ABSTRACT
Software engineers traditionally come from abstract, analytical backgrounds such as Computer Science. Such training leaves them highly equipped to design and build software architectures, but doesn't necessarily support them in designing in a way that is aware of users' emotions, or of the social aspects of experience. This paper presents Teasing Apart, Piecing Together (TAPT), a redesign technique intended to help people understand experiences in a way that incorporates social and emotional aspects, and to redesign experiences in an emotionally-aware way. TAPT is a tool that can help people from an engineering background in the context of designing wellbeing.

Author Keywords
Design, evaluation, TAPT, wellbeing, emotions, social

ACM Classification Keywords
H5.2. Information interfaces and presentation (e.g., HCI): User Interfaces. User-centered design.

INTRODUCTION
Wellbeing is deeply important, and is arguably rooted in three arenas: the cognitive, the emotional and the social. It has been observed that current work on interaction design for emotional health is at a very early stage [2], and although there are a plethora of design tools and techniques that have a cognition-based philosophy, few tools acknowledge emotional or social facets of experience.

Teasing Apart, Piecing Together (TAPT) is an experience-oriented design and evaluation method that is suitable for use in the arena of emotionally- and socially-aware designs: this paper explains TAPT and its relevance.

TEASING APART, PIECING TOGETHER
There exist many methods for understanding UX, from interviews and observation to experience prototyping [1], contextmapping [8] and cultural probes [4]. TAPT, inspired by Dix’s deconstruction and reconstruction [3], is different in two key ways: it provides constructs for redesigning existing experiences, and it aims to support understanding of social and emotional facets. Like contextmapping, it accesses deep knowledge about latent feelings (Figure 1).

Figure 1. Contextmapping and TAPT access deep knowledge.

TAPT falls into two halves, shown in Figure 2. Phase one, Teasing Apart, involves a structured analysis of an experience: it results in an abstracted description of that experience, focused on emotional and social (not physical or digital) elements. Piecing Together takes the output of Teasing Apart and uses it as a springboard for redesign [5].

Figure 2. TAPT involves analysing the experiential effects of an interaction, to redesign that interaction for a new context.

In brief, Teasing Apart involves: writing a brief description of the chosen experience; listing ‘surface elements’ of the experience (relevant nouns and adjectives); listing ‘experienced effects’ (physical, social, intellectual and emotional effects); identifying key effects; describing the...
experiences with geosocial services, specifically Gowalla
TAPT has also been used to compare experiences with
derived end product with their initial analyses and aspirations.
Eight months after using TAPT, the Blapr team used
TAPT can be used to evaluate systems in their own right. The Blapr team used
TAPT for Evaluation
Elements but adjusting them for the new context.
 might redesign playing tennis for people with particular
example, meditation, social interactions, sport). For
TAPT can help us design for wellbeing by letting us
identify key aspects of experiences that promote wellbeing
(e.g. meditation, social interactions, sport). For instance, we
might redesign playing tennis for people with particular
physical disabilities, focusing on social and physical
elements but adjusting them for the new context.

TAPT for Evaluation
TAPT can be used to evaluate TAPT-designed systems, and
to evaluate systems in their own right. The Blapr team used
TAPT to conduct an experiential evaluation of their system
eight months after using TAPT to understand their chosen
experiences. They found it a useful tool for comparing their
end product with their initial analyses and aspirations.
TAPT has also been used to compare experiences with
systems. For example, a study involved analysing people’s
experiences with geosocial services, specifically Gowalla
and geocaching1 [6]. Two focus groups collaboratively
Teased Apart their experiences, coming to a consensus
about what was key to using that particular service. The
researchers conducted a structured review of those analyses
to draw conclusions about how the services compared.

CONCLUSIONS
TAPT can and has been used to understand and design
experiences. Practitioners can apply TAPT to their own
experiences, or recruit focus groups. They can use TAPT to
understand experiences related to the design problem;
experiences to be redesigned for new contexts; and
experiences to be investigated in their own right.

Users of TAPT have described it as efficient, precise and
clear, with advantages being that it elicits user-generated
terms; supports creativity in design; structures an implicit
process in design; and focused upon user experience.

TAPT is highly relevant to design for wellbeing. It helps us
understand emotional and social facets of experience. This
understanding can be used to understand how existing
systems support wellbeing; to support the design of new
systems that target wellbeing; and to evaluate such systems.

REFERENCES