MS1

Group 13

Individual Explorations

- **Kin**

1) **Laptop:** I use my tablet alongside my laptop whilst studying. There's a hall effect sensor located at the left side of my laptop for detecting if the lid is closed. The keyboard and track-pad are deactivated whilst the sensor detects a strong magnet nearby. I usually have my tablet placed on the left side of my laptop and my laptop just keeps suspending itself and I had no idea why before I figured out that the magnet on my tablet is triggering the laptop lid sensor. This is a poor interaction as it interferes with my intended tasks. I have learnt not to put my tablet on the left side of my laptop as a workaround.

2) **Entrance door:** "Pull" entrances that require turning a key is a poor interaction experience to me. Turning an inserted key whilst pulling on a heavy door is a task that involves both hands. It's impossible to get the door to open if one of my hands is occupied. Compared to having a "push" door, it'd be way simpler if the door could be pushed with the same hand that's turning the key in the door lock. The workaround I've been doing is to avoid those specific doors.

3) **The C Programming Language:** I sometimes need to write programs in the C language. The code usually just works if it does. But if it doesn't, the error messages such as SIGABRT, SIGSEGV aren't really helpful at all. There's no way to tell when and where the error happened through the error messages alone. The messages are also too vague for me to know what actually went wrong in the code. The workaround I've taken is to use another language unless I'm required to use C.

4) **Declining a phone call:** I've recently learnt how to decline a call on my phone. The incoming call screen on my phone is quite inconsistent. Sometimes both the accept and decline buttons are there, other times there's only the "swipe to accept" bar but not any buttons for declining the call. Before learning how to decline a call, I'd have to wait for the call to disconnect so that I can continue to use my phone. This is a poor and unsuccessful interaction experience. I didn't think I'd have the need to look up the manual just to be able to decline a call.

5) **Right-angled power cords:** Electric power sockets are usually installed with the earth pin at the bottom on a wall. And right angled cords follow this convention as well so they point downward when it's plugged in. But the sockets in my apartment building are installed the other way up. When a right angle cord without a pivot is plugged in, the cable points up instead of down and it becomes a tripping hazard. It is a poor design to

have a fixed angle cable without a turning pivot. I have to have adapters specifically for these plugs as a workaround.

6) **Winnipeg transit rear doors:** I exit the bus through the rear door whenever it's the most convenient for me. But not every bus has the same kind of doors. Some are touch to open and some are press-to-open. It had never worked consistently for me. This is very poorly designed. They should have a push button for opening the doors like public transit in literally anywhere else. I've started to avoid alighting thru the rear door as a workaround.

7) **Two way light switches:** When they're functioning, they're great. But when the light bulb is out, there's no way to tell if the power for the light is still on since there's no indicator on both of the switches themselves and the switch position is not useful to determine if the power is switched on for a two way switch. I'd have to have an electricity meter to check if the power is live before changing the faulty bulb to avoid electrocuting myself.

8) **The lift in the building I live in:** There are both numbers (123) and Chinese numerals for the floor level buttons in the lift. But the level written in Chinese is off by +1 compared to the number level labels, i.e. the 14th floor is written as 15 in the Chinese label. This has confused the mail man and most of my visitors. I have to specify the floor number in both numbers and Chinese numerals whenever I'm giving out my address.

9) **Charging an Apple Pencil:** The Apple Pencil snaps onto the side of an iPad to charge. But the pencil falls off whilst it's being carried in a bag and it'd be lost in the bag. It's a hassle to have to look for the stylus every time I'm using my tablet. And it's battery isn't topped up as well since it wasn't charging. This interaction isn't ideal I'd say. The pencil should be more secure whilst charging.

10) **Microwave controls**: There's only 2 buttons on the microwave oven I'd use, the start and the power level button, since I have no idea how the other ones work. There might be a manual for it but it's not worth my effort to find it and look them up. The interaction is mostly fine, but the control panel could be much simpler without the cluttered unknown features.

- **Diljot**

1) **Smartphones unlocking with facial recognition:** Facial recognition on my smartphone functioned effectively under optimal lighting conditions. Nevertheless, its performance declined in low-light situations, prompting me to establish a PIN as an alternative.
   unlocking method.

2) **Microwave food heating:** Certainly! When it comes to using a microwave to heat food, it was generally effective in gettIng the job done. However, there was one issue that could be considered a downside, which is that the heating process was not always uniform or consistent. In other words, certain parts of the food might become too hot while others remain relatively cold, leading to uneven heating.

3) **Light switch:** Turning on or off the lights typically went smoothly, although occasionally the switch experienced some difficulty like physical damage. To resolve this issue, we have to either change the switch or call the technician.

4) **TV Remote**: Utilizing the television remote was mostly effective, except for the inconvenience of the batteries unexpectedly running out of power. To address this issue, I began storing extra batteries in a designated nearby drawer for swift replacements.

5) **Software update:** Updating the software on my computer went smoothly for the most part, but there was a problematic situation where one of the updates created compatibility issues with other programs. I had to engage in troubleshooting and, in certain instances, had to uninstall and then reinstall the software that was Impacted.

6) **Elevator:** Using the elevator in my building typically went successful, but there were negative experiences when it malfunctioned or became unavailable. To address this, I adapted by opting for the stairs when the elevator was unavailable or seeking assistance when it got stuck.

7) **Washing machine:** Doing laundry was successful, although there was a negative experience when the washing machine's cycle became stuck at one point. To resolve this issue, I gained knowledge on how to reset the machine and also became more mindful about not overloading it.

8) **Card Payment method**: Paying by card is generally successful, but there were some frustrating experiences when the card reader wasn't functioning correctly. In those situations, I would either go inside the station to complete the payment or opt for a different payment method.

9) **Public Wi-Fi:** I successfully connected to the public Wi-Fi, but encountered difficulties when the network was sluggish or unstable. In such cases, I would either switch to an alternative network if one was accessible or resort to using my mobile data as a temporary solution.

10) **Laptop Trackpad:** Navigating my laptop's trackpad was usually successful, but there were instances when it didn't work well because it got dirty or damp. To make it work better, I would use a microfiber cloth and make sure my hands were dry.

- ## Filip

1) **Alarm Clock :** The alarm clock that I use is the one on the Iphone, and I use it everyday to wake up. It's function is successful everyday in waking me up and does what it is supposed to do successfully. Something that I have a problem with is sometimes miss clicking between snooze and cancel because of how tired I am and I don't see the buttons clearly. I have now memorized the layout of it so I have worked around this problem.

2) **Car Display :** The display in some cars can be very useful for controlling the temperature, seeing the radio etc, but can be very distracting to use while driving, a workaround is to use voice commands.

3) **Laptop Keyboard :** It is small and comfortable for typing, but the power button can sometimes get in the way and lead to an accidental shutdown. To further avoid this issue I made sure to program a confirmation prompt.

4) **Bus Schedule App :** Although the bus schedule app is helpful and tells you when the buses are arriving, many times the app shows false times, and leads you to thinking the bus is either early or late. Because of this, I make sure to double check the bus times before.

5) **Office Chair** : Although the chair I use is comfortable, the armrests can be too low which makes it hard to rest my arms on it. To compensate for this, I added cushions to the arm rest.

6) **Remote Control :** Although the remote control is successful in its primary function, to turn the tv on, volume control etc, the buttons can be too close together which can lead to accidental buttons being pressed.

7) **Web Browser Tabs :** When you have too many tabs open in the web browser, it can get overwhelming and you can lose your place at where you were. To address this issue, I use an extension that allows you to group similar tables together to further organize it better.

8) **Texting Autocorrect** : Typing on my iphone keyboard is successful and does its primary job, but it can become frustrating when it autocorrects words that you did not want corrected and the phone dictionary did not recognize them. To overcome this, I turned off autocorrect by adding certain words or phrases to a list to not be corrected.

9) **Laptop Trackpad :** The primary function of a trackpad is successful because it allows you to use it over a mouse. The problem with this is when typing, you can accidentally hit the trackpad, which makes it do an action unexpectedly. To avoid this, I disable the trackpad when I have to type long messages.

10) **Elevator:** Using the elevator is successful when you press the buttons and it functions properly, but at times the buttons can be too close together and I hit a different button than intended.

- ## Abhay

1. **Headphones switch between devices:** I have these Sony headphones while they are a great pair of noise-cancellation headphones, the feature that I most like about them is seamlessly switching between devices. For example, I use them with my phone and laptop and headphones can switch between these devices seamlessly without me having to connect them again and again. But sometimes it does fail and is not able to switch but 8 times out of 10 it works.
2. **Remote start with manual cars:** Remote start is a great feature to have especially in harsh winter-prone cities like Winnipeg. Nowadays automobiles come built in from the factory and work fine but people with old cars have to install a third-party system. Now the problem occurs when you have a manual transmission car, it's not like the remote start system doesn’t work in a manual car but it's not as convenient as it is in an automatic car. For example, there a certain steps you have to follow before you turn off the car and get out in order for it to work the next time you try to start your car with a remote start.
3. **Apple airdrop:** Apple airdrop is a feature that is used almost every day and works all the time flawlessly. However it only works with Apple devices but sometimes if I have to share some files with someone who is not an Apple user, I have to use a different medium and that causes a little inconvenience.
4. **Water boiling kettle:** I have this water boiling kettle it works fine to boil water but it doesn’t have any auto kill switch or alarm to tell when water is done boiling. So I have to stand close to the water kettle until the water is fully boiled to prevent it from jumping out from the kettle and causing damage.

5. **Microwave control:** On daily use, I use only 2-3 buttons on my microwave to heat up my food which includes 1-minute timer, start and stop. But there are so many other buttons that are available to use and I find it confusing sometimes. To get a workaround on this problem I have taped the rest of the unused buttons to not get confused.
6. **Winnipeg Bus Transit app:** The official Winnipeg transit app works decently in normal conditions for example in summer it hardly gives any issues. But in winter when it's cold and snow it doesn't show the exact time of arrival for the bus and the bus often shows up late which causes inconvenience and being late to classes even if you show up on time for the bus. So to workaround this problem I often find myself using some other apps to track the location of the bus in real time.
7. **Fitness equipment in gyms:** Some fitness equipment at the gym lacks clear instructions, making it challenging for newcomers and novice users to understand how to use the equipment. A workaround to this is to look up the machines on the Internet and find out the information through articles/videos available online.
8. **Restroom sink time:** Restroom sink timers in public restrooms may be set too short, causing the sink to turn off while occupants are still washing their hands. To get a fix to this we can enhance sensor technology to provide a more reliable and user-friendly experience. A workaround to this situation is to keep your hands close to the sensor and it keeps the water running most of the time.
9. **Car cup holders:** Car cup holders are usually designed for smaller water bottles or to-go cups. But sometimes if you carry a big water bottle to work or school there is hardly any space to place that other than in your backpack or under your seat. Which in most cases is not safe to access while driving. To prevent this from happening and to be safe on the road I had to get an external cup holder to fit the bottle**.**
10. **Car air conditioning:** To adjust the car's air conditioning settings while driving. The controls were well-labelled and easy to understand. But there are no buttons to press instead there are haptic sliders to change the temperature and other controls which were small and closely spaced, making it slightly challenging to press the correct one without taking my eyes off the road. I programmed my preferred settings into memory presets for quick adjustment.

- ## Aswin

1) **Apple EcoSystem:** The seamless interconnectivity among my Apple devices enables me to effortlessly share documents and data across platforms, enabling me to work on projects seamlessly from any device. However, Apple's ecosystem, while providing

exceptional integration within its own devices, presents a limitation. It doesn't integrate as effectively with non-Apple devices, restricting access to certain exclusive IOS features when communicating with devices outside the Apple ecosystem. For example, I am unable to access notes that I take on my iPad on my windows desktop due to the lack of support for note taking apps like notability on windows systems. I found a workaround by downloading software such as google drive to help me transfer notes and tasks between non interfaceable devices.

2) **Doorknob locking system:** While I was hanging out at my friend's place, I struggled with locking their bathroom door. It was just a knob without any obvious locking parts. I had to ask my friend how it worked. Turns out, you had to press the knob down and then twist it to lock. At first, it was confusing, but later, I kind of liked it. Even though it was a bit tricky, I prefer this system. It keeps the door looking clean without extra bits and pieces hanging around. So, despite the initial confusion, I found it practical and liked how it maintained the door's simple look.

3) **Apartment – Bus stop pathway:** The pathway from my apartment to the nearest bus stop isn't the most efficient route – it doesn't take the shortest distance between the two points into account. This setup often causes me to miss my bus. To save time, I've created my own shortcut by walking through the grassy fields between my apartment and the neighboring buildings. This workaround ensures that I catch my bus on time without having to follow the longer, inconvenient path provided.

4) **Smart lighting:** Through a single app and voice commands, I can control the lights without being physically near a switch, making it very convenient. However, this system comes with its flaws. Voice commands tend to be misinterpreted sometimes and the parent app contains occasional bugs or outdated software which is frustrating.

5) **Microwave time setting:** Configuring the heating time on my microwave used to be a cumbersome task, involving several steps and numerous button presses. Having to select the "set cook time" option and then input the specific numbers was time-consuming. However, I've come up with a work around by utilizing the "add 30 seconds" button creatively. I can set the desired time by pressing the latter button repeatedly to reach the exact duration I need, eliminating the need to navigate through a maze of buttons and numbers. This approach streamlined the process and made using my microwave much more efficient.

6) **Poorly designed closet storage:** The closets in my apartment posed a significant challenge when it came to storing clothes efficiently. The design left limited space, allowing only a few articles to fit before it became cluttered even though the limited space meant a bigger room. To overcome this issue, I used vertical hanging storage cubes. I maximized the available space and transformed the way I organized my clothes. This workaround enabled me to resolve the capacity problem as well as create an aesthetic nature to my storage.

7) **Pedestrian Crossing signals:** In Calgary, unlike in Winnipeg, pedestrian signals lack auditory cues in most places, creating confusion during my visit. Additionally, the timer set for crossing is notably shorter than what I'm accustomed to in Winnipeg. These combined challenges made it difficult to cross promptly, often resulting in honks from impatient drivers. This is also a serious issue for people who are blind and rely on auditory cues. The short duration makes it challenging for people with mobility issues to cross safely.

8) **Cleaning robots in shopping malls:** During my recent shopping trip at Walmart, I encountered a cleaning robot efficiently going about its tasks. The concept of automated cleaning, with the ability to detect miniscule dirt particles was impressive. However, a notable challenge was the space these robots occupied, often obstructing customers' paths. To overcome this issue, us shoppers naturally chose to switch aisles upon encountering a robot, ensuring smooth navigation and uninterrupted shopping experiences.

9) **Public Transportation Ticketing systems:**I have noticed that the ticketing systems inside buses often lead to frustrating situations where coins, when inserted into the ticket generator, might not process correctly, causing delays and inconvenience. To address this issue efficiently, a practical solution could be installing ticket booths directly at bus stops. By allowing passengers to obtain their tickets beforehand, these booths eliminate the need for onboard transactions, ensuring a smoother boarding process and timely departures. This straightforward approach not only reduces bus delays but also enhances overall efficiency, improving the commuting experience for everyone involved.

10) **Smartphones designed with non-swappable batteries:** Smartphones nowadays are designed to have built-in, non-removable batteries, limiting the user's ability to swap out a drained battery for a fully charged one. One positive impact of this design choice is the lower impact on the environment with a reduction of spare batteries. A disadvantage is that rechargeable batteries tend to degrade over time reducing its overall charging

capacity. Due to this limitation, users have developed various workarounds, such as carrying portable power banks to maintain a full day of charge.

Top 10 listings:

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2) **Auto correct texting**: Auto correct does its job correctly by auto correcting certain words that are not spelt correctly and can be helpful when a word is not spelt the way it should be. Although this can be helpful, it can also be an annoyance as sometimes you want to spell a word incorrectly and it gets corrected automatically. A workaround is to manually input words in the autocorrect settings so that certain words do not get automatically corrected. I have found that doing the latter process is tedious and I wish that a better design choice be implemented.

3) **Pedestal crossing:** In Calgary, unlike in Winnipeg, pedestrian signals lack auditory cues in most places, creating confusion during my visit. Additionally, the timer set for crossing is notably shorter than what I’m accustomed to in Winnipeg. These combined challenges made it difficult to cross promptly, often resulting in honks from impatient drivers. This is also a serious issue for people who are blind and rely on auditory cues. The short duration makes it challenging for people with mobility issues to cross safely.

4) **The lift in the building I live in:** There are both numbers (123) and Chinese numerals for the floor level buttons in the lift. But the level written in Chinese is off by +1 compared to the number level labels, i.e. the 14th floor is written as 15 in the Chinese label. This has confused the mail man and most of my visitors. I have to specify the floor number in both numbers and Chinese numerals whenever I'm giving out my address.

5) **Headphones switch between devices:** I have these Sony headphones while they are a great pair of noise-canceling headphones, the feature that I like most about them is the seamless switching between devices. For example, I use them with my phone and laptop and my headphones can switch between these devices seamlessly without having to disconnect and connect again. This mechanism is not foolproof as it does tend to fail 2 out of 10 times, but otherwise, it is a great design choice.

6) **Car cup holders:** Car cup holders are usually designed for smaller water bottles or to-go cups. But sometimes if you carry a big water bottle to work or school, there is hardly any space to place that other than in your backpack or under your seat. Which in most cases is not safe to access while driving. To prevent this from happening and to be safe on the road I had to get an external cup holder to fit the bottle.

7) **Facial Recognition:** The facial recognition feature on my smartphone proved to be highly efficient when used in well-lit conditions, swiftly and accurately unlocking the device. However, it faced challenges in low-light environments, leading me to establish a PIN as a reliable alternative for unlocking my phone when lighting conditions were less than ideal.

8) **Software update:** Updating the software on my computer went smoothly for the most part, but there was a problematic situation where one of the updates created compatibility issues with other programs. I had to engage in troubleshooting and, in certain instances, had to uninstall and then reinstall the software that was impacted.

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Design principles:

1) Seamless and transparent to users

-What it means

Users shouldn't have to know or worry about the underlying details of a product or a system. The user experience should be as smooth and as seamless as possible to avoid confusion and hassles to the user.

-Examples

Headphones that can switch between devices without having the user to switch them manually is a good example that utilizes this design principle. Software updates that break compatibility is an example that didn't follow this principle and lead to a bad user experience.

2) Take inspirations from existing designs

-What it means

If there exists a good, already working design similar to what you're working on, take what's good from others to improve your own. Doing this can give you a better perspective on the product you're working on.

-Examples

The pedestrian crossing signals in Calgary lack auditory cues whilst most crossing signals in other cities have this feature. Calgary wouldn't have made this mistake if they had taken inspiration from others.

3) Consider all use case scenarios

-What it means

It is hard to know how the product you're designing would be used. It is better to have distinct groups of people test the interactions to find out all the trivial or obscure use case scenarios and improve therefrom.

-Examples

Wide beverage cups often don't fit well in car cup holders, this wouldn't have happened if manufacturers had explored how people use cup holders. Another example is the facial recognition on smartphones sometimes fail to work properly under specific situations like in a dim environment.

4) Intuitive and Time-Efficient User Interface

-What it means

Design the user interface of devices in such a way that it allows the users to perform tasks quickly and efficiently. Minimizing the number of steps and button presses required to complete common actions can help users easily understand and predict how to achieve their desired outcome, reducing the learning curve and making the device more user friendly.

-Examples

Microwave interfaces that contain a dedicated button for quick time increments allows users to directly input the desired duration without navigating through complex menus. This approach enables users to set the cooking time with minimal effort, enhancing the overall user experience.

5) Multilingual interface design

-What it means

Create interfaces and systems universally accessible across languages and scripts, ensuring consistency in information presentation for all users. This principle promotes inclusivity, enabling effective interaction for users from diverse linguistic backgrounds.

-Examples

The elevator's multilingual design is impaired by inconsistency, specifically in the mismatch between Chinese and Arabic numerals (off by one). Establishing consistency is crucial to enhance user satisfaction and prevent errors, ensuring a seamless experience where users arrive at the intended floor without confusion or mishaps.

Interview Session

1)

Imre is a guy in his mid to late twenties. He has a master's degree in science. But he does not engage with technology much.

Imre did not care to find out the features offered by the website. He just scrolled and started looking for the games that caught his attention without considering the task requirements. A lot of the site's features are absent after he scrolled and he did not use most of them.

The website we've picked worked fine in general for him even though he mightn't have used all the features. The pictures and demo videos of the game he's interested in really helped him to figure out if he wanted to play the game or not. However, the information about how long a game lasts is tiny and he wasn't aware of them while he's choosing.

Imre said he liked the embedded videos in the information page and the details of a game it had provided, and also the search box on the top. But he wishes there were more refined filter options for different genres of games and different group sizes. He also wanted to have an add to favourite list button in the information page since he couldn't find the button for the action. Another thing he wanted is better layout, he thinks the current one is too simple.

2)

The individual who interacted with the interface is Mr. Virk. He is a 24-year-old biological male with no IT background, currently pursuing a master's degree in agriculture. However, he has been using the internet for a considerable amount of time and is familiar with basic browsing. Therefore, the tasks should not be too difficult for him to complete.

The user's task journey had easy and tough moments. They quickly grasped the interface but struggled to find a 6-player game with a 20-minute playtime. However, locating a 2-player game with 15-30 minutes was effortless. Creating and checking their game list was easy. Some parts were tricky, and overall, the experience left them unsatisfied due to concerns about playtime, ratings, reviews, and age limits. They called for more clarity and better search and filtering options.

To make things better, the user suggested that there should be more specific search options for finding games. They also wanted to be able to see reviews from other users before deciding to rent or buy a game. Since the website is based in the UK and uses pounds as the currency, the user recommended that the website should automatically adjust the currency based on the user's location.

3)

The person who used the interface that we picked goes by a pseudonym Alex. Alex is a male that is between the age of 20 and 30 and graduated with a computer science degree and currently works in IT. Alex has lots of experience with computers and software and should be able to complete easy to hard tasks depending on the interface with ease.

Some things that worked with the interface is that Alex was able to easily find board games based on the given genres that were already listed and filtered. The website has filters at the top that can be very helpful when choosing what board games to find, for example 2 player, family, party etc are all listed. Based on these filters, Alex was able to easily find a board game he wanted for a specific setting. Another thing that worked well in the interface is being able to see the amount of time required to complete the board game. Because of this feature, Alex was able to select board games that did not take very long to complete as he is very busy and usually does not have enough time to play boardgames that take hours to complete. Although this was helpful, there was no option to filter by time completion which made scrolling through countless boardgames annoying and a waste of time.

Some things Alex liked about the interface was the simplicity of the interface and being able to clearly see the features of the board games that included the time completion, as well as the recommended players. He did not like the fact that you could not filter by time completion, as this was one of the biggest things he looked for when playing board games, and without this feature he struggled to find a board game that he enjoyed in a short amount of time. Also, he hoped that the interface would have a favorite feature so he could list all the boardgames he found interesting. Overall, he had a positive interaction with the interface, but also noted that it could improve on a few things

4)

The individual who interacted with the interface chosen by our team is known as Channi. Channi is a male between the ages of 20 and 30 and is presently enrolled as a computer

science student at The University of Manitoba. Given his extensive experience with computers, the tasks should be relatively straightforward for him to complete.

The user's experiences with completing the tasks were a mix of challenges and ease. Initially, they struggled with understanding some symbols and filtering options but eventually managed to find a board game that fit the criteria for a maximum of 6 players in 20 minutes, which was a difficult task. On the other hand, the user had a seamless experience finding a 2-player game within a few seconds. Creating and accessing a board game list was straightforward without any issues. In terms of searching for a game within a specific genre, the user found it easy.

When asked if they were satisfied with their experience, the user expressed some dissatisfaction, particularly regarding attributes like the time to play, suggesting a need for more clarity. They also found the rental search bar to be useless and mentioned the absence of extensive sorting functionality. The user's suggestions for improvement included the addition of filters based on attributes like age and time to play, as well as making the library icon more visible.Regarding the website's information and features, the user was generally satisfied, finding the content informative, including the "how to play" and "scorecard" features. However, they pointed out that the "Ready to rent" feature didn't work and that important icons for age and time were not visible, making it challenging to filter games effectively. In summary, while the user appreciated several aspects of the website, they also identified areas for improvement, primarily related to search and filter functionality.

5)

The participant I interviewed wanted to be referred to as “Helicopter” who is a male in the age range of 20-30 and is a pharmacy student.

During the "Look" stage of the interview, he struggled with finding some board games due to improper sorting. He was able to find games that were already sorted (2 player games) pretty easily. As for the task for making a list of board games , he found it hard to find the button to make a list. After guiding him to the list-making button, he faced difficulty due to the need for account creation with the website for making a list, expressing concerns about privacy. I provided an alternative account, enabling him to complete the task successfully.

During the "Ask" stage, he praised the website's search function and detailed game info but criticized its user-friendliness. He struggled with making lists and navigating genres due to limited sorting options. Some features he desired were more sorting choices like genres and ratings. He found the visual layout overwhelming and had difficulty locating specific games. He pointed out that accessing detailed game info required too many button clicks, and he disliked the login requirement for list-making. He suggested placing filters on the left side of the screen for easier access, aligning with his viewing pattern.

Group Work Deliverable)

Describe the app/website you selected and justify your choice.

We opted for the website 'boardgameslibrary.com' to align with our chosen item, a board game. This website represented each board game in a detailed manner, highlighting the number of players, estimated time to finish the game and the rating. We felt that this website had features such as plenty of attributes for each board game which aligned with our goal of creating a library of board games with a lot of attributes. Another reason that we chose this website is because we had faced issues while using the website ourselves. It is not designed well, e.g. login system, unlabelled icons, crowded information, irregular sorting system etc. We feel that this is a good candidate for getting user feedback. Since it is not a very polished site, users would have more opinions on the present issues. This will help us in aiding our development of the board game library.

Summarize the tasks you asked your participants to complete. You may want to explain why you selected these tasks.

We asked our participants to do a series of tasks from easy to hard (difficulty) based on the website's design. Some of our tasks required the participant to find a board game with specific attributes (number of players, duration, genre). We also asked the participant to create a list of board games using one of the website's inbuilt features. The reason why we chose these particular set of tasks is to observe how participants would respond to tasks that range in different difficulty levels and to get feedback on how they liked or disliked some of the features that made their experience better or worse on the website. Some tasks were also designed to ascertain on whether certain features, such as a board game list would be useful for a user. We observed that these tasks gave us valuable feedback and will help us in creating a better design for our board game library project.

Provide a half page summary discussion on what you learned from "Look"ing vs "Ask"ing, where these two approaches yielded similar insight, and where they differed.

After performing the Looking and Asking segment of our interviews, we noticed that there were many similarities but also some differences when it came to the two stages. Depending on how complex the provided task is, we've noticed a trend amongst most of our interviews where participants had similar behavior while completing a task. Difficult questions took more time to complete among most participants as compared to the easier questions. There were of course some outliers such as the participant Alex who was able to complete his task relatively quickly compared to the other participants. Comparing the two stages, it is evident that from most of our interview sessions, the Asking stage yielded more feedback. It deepened our understanding on how the participant felt when completing their tasks along with other unexpected but valuable information such as feature recommendations that the participants felt the website should have for a better user experience. The Asking stage also brought out some irregularities in the website that our group did not observe prior to the interviews.

Provide a half page overall summary. What, overall, did you learn? Did you find that your observation technique worked? Or not? Would there be anything you would do differently next time?

Overall, we learned that the website we've chosen lacked or had serious flaws with the features that it presented and that the feedback we got from participants during interviews varied significantly from what we expected. Depending on the background of the participant, we noticed that people with technical skills found it easier to complete the tasks as compared to people without any technical background. We believe that our observation techniques worked since we were able to obtain feedback that was valuable to us. However, we believe that there is still room for improvement for some of our task designs since some respondents found some of the questions we've asked ambiguous. We think that some answers were diverted from the topic that was presented due to this ambiguity. If we had to do this again next time, we would possibly make the questions and tasks more specific to get feedback that is more in line with the current subject or topic that is being investigated. We've also learnt that we need to have back up plans prepared while conducting an interview as the respondent might not be capable/willing to do the assigned tasks.