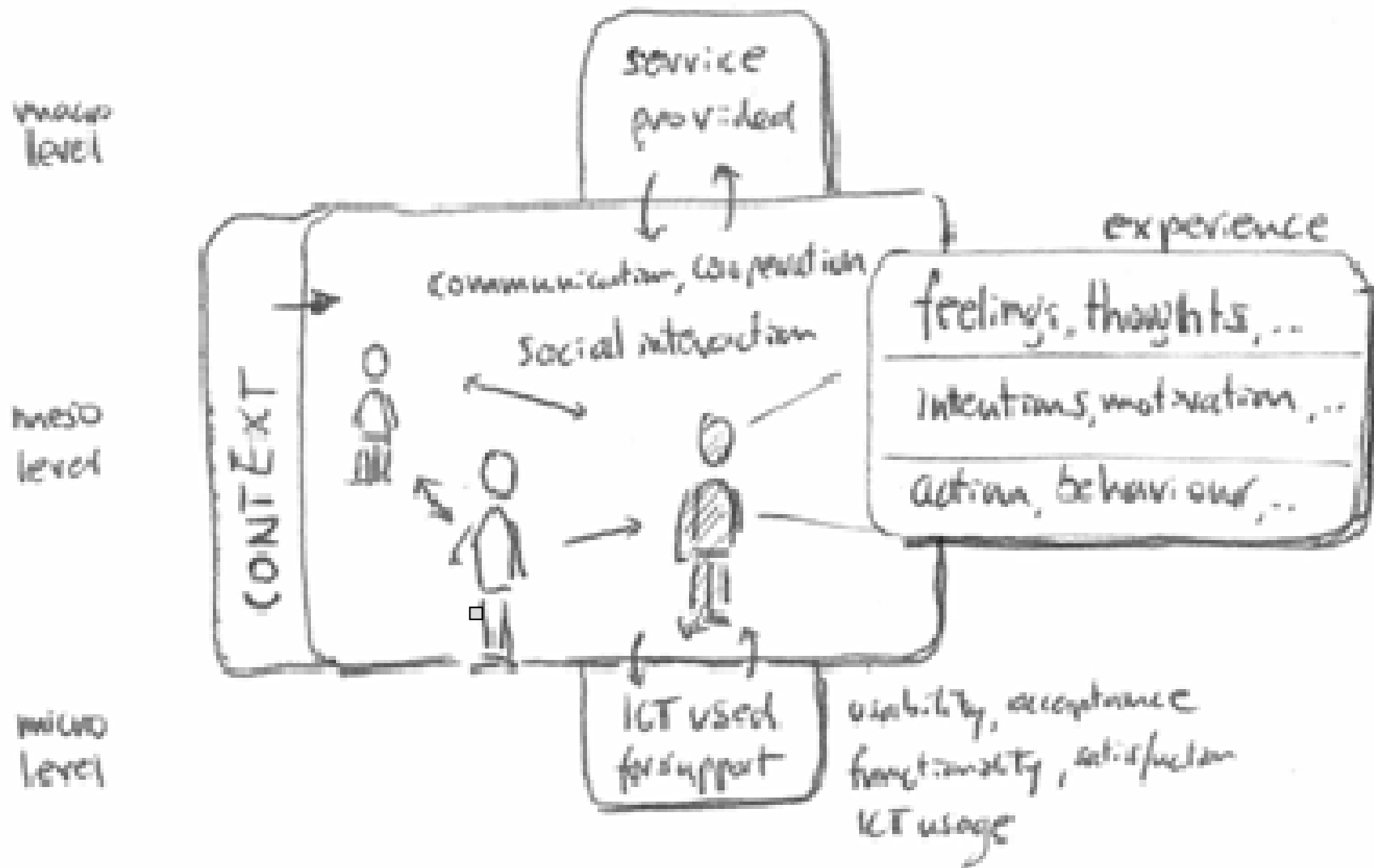


# experience



# usability

# mixed emotions

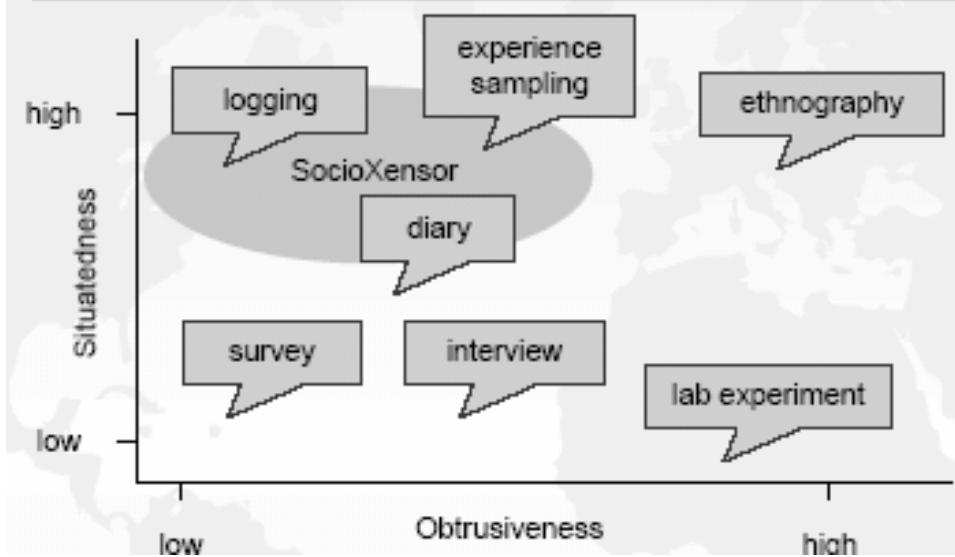




# mixed methods

Combine qualitative and quantitative, subjective and objective methods to study experience

- *Before*: expectations of experience (survey, interview)
- *During*: measure here-and-now experience (in-situ measurements (in context, in the field), e.g., experience sampling, ethnography)
- *After*: memories (surveys, interviews)
- *Out-of context*: experiment, policy capturing

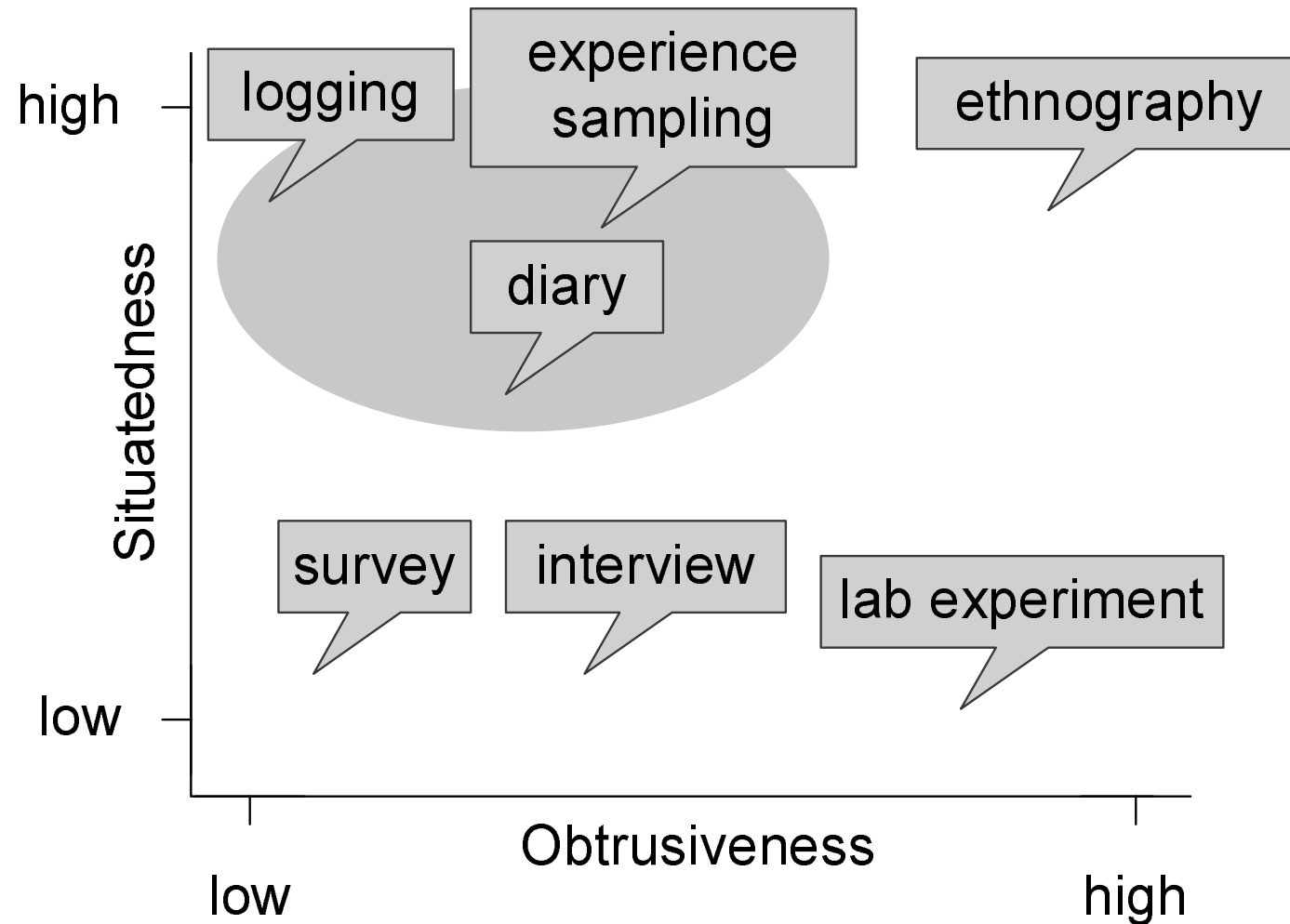


Phenomenon	User Experience	User Behaviour	Social Context
Type of data	self-report, subjective	log, objective	log, objective
Examples	needs, emotions, frustrations	application usage	proximity, communication, relation,
Measurement Software	Experience sampler	Behaviour sensor	Context sensor



# Living Lab approach

*“Bring the lab to the people”*





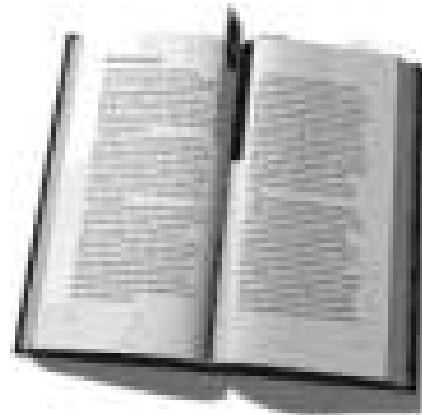
## Xensor, an in-situ measurement instrument for

- **User Experience**
  - *self-report of highly subjective data*
    - e.g. needs, emotions, frustrations
- **User Behaviour**
  - *log of objective data*
    - usage of application
- **(Social) Context**
  - *log of objective data*
    - Proximity (to other people)
    - Communication (with other people)
    - Relation (with other people)



## FRUX results end 2007 / early 2008

### Method



***Measuring  
User Experience  
and  
User Behaviour  
in Context***

### Instrument



***Xensor***

*Used and tested in FRUX!*



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