CPSC 481 – Fall 2019 University of Calgary

**Task Centered Design Walkthrough**

**Task 1: Timed Tour**

Fred Johnson has an appointment in two hours and wants to kill them time until then at a nearby museum. Since he wants to ensure that he is not late for his appointment he only wants to spend one hour at the museum. He notices a poster near the entrance that is advertising an app that allows him to see exhibits in AR (a technology that has always interested him) and has a timed tour option, but he does not have much experience downloading new apps onto his phone.

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| --- | --- | --- | --- | --- |
| Description of task step | Does user have training or knowledge to do this step? | Is it believable that they would do it? | are they motivated? | Comments (including possible solutions) |
| Download the app | No | Yes | Yes | User has little to no experience download new apps.  **Possible Solution:** Museum employees offer to help user install app. |
| Launch the app | Yes | Yes | Yes |  |
| Select the museum they are visiting. | No | Yes | No, user just wants to start viewing exhibits | User may not have location service turned on to find nearest museum.  **Possible Solution:** Have a guided walkthrough on the app show how to search for a museum. |
| Click the “Continue as Guest” button. | Yes | Yes | Yes | User does not want to waste time creating an account or logging in using social media, so he ignores those options. |
| Select Take a tour | Yes | Yes | Yes | As the user has a time constraint, he may wish to use this feature to ensure that he leaves on time. |
| Adjust hour hand to appropriate time he wants to leave | No, he may never have done something like this before | Yes | Yes | User may not be familiar with clock format time picker.  **Possible Solution:** Have a short description on how to use it appear on screen. |
| Adjust Min hand to time you wish to stay | Yes | Yes | Yes | If user was able to adjust the hour, it is reasonable to assume to they can adjust the minute. |
| Select Start tour | Yes | Yes | Yes | User may accidentally pick an incorrect end time for the tour.  **Possible Solution:** Have an extra confirmation pop-up to allow user to confirm the end time is correct. |
| Select an artifact based on interest | Yes | Yes | Yes | User may not see any artifacts that are interesting to them. |
| Select how you want to view the artifact | No | Yes | No, user just wants to look at the artifact in VR. | User may not understand what each symbol means and may not be able to read the small descriptions.  **Possible Solution 1:** User can simply test and see what each button will do.  **Possible Solution 2:** Have a small help pop-up for each option. |
| Select “Text Description” | Yes | Yes | No, user intended to view artifact in VR. | User clicked on wrong button to view the artifact.  **Possible Solution:** Make buttons larger/more spread out with larger descriptions. |
| Select “Place artifact in VR” | Yes | Yes | No, user just wanted this without all the extra work. | **Possible Solution:** Have the app default to an AR display of the artifact. |
| Select the back button to go back to the tour page | Yes | Yes | No, user just wants to scan the next artifact. | **Possible Solution:** Have a button to scan a new artifact on the same page that you are displaying a scanned artifact. |
| End tour | Yes | No, he would just close the app and leave. | No, he would just close the app and leave. | Either time runs out or user selects the option to end the tour early. |
| 1. Event: Cannot find museum | | | | |
| Location not turned on | No | No | Yes | Going into the location settings can be difficult if you are not technologically advanced  **Possible Solution:**Create a small demo that the user can reference |
| 1. Event AR not working | | | | |
| Not able to display AR | No | No | Yes | If there is not enough space to place the AR object It will error out. |

By examining this cognitive walkthrough, it is evident that we lead on the user a bit too much. People may want different things from a tour, and now we only account for one type customer; those who want to see artifacts in great details. Some may just want a vague description a small pop up explains the artifact, others may only want some information on the exhibit as a whole and not care too much about each individual artifact. We do not account for these possibilities and force the user to see it one way.