Error Diary for Teaching Human Error

Wiseman, Gould , Furniss, & Cox

This case study relates to the topic "HCI: Foundations" in the CS2013 curriculum working document
http://www.cs.kent.ac.uk/people/staff/saf/chi2012/index.html

What I tried successfully

- Engaging the students with real-world examples of human error.
- Printed worksheets made it clear the students what the scope of the work was
- Having the students work in pairs allowed the students to discuss and defend their decisions throughout the practical which allowed them to learn from one another.
- Discussion at the end highlighted the difficulty with working with real world data. It also allowed students to share their own insights, ideas and examples with the class.

Changes that I made

- Students couldn't recall the definitions of each error type, which resulted in the lecturer moving the slides for the students during the exercise. Next time the definitions will be printed on the hand-outs so they stand alone and students can work from them without the lecture slides.
- Students did not have time to find examples for all error types.
- The discussion halted the student's work too soon. Students will work for longer on the task the next time the lecture is given.
- Provide students with known examples that have been previously classified to show how the exercise works.
- Change lecture slides to use ErrorDiary examples

Readings I found interesting

- Human Error, Reason, J., (Cambridge Press) 1990
- Set Phasers To Stun, Casey, S. M., (Aegean) 1995
- Categorisation of Action Slips, Norman, D., 1981

Tips and strategies I found useful

- Pre-selecting some errors for classification: many of the errors are incredibly difficult to classify so it's important to have some easy hits available.

What I found challenging

- The number of error types meant that the groups didn't have time to find an example for each type of error.
- There were very few errors that all groups had classified. This meant the discussion afterwards excluded certain groups of students who had not looked at that error.

What did not work for me

- Students weren't fully prepped with regard to equipment, some had to browse the site on their phone which was not ideal.

What would have helped me

- Online resources
- Mobile friendly version of Errordiary website