

**Situational Intuition:
Hierarchical Modes of User Experience in Human Computer Interaction**

by Simon Tarr

ABSTRACT

Situational Intuition examines the ways in which novice users teach themselves highly complex software with no prior experience, and how the user experience (UX) of such software affects the information-seeking processes of those who are actively trying to use it.

This qualitative study examined novice undergraduate students beginning to use complex digital non-linear video editing software as they sought to attain proficiency. Data collected in the form of interviews before and after the assigned task of the study, observation of the participants in process, and concurrent think-aloud narration by the participants, provide evidence for a newer extended definition of intuition. This study also proposes a new hierarchical model of UX that could account for this augmented definition.