



Propagation of representational states:

- 1 ATC gives clearance to pilot to fly to higher altitude (verbal)
- 2 Pilot changes altitude meter (mental and physical)
- 3 Captain observes pilot (visual)
- 4 Captain flies to higher altitude (mental and physical)

Figure 3.15 A cognitive system in which information is propagated through different media

- The various ways communication takes place as the collaborative activity progresses.
- How knowledge is shared and accessed.

Chapter 8 describes in more detail how to conduct a distributed cognition analysis.

Assignment

The aim of this assignment is for you to elicit mental models from people. In particular, the goal is for you to understand the nature of people's knowledge about an interactive product in terms of how to use it and how it works.

(a) First, elicit your own mental model. Write down how you think a cash machine (ATM) works. Then answer the following questions (abbreviated from Payne, 1991):

- How much money are you allowed to take out?