Empowering Users

- One of the key features of computers is **programmability**
  - Perform the specific actions desired
  - But only if know how
- Spreadsheets enable people to define their own computations
  - Invented late 1970's
  - One of the key reasons personal computers became popular for business
- How to generalize to other areas?

Malleability is Key Today

- Hottest new thing on the web is end-user **authoring**
  - Blogs
  - Flickr
  - MySpace
- Key is personalization
  - End users shape the artifact
- Raises expectations for the level of personalization, customization generally

Definitions

- **“Program”**
  - “A set of statements that can be submitted as a unit to some computer system and used to direct the behavior of that system”
    - Oxford Dictionary of Computing
- **“Programming”**
  - “The process of transforming a mental plan of desired actions for a computer into a representation that can be understood by the computer”
    - Jean-Michel Hoc and Anh Nguyen-Xuan

Definitions, cont.

- **“Professional Programmer”**
  - Someone whose primary job function is to write or maintain software
  - Typically have significant training in programming (e.g., BS in CS)
- **“Novice Programmer”**
  - Someone who is learning to be a professional programmer

Definitions, cont.

- **“End-User Programmer” (EUP)**
  - People who write programs, but *not* as their primary job function
  - Instead, they must write programs in support of achieving their main goal, which is something else
  - Covers a wide range of programming expertise
    - Business executives and secretaries
    - Physicists
Examples of EUP
- Accounting (spreadsheets)
- Analysts using MatLab
- Creating a web page
- Recording Macros in Word
- Automating office tasks
- Business software (SAP programming)
- “Programming” VCRs, Microwaves
- Scientific research
- Authoring educational software
- Musicians configuring synthesizers
- Creating email filters
- Mashups
- Entertainment (e.g., behaviors in The Sims)

How Many Today?
- Most people who write programs today are not professional programmers

Languages Being Used
- For the 12 millions self-described programmers
- Caveats:
  - Probably outdated
  - Doesn’t count the 50,000,000 spreadsheet programmers
  - Cobol → SAP, etc.
  - .Net (C#) is rising

History
- Long History:
  - Original/HCI!
    - 1973 “Psychology of Programming”
    - “Software Psychology”
    - Ben Shneiderman book, 1980
    - “Empirical Studies of Programming” (ESP)
      - Workshops from 1986 through 1999
    - “Psychology of Programming”
    - Psychology of Programming Interest Group (PPIG)
      - from 1987 and PPIG’06 = 18th workshop
  - Some “Domain-Specific Languages” (DSL)
    - Often created for end-user programmers
  - Some “Domain-Specific Languages” (DSL)
  - “Scripting” languages, “Macros”
  - Rapid Application Development (RAD)

Allen Newell and Stuart Card, 1985:
“Millions for compilers but hardly a penny for understanding human programming language use. Now, programming languages are obviously symmetrical, the computer on one side, the programmer on the other. In an appropriate science of computer languages, one would expect that half the effort would be on the computer side, understanding how to translate the languages into executable form, and half on the human side, understanding how to design languages that are easy or productive to use.... The human and computer parts of programming languages have developed in radical asymmetry.”
Researchers have tried many approaches. End User Programming is still a research goal. Difficulty of learning.

From the WEUSE II workshop:
- Also, errors in:
  - Web pages
  - Email filtering rules
  - From the WEUSE II workshop:
    - Clinical customization package used by medical personnel reports the need for better reuse and debugging support
    - SysAdmins need better testability of database and other sorts of scripts
    - Issues with reuse of MATLAB applications
    - Difficulty of learning
      - Potentially millions of people who try to learn HTML, Flash, Visual Basic, Javascript, spreadsheets, etc., but give up because of one or two insurmountable errors

Consequences of Lack of Attention
- Lots of errors attributed to End-User Programming of spreadsheets:
  - Columbia Housing Authority admitted to overpaying by $110.387 due to a spreadsheet data-entry error (February 22, 2006)
  - TransAlta Corp. took $24 million charge to earnings due to cut-and-paste error in an Excel spreadsheet (June 3rd, 2003)
  - Auditor, major accounting firm: "...in 6 years work, checking literally hundreds of business-critical models, ... my team have never failed to find errors."
  - ... (many more!)
  - See http://eusesconsortium.org/euperrors/

Why is Programming Difficult?
- Some difficulty may be intrinsic to programming
  - Problem solving
  - Precise specification of algorithms
- How much difficulty can be attributed to usability problems?
  - Programming languages are a kind of user interface
  - Most language designs do not emphasize usability

Evidence That Difficult
- End User Programming is still a research goal
- Researchers have tried many approaches
  - Surveyed next
- Many commercial attempts have moved away from addressing end users
  - E.g., Visual Basic & Flash
  - Increasing language complexity and features

Hello World!
```java
class HelloWorldApp {
    public static void main(String[] args) {
        System.out.println("Hello World!");
    }
}
```
- 3 kinds of parentheses and 9 special words!
- Compared to click and type: "Hello World!"
Empirical Studies of Programming

- Studies of why programming difficult to learn
  - Identified collections of issues with languages
  - Mostly relevant to EUP
  - Survey: [Pane 1996]

Empirical Studies of Programming, cont.

- Many Syntax Problems observed
  - E.g., if (a = 0)
  - Small typos easily missed → wrong programs
    - Incorrect indentation → code is in a control structure [du Boulay 1989a]
  - Syntax, idioms, strategies for programming & debugging
  - Wrong words: STOP doesn’t mean halt & exit (Logo) [Kurland 1989]

Goal: Gentle Slope Systems

- Java
- Visual Basic
- Director (v6)
- HyperCard
- C or C# Programming

Outline

- NOTE: Not Comprehensive
- Empirical studies of programming
  - Novices, professionals, EUP
- Approaches:
  - Visual Programming
  - Programming by Example
  - Simpler Textual Languages
  - Better Environments
- Recent: Focus on Reliability
  - End-User Software Engineering (EUSE)

Techniques for Studies

- Many observations and intuition based on teaching
- Green & Petre’s “Cognitive Dimensions” [1996]
  - 13 criteria for evaluating programming systems
    - E.g., “Viscosity” – how hard to change
    - “Consistency”, “Premature Commitment”, etc.
  - Low-cost analytical tool that can avert a lot of problems at design time
  - Very influential in a number of language/environment design efforts
- “Natural Programming” approach [Myers, Pane, Ko]
  - See how people think about a task
  - Design a tool to support the way they are thinking
  - Evaluate how well the tool works with user studies

Empirical Studies of Programmers, cont.

- Inappropriate formatting hinders reading (e.g., highlighting keywords instead of content words)

Approaches:

- End-User Software Engineering (EUSE)
- Better Environments
- Simpler Textual Languages
- Programming by Example
- Visual Programming

Factors and Typography for More Readable Programs, ACM Press, Addison-Wesley, 1990

Empirical Studies of Programmers, cont.

- Many studies about the differences between novices and experts
  - E.g., experts know more “schemas” or “plans” and how to put them together [Soloway]
  - E.g., Running-Total-Loop Plan (sum up a set of numbers); Dirty-Bit Flag Plan (a flag is set if some data needs to be rewritten out to disk)
- Novices do not know debugging strategies

More studies, cont.

- Incremental testing important to understanding
  - Rapid test, revise cycle with good feedback
    - Spreadsheets provide immediate feedback
- Appropriate metaphor important
  - “von Neumann machine” model has no physical world counterpart, which is an important stumbling block for novices [du Boulay]
  - E.g., variables as “box”, but can’t hold more than one value
- Spreadsheet metaphor works better [Lewis 1987]

More Recent Empirical Studies

- [Pane and Myers, 2000]: how people express algorithms

Examples of Results [Pane]

- Rule-based style
  - “If PacMan hits the wall, he stops.”
- Set operations instead of iterations
  - “When PacMan eats all of the dots, he goes to the next level.”
- “And”, “Or”, “Not” don’t match computer interpretation
  - “men and women,” (not an apple or pear)
- Most arithmetic used natural language style
  - “When PacMan eats a big dot, the score goes up 180.”
- Operations suggest data as lists, not arrays
  - People don’t make space before inserting
- Objects normally moving
  - “If PacMan hits a wall, he stops.”
  - so objects remember their own state

Barriers in Novice use of VB

- Studied 40 novices using Visual Basic.NET [Ko & Myers 2004]
- Analyzed 74 barriers that were not able to overcome
  - Design - inherently hard algorithm, e.g., sorting
  - Selection - can’t find how to do it
  - Use - can’t figure out how it is used
  - Coordination - how to use 2 things together
  - Understanding - what just happened?

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Visual Programming

- Harness human visual system
  - Should be more “natural”
- Avoid syntax
- People were already using graphical notations
  - Flowcharts and Data flow, State-Transition Diagrams, Wiring Diagrams, Petri nets, etc.
  - Use these directly

Examples of Visual Programming

- Flowcharts and Data flow
  - Earliest: Grail [Ellis, 1969]
  - Pict [Glinert 1984]
  - Prograph [Pietrzykowski 84]
  - LabView [National Instruments, 1986]
  - Lego Mindstorms [1998]
  - Apple’s Automator
- Spreadsheet systems
  - Forms3
- Before and after pictures
  - Agentsheets [Repenning 91]
  - Kidsim/Cocoa/Stagecast Creator [Smith 94]
- Studies of VP – Green & Petre

Pict

- [Glinert 1984]
- Flowchart
- Only 4 variables
- Animate execution

Prograph

- Innovative data-flow format
- 1983
- TGS → Prograph, Inc
  → “Pictorius”

National Instruments Labview

- 1986
- And today

Lego Mindstorms

- 1998
- “Nxt” version coming fall’06
  → “Powered by LabView”
Apple's Automator

- 2005
- Sequence of operations
- Transform data
- No control structures

Spreadsheet Systems

- Leverage power and success of spreadsheets for other domains
- E.g., Forms3
  - Burnett, 1991
  - More general code for formulas
  - Graphics in cells

Agentsheets

- [Repenning 91]
- Agentsheets.com
- Before and after pictures as rules

KidSim/Cocoa/Stagecast Creator

- [Smith, Cypher & Spohrer, 94]
- Stagecast ’97
- Before and after pictures

Studies of VP

- Claims that VP would be better due to 2-D more "natural" and no syntax
- Formal studies show some benefits for novices
- But:
  - Not a panacea: every notation has advantages and disadvantages
  - Graphical programs are no better for understanding than text [Green 91, 92] [Moher 1993]
  - Visual programs are usually very difficult to edit ("high viscosity") [Green 96]
  - Take more space than text

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Programming by Example

- Create program by performing the steps by example
  - Assumes user knows how to do the problem concretely
  - Avoids problems of abstraction
- [Cypher 93], [Lieberman 2001]
- Pygmalion [Smith 77]
- Smallstar [Halbert 81, 84]
- Peridot [Myers 86]
- Comic strip:
  - Chimera [Kurlander 92]
  - Pursuit [Modugno 93]
  - Gamut [McDaniel 96]

Pygmalion

- [Smith 77]
- Show the computer the desired steps

SmallStar

- Halbert 81, 84
- By example in simulation of the Star
- Property sheets for data generalizations

Peridot

- [Myers 86]
- Show behavior of controls (widgets) by example
- Leverage power of Direct Manipulation
  - Directly build dynamic parts of interface
  - Inferred constraints and mouse behaviors

As a “Comic Strip”

- Chimera [Kurlander 1988]
- Pursuit [Modugno 1993]

Gamut

- [McDaniel 96]
- Inferred complex behaviors
- “Do Something” and “Stop That”
- Various kinds of hints
Systems often need examples of different cases

- People are not good at giving good examples
- Sometimes by example is harder than expressing desired result: sorted, A AND B

Need a way to represent code for confirmation, understanding, editing

- If can understand code, why not just write it

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Basic

- Designed in 1963, by John George Kemeny and Thomas Eugene Kurtz at Dartmouth College
- Beginner’s All-purpose Symbolic Instruction Code
- To allow students not in science fields to use computers
- Timesharing and then personal computers
- (Microsoft’s first product, in 1975)

Logo

- Created in 1966 at BBN by Wally Feurzeig and Seymour Papert
- Like Lisp without parentheses
- First turtle was physical device with wheels and a pen

Simpler Textual Languages

- Basic (1963)
- Logo (1966)
- Pascal (1970)
- Hypertalk (1987)
- Chickenfoot (2005)
Pascal

- Created in 1970 by Niklaus Wirth to teach structured programming

```pascal
program HelloWorld(output);
begin
  writeln('Hello, World!');
end.
```

HyperTalk

- Created in 1987 for Apple's HyperCard by Bill Atkinson
- Targeted at EUP
- Programmers were called “authors” and programs called “scripting”
- Event-based programming model
- HyperTalk designed to be similar to English
  - Studies inconclusive on whether this helps
  - Lots of problems with consistency
- Evolved into AppleScript

```hyperTalk
on nuovo
  put 100 into pos
  repeat with x = 1 to the number of card buttons
    set the location of card button x to pos
    add it to item 1 of pos
  end repeat
end nuovo.
```

HANDS

- PhD of John Pane, 2002
- Designed based on studies
- Properties:
  - All data visible on cards
  - Metaphor of agent (Handy the dog) operating on cards
  - Natural language style for code
  - Domain-specific operations, like movement in a direction
  - All operations can operate on single items or sets of items
  - Sets can be dynamically constructed and used

```hands
"Set all bees direction to 90"
```

HANDS Video

Chickenfoot

- [Bolin, 2005]
- EUP for the web
- Automating repetitive operations
- Integrating multiple web sites
- Transforming a web site's appearance
- Simpler version of JavaScript
- Adds pattern-matching to find parts of web page

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Better Environments

- Integrated development environment (IDE)
- Help with creating, maintaining, debugging code
- Somewhat independent of the particular language

Better Support in the Environment

- Original: Cornell Program Synthesizer, 1981
- Structured Editing
  - MacGnome, 1988
  - Alice, 2002
  - HyperCard, 1987
  - Director, 1988
  - Visual Basic, 1991
  - WhyLine, 2004

MacGnome

- [Miller, 1988]
- Structured editing
  - But could edit as plain text for flexibility
  - Also added data and code visualization

Alice

- Drag-and-drop program parts
- Pop-up menus for parameters
- Dramatic impact on learning and attitude

Structured Editing Studies

- Studies show such editors can help novices construct correct programs
- Acquiring language syntax is a barrier to novices, especially for children
- But, make it very difficult to edit programs after created
  - E.g., re-organizing code, re-using arbitrary-size pieces
HyperCard

- Atkinson (1987) tried to make user’s first experience with the tool effective (“low threshold”)
- Metaphor of designing cards
  - Background, foreground objects
  - Change cards in-place
  - Now familiar from WWW and PowerPoint
- Programmed in HyperTalk (discussed earlier)
- Successfully enabled significant EUP

Visual Basic

- Microsoft, first released, 1991
  - 1997, VB5 Debuts – replaces Word Basic, Excel Basic, etc.
  - 2002, VB.NET Debuts
- For scripting, connecting components, database access, etc.
- Interactive tool for placing widgets (controls) such as buttons ( = “Interface Builder”)
- Event-based version of the Basic language

Visual Basic Picture

- VB.Net

Director

- MacroMedia (now Adobe) 1988
  - Most people now use Flash
  - Scripting language (“Lingo”) for animations, with IDE
  - Metaphor of a timeline “Score”, for when animations start and stop
    - Awkward for user-driven interactions

Director Picture

WhyLine

- Debugging tool (Ko & Myers, 2004)
  - Surprising lack of support for debugging, even in EUP tools
- Observation from studies: All of the observed debugging problems could be addressed by “Why” questions
  - 32% were “why did”; 68% were “Why didn’t”
  - Allow directly asking these questions in the UI
  - Searches code and execution history for answers
  - “Why didn’t” questions are answerable because only ask about what was plausible to have happened.
- Answers use:
  - Text message
  - Visualization of the time line (“WhyLine”), and
  - Highlighting of code and data
**Review of Results of User Study**

- Subjects with WhyLine got 40% more tasks completed
  - 3.20 vs. 2.25, \( p < .02 \)
- In matched situations, subjects with the WhyLine debugged about 8 times faster
  - Average: 20 seconds vs. 155.7 seconds, \( p < .02 \)

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**End-User Software Engineering**

- Initiative to make software created by end users more reliable and correct
- Motivation:
  - Spreadsheet errors
  - Difficulty of debugging
- Bring “Software Engineering” principles to end users
  - But not necessarily SE methods
  - EUP will not follow strict processes, etc.
- Founded by Burnett, et. al. ~2002
  - NSF ITR 2003-2007
  - End Users Shaping Effective Software = EUSES consortium.
    - [www.eusesconsortium.org](http://www.eusesconsortium.org)
- Workshops on EUSE (WEUSE 1 at ICSE’05, WEUSE II at CHI’06)
  - Connections: Researchers + Industry

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**EUSE Examples, 1**

- UCheck [Abraham 2004]
  - Infers units based from layout and headers
  - Identifies formulas that try to combine incompatible units

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**EUSE Examples, 2**

- WYSIWYT [Burnett 1997]
  - What you see is what you test

User can enter assertions

System can figure out more assertions

There’s got to be something wrong with the formula!
Conclusions

- Increasing need to automate our systems
  - Increase productivity
  - Control our complex world
  - Author interesting behaviors
- Programming still too hard for most people
  - How can it be made easier?
  - Is there a way to avoid or to make understandable abstraction, iteration, conditions, recursion and other concepts?
- Will Artificial Intelligence (AI) help?
  - Reduce need for programming?
- Still enormous opportunities for research and new ideas