Why? (HCI)
- important for anyone with a credit card
- didn't used to be in curriculum
- interaction is part (definition of game)
- game is "optional" activity (people may not tolerate bad)
- ideas from HCI → Game Design
  game design is a good way to get at HCI
- varied goals in game design
  not just "easy to use"
  don't play games because it's easy
  violin, chess...
- intentional vs. unintentional challenge
  big idea for game design: control over challenge

Learning Curve vs. Flow Curve

Bad HCI pushes Flow Curve (frustration w/o challenge)
Sometimes bad HCI is a game mechanic
Why Norman

"Good whiner!"

Gives us a vocabulary to talk about our experience

Visibility
Affordances
Conceptual Models
Mapping
Feedback
Hidden State

Blame Model

Seven Stages (see notes)

Gulfs

Precise behavior from imprecise knowledge

- information in world
- precision isn't really required
- natural constraints
- "cultural constraints"

long term vs. short term memory