# FIT2001: Systems Development – Workshop 9

**Objectives**:

- Develop the skills to develop personas and prototypes that meet business functionality, adhere to good interface design guidelines and are usable.

The following activities are involved in this workshop:

- Activity 1: Review QUIZ (via Flux)
- Activity 2: Assignment 2 Retrospective
- Activity 3: Prototyping
- Activity 4: Assignment 3 Discussion & Planning
- Workshop Quiz (will be done in week 10)

## Activity 1: Review Quiz (15 mins)

Q1. Write one word to describe which of Ben Shneiderman's golden rules is being followed in these 2 screen images.


Q2. A persona:

A) Is a description of one of the users of the system

B) Is a representation of typical key audience segments of the system

C) Is the plural of person

D) Is fake so can cause confusion when designing the interfaces

Q3. A good error message:

A) is very, very detailed and provides the user with lots of information about the error

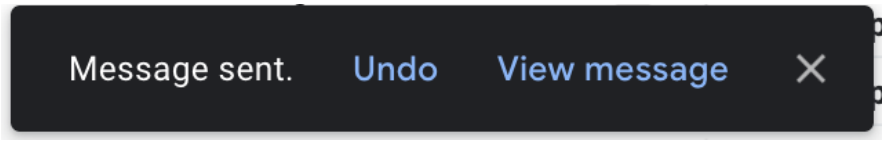
B) gives the user lots of detail about what the error could possibly be

C) is written in an active voice and makes sure that the user knows exactly what they have done wrong

D) concisely describes the error and the possible solution

Q4. Write one word to describe what HCI design heuristic this bin represents:

Q5. Which golden rule does this screen image represent?




A) Offer informative feedback

B) Prevent errors

C) Permit easy reversal of actions

D) Support internal locus of control

## Activity 2: Assignment 2 Retrospective (~15 minutes)

- Please arrange a team meeting to do the Assignment 2 Retrospective. It is a good time to reflect what you did and what you could improve in the future. A Miro board named **2021OCT_T(*teamNo*)_A2_Retrospective** was created for you to use. Please go to your Miro board and see for this.
- See Appendix 1 for details.

## Activity 3: Prototyping (~80 minutes)

- Work with your Assignment Team members (~45 minutes)
- Using the Bayside Bikes detailed system description and forms:
  - Task 3.1: Develop a primary persona for the Booking/Rental function
    - What research do you need to conduct?
    - What data do you need to gather?
  - Task 3.2: Develop low fidelity hand-drawn interfaces (or you may wish to use a wireframe drawing tool – Balsamiq (easy to use but only 30-day free trial), Diagrams.net, Lucidchart, etc. … keep in mind that you have very limited time) for the Booking/Rental function for Bayside Bikes. To assist with understanding the business functionality, please review the detailed project description and Rental form.
  - Task 3.3: Assess the usability of your interfaces using Shneiderman's 8 Golden rules and Jakob Nielsen's 10 heuristics. Consider the following questions associated with the 8 Golden rules:

| The principles | Questions to consider |
|---|---|
| 1. Strive for consistency | Is the style of this element maintained across your site/app? Is this content placed in the correct location according to the site hierarchy? Does this follow the conventions for your chosen platform? How can you make your designs more consistent? |
| 2. Enable frequent users to use shortcuts | Are there shortcuts available for your more experienced users? Who is this product designed for? Will there be a need to consider experienced users? How can you make it easier and quicker for experienced users? |
| 3. Offer informative feedback | Does the user know where they are at in the process? Does the user know what they have done after performing this action? How are you communicating this feedback to your user? |
| 4. Design dialogue to yield closure | Does the user have to do any guessing here? Is it clear and obvious enough for your intended audience? Are there any next steps for the user? How are you communicating the system status with the user? |
| 5. Offer simple error handling | Have you done everything imaginable to prevent this error from happening on your end? Is this error avoidable in the first place? If the user does make an error, how easy is it for them to fix it? |
| 6. Permit easy reversal of actions | How many steps does the user have to take to reverse their actions? Will the user quickly realize they need to reverse the action in the first place? How can you make your users detect the possibility of reversal? |
| 7. Support internal locus of control | Will the user feel in control at this specific touch point in your app? Will they be surprised in an unpleasant manner? Does the site feel easily navigable? Does the user feel safe and in control? How can you make the user feel more safe and in control?? |
| 8. Reduce short-term memory load | Are there enough visual cues here for the user to find the functionality or item? Do they have to remember things to understand what's going on? How can you help the user recall? |

- Be prepared to discuss your persona and your prototypes for business functionality and usability (~35 minutes)

## Activity 3: Assignment 3 Discussion & Planning (~30 minutes)

- Discuss Assignment 3 Requirements
- Q & A for Assignment 3
- Plan Assignment 3 (See Appendix 2)

## Appendix 1 - TEAM RETROSPECTIVE

- The Assignment Team Retrospective is an opportunity for the team to reflect on their performance for the recently completed assignment and improve for the next assignment.

- **Step 1:** Each team member individually reflects on the team's and their own performance for the recently completed Assignment, and writes their thoughts on the following 3 different areas – Continue Doing, Start Doing and Stop Doing. You may want to use MIRO to help with the retrospective. They have a template you can use – just change the heading to match what we have asked you to do.

**Areas to consider:**

| | |
|---|---|
| As a team we need to **CONTINUE DOING:** | and in particular I need to continue doing: |
| As a team we need to **START DOING:** | and in particular I need to start doing: |
| As a team we need to **STOP DOING:** | and in particular I need to stop doing |


- **Step 2:** Collate the team members responses, group the information, discuss the information, and decide on the changes the team are willing to commit to for next Assignment. If there are any serious issues raised that cannot be resolved by the team, please seek help from your tutor or lecturer.

## Appendix 2 – PLANNING FOR ASSIGNMENT 3

1. Review Assignment 3 specification and develop your Assignment Plan.
    a. 1st Meeting - **Discuss the requirements of the assignment**, and each component to a reasonable level of detail, so that all members have a clear understanding of what is required.
    b. **Make your plan** with a list of tasks, allocation to team members and deadlines. Make sure that you plan to finish a few days before the due date, so that you have enough time to deal with any issues that arise. Plan all meetings for the assignment – date, time, zoom link. While you will have a couple of longer meetings for detailed work, you should also have regular stand up meetings to discuss progress. PUT ALL THE TASKS ON YOUR TRELLO BOARD.
        - The Standup meetings should be short. It is just a quick catch up to ensure that everyone is going okay with their allocated tasks. If all is well, meeting minutes are not required for standup meetings. If there are any issues, resolve them or contact staff if required, and write up brief minutes to detail the issues and actions taken.
    c. **Divide the work** equally, either to individual team members or pairs of team members. Identify where part of the work is dependent on other parts of the work being completed. Working in pairs is much better and helps build confidence in team members. It is important that **all team members contribute to all parts of the assignment,** as if team members do not work on all aspects of the assignment, they will have big gaps in their knowledge, which will have a significant impact on their learning and final exam mark.
    d. **Work on allocated part –** either individually or in pairs. All work should be done in a shared document so that all team members can see how other team members are progressing at any time, and be able to provide feedback in the document,
        i. ***Report back on progress/issues*** during regular stand up meetings.
        ii. ***Review all work, and provide feedback*** at Next meeting
        iii. ***Re-allocate work*** to incorporate feedback.
        iv. **REPEAT Steps d - g** until the team is happy with the work.
    e. **Meet regularly to review work and do a final review before hand in** (should be at least 2 days before the assignment is due to ensure that you have time if there are any issues that need to be sorted).

**STANDARDS:** Create interface design standards so that you do not waste time re-doing work when you try to integrate different interfaces.

**WORKLOAD EQUITY:** If a team member is given less work than expected, they should request more work. If more work is not allocated, they should see the tutor to sort out the issue. Saying that the team did not give me any work or did not give me enough work is not a valid excuse. It is your responsibility to ensure that you have contributed equally to the Assignment.