Observing Users Interact with Digital Image Management Software

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Overview

- Motivation
- Methodology
- Structure of Study
- Tools
  - Picasa
  - ACD See
- Video Clips
- Observations
- Adobe Photoshop Album
- Exercise

Motivation

Overview

Motivation

Methodology

Structure of Study

Tools

Video Clips

Observations

Adobe Album

Exercise

- **….only customers judge quality; all other judgments are essentially irrelevant”**

Zeithaml, Parasuraman, Berry. (1999). Delivering quality service. NY: The Free Press.

Methodology

Overview

Motivation

▶Methodology

Structure of Study

Tools

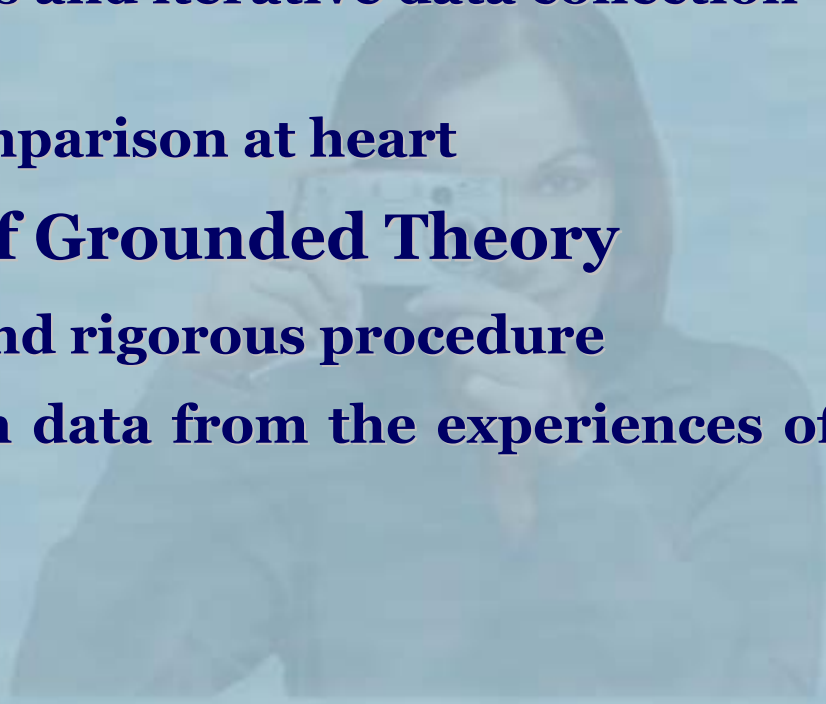
Video Clips

Observations

Adobe Album

Exercise

- **Grounded Theory approach**
  - **No hypothesis—theory emerges from data**
  - **Simultaneous and iterative data collection and analysis**
  - **Constant comparison at heart**
- **Advantages of Grounded Theory**
  - **Systematic and rigorous procedure**
  - **Provides rich data from the experiences of individuals**



Structure of Study

Overview

Motivation

Methodology

Structure of Study

Tools

Video Clips

Observations

Adobe Album

Exercise

- **Geared toward novice users**
- **5 users of varying skill level**
- **Pre-pilot study**
- **Different sets of Images**
- **Alternate tools**
- **Tools**
  - **Picasa**
  - **ACD See**

Picasa

Overview

Motivation

Methodology

Structure of Study

Tools

Video Clips

Observations

Adobe Album

Exercise

- **Automated image collection**
- **Images organized into Albums**
- **Albums organized into Collections**
- **Images and Albums organized by date**
- **Dynamic search facility based on filename**
- **Demo**

ACD See

Overview
Motivation
Methodology
Structure of Study
Tools
Video Clips
Observations
Adobe Album
Exercise

- **Organizes images by directory, album, date, category,…**
- **Multiple ways to view, sort, and filter**
- **Supports search by date, filename, metadata fields, and image properties**
- **Demo**

Video Clips

Overview

Motivation

Methodology

Structure of Study

Tools

▶Video Clips

Observations

Adobe Album

Exercise

- **Picasa Navigation**
- **Picasa Editing**
- **ACD Annotation and Search**
- **ACD Categories**

Some Observations

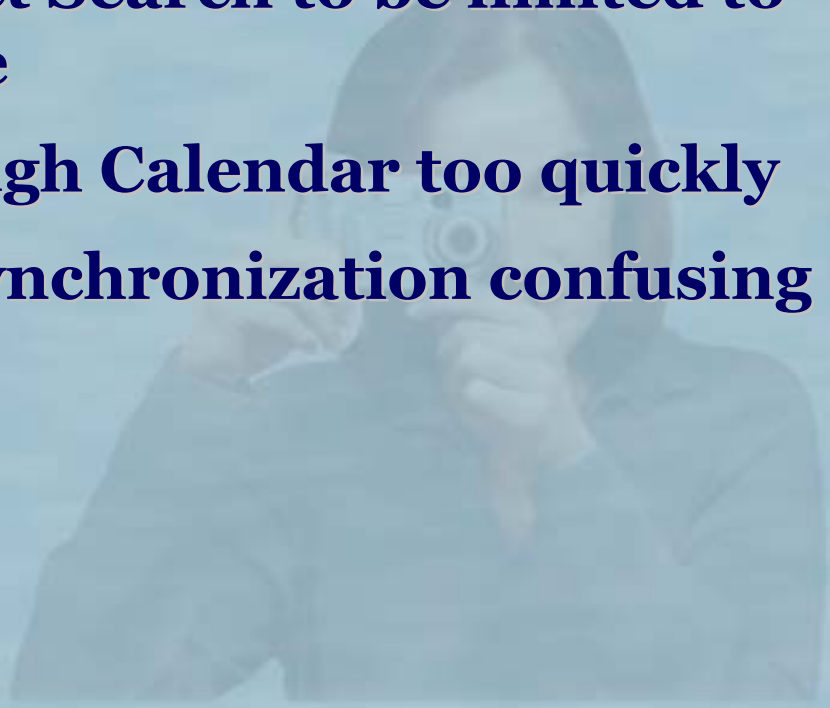
Overview
Motivation
Methodology
Structure of Study
Tools
Video Clips
Observations
Adobe Album
Exercise

- **Users want/appreciate organization by time**
- **Albums, categories, slideshows intuitive to users**
  - **Collections non-intuitive**
- **Users want annotation capability**
  - **Multiple annotation fields cause confusion**
- **Batch annotation, categorization, and organization desired**
- **Search by annotation must be simple**

More Observations

Overview
Motivation
Methodology
Structure of Study
Tools
Video Clips
Observations
Adobe Album
Exercise

- **Expected Calendar to work in conjunction with current scope**
- **Did not expect Search to be limited to current scope**
- **Clicked through Calendar too quickly**
- **Multi-pane synchronization confusing**



Adobe Photoshop Album

Overview
Motivation
Methodology
Structure of Study
Tools
Video Clips
Observations
▶Adobe Album
Exercise

- **Organizes images using timeline**
- **Categorizes images by using "Tags"**
- **Timeline and categories work together**
- **Search by caption, note, tag, filename**
- **Demo**

Exercise

Overview

Motivation

Methodology

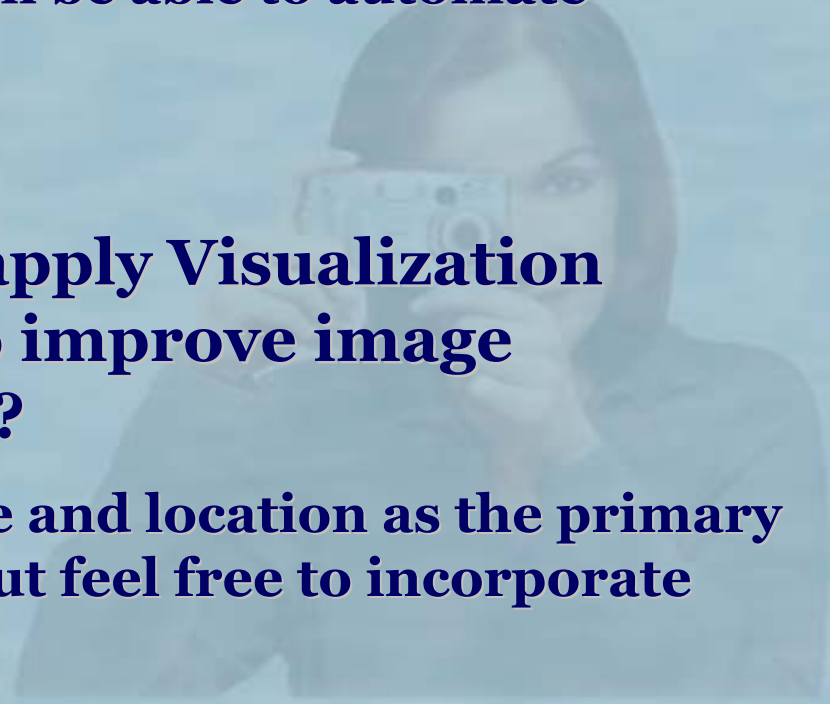
Structure of Study

Tools

Video Clips

Observations

Adobe Album

Exercise

- **Four Dimensions?**
  - **Time—able to automate**
  - **Location—will be able to automate**
  - **People**
  - **Event**
- **How can we apply Visualization techniques to improve image management?**
  - **Think of time and location as the primary directions, but feel free to incorporate more.**