

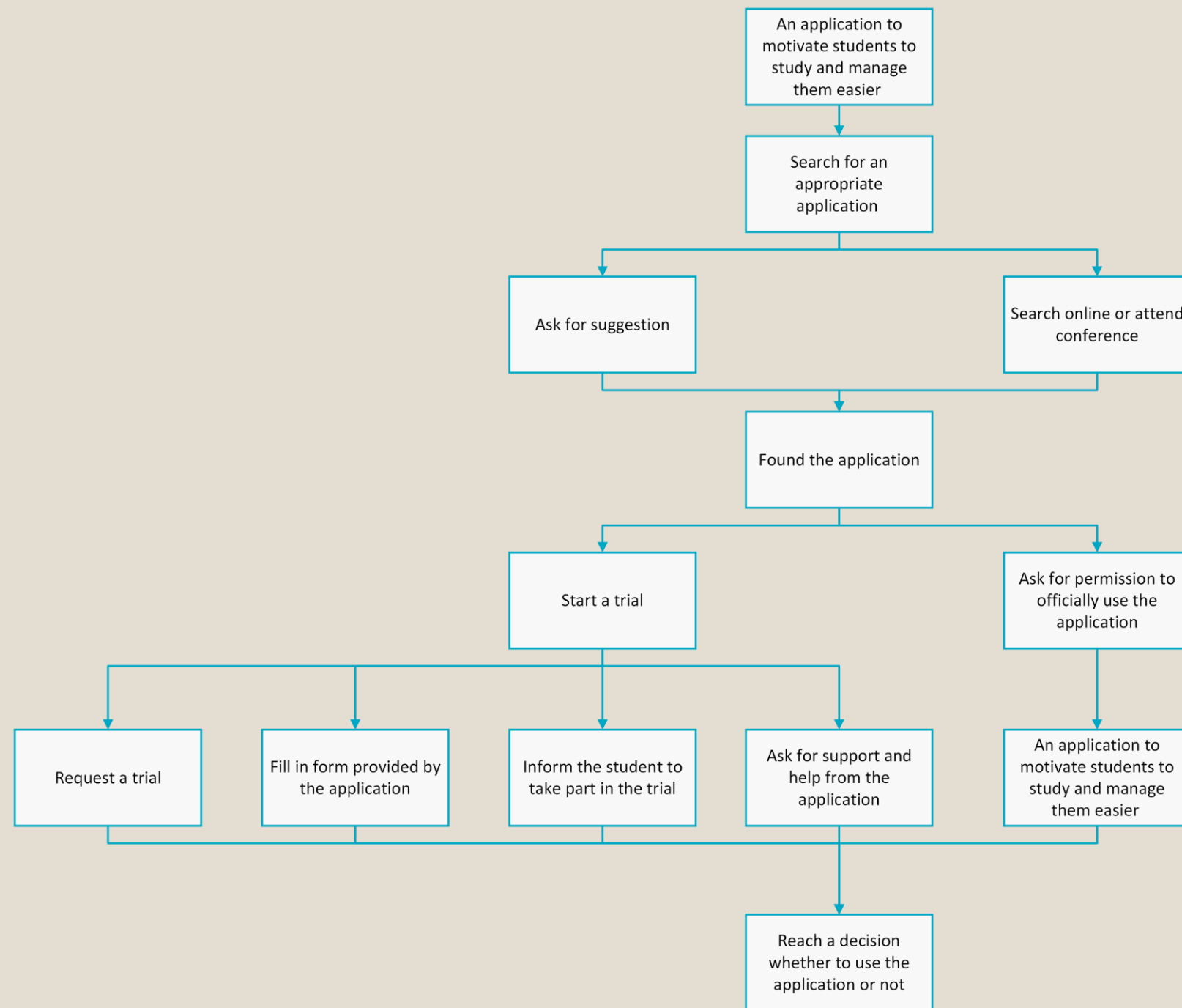


# **COS20001: User-Centered Design**

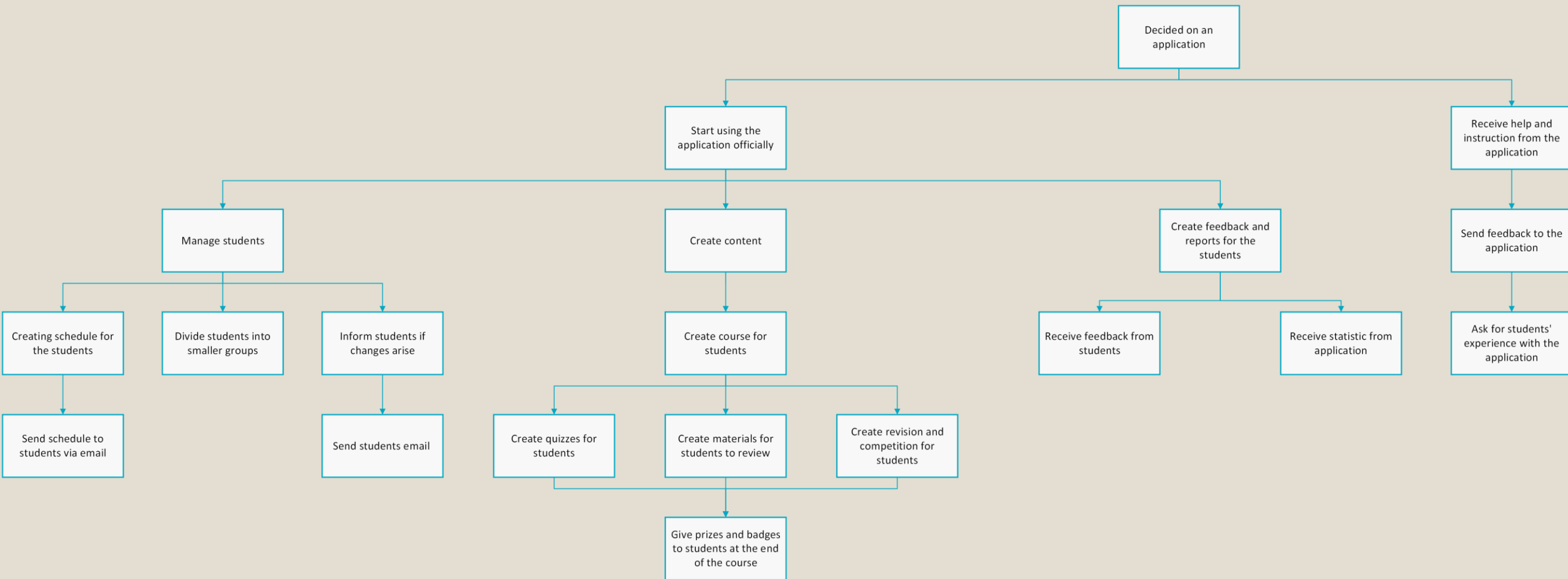
## 3.3) Task Model

### **Group 4**

## A. Hierarchical Task Inventory (HTI)



**After reaching the decision to use the application, the tasks are then as follows:**



## B. Requirements

### 1.1) Application update's information and services

**Requirement:** The users must be informed of any possible updates or new features with the application, preferably via email (new patch with new theme, color, or a new set of questions for a user to choose from, etc.).

**Rationale:** If the users are not informed of changes, it might impede the users' operation process with the application and therefore ruin their experience of using the application.

**Note:** Only one email of update's information shall be sent, spamming the users' email box will not be a good thing.

#### 1.1.1) Clear and specific display of new features

**Requirement:** It might be ambiguous to just tell the user new updates or changes using words only, there should be videos or set of pictures showing the new features to the users (New format of questions, new competition format, video, and podcasts, etc.) so as not to confuse the users.

**Rationale:** Some new features might not be understood correctly with words only. Take this feature as an example, "The users can now preview their draft questions using the button", It will confuse the users as to which button the application is talking about, therefore, there must be specific guidelines or video, if possible, to instruct the users.

**Note:** NA.

#### 1.1.2) Continuous and devoted service from the application.

**Requirement:** A portion of the users might not have any experience in operating or setting up the application for many students, therefore, there shall be direct support from the application to train, set up, and conscientiously cooperate with the users if they might need help.

**Rationale:** Setting up the application for just a small number of users might not be a problem, however, if the user intended to scale up the usage of an application, in a conference or a university class for example. They might be overwhelmed and not be able to utilize the application to its finest potential, therefore, help shall be given to them if the mentioned problems arise.

**Note:** A fixed amount of charge on services shall be agreed upon by the parties after some time

## 1.2) Content creation examples

**Requirement:** There shall be some examples of courses created by the application to somewhat give the user a hint of what the application might be capable of doing.

**Rationale:** Some ready-made courses and quizzes must be available for the users to take the example of, and even apply them to their course and only need to change the content, if the user is left alone in creating a course or set of quizzes from scratch without any example, it might be overwhelming for them.

**Note:** The application can also charge a membership fee before the user can use a good-quality set of quizzes or courses.

## 1.3) Schedule and calendar

**Requirement:** Users shall be able to sync their calendar on the application with some other online calendar of their choice (Their computer calendar or Google Calendar for example) so as to save them time from recreating everything from scratch.

**Rationale:** It would be extremely time-consuming and laborious if the users have to recreate every schedule on different courses, there shall be an option to let them take an example from other courses and just change the content.

**Note:** N/A

## 1.4) Report and feedback

**Requirement:** There shall be a preformatted report or feedback templates for the users to generate automatically.

**Rationale:** Create report and feedback for every student in a class will be extremely time-consuming and laborious, therefore, there shall be an option for users to automatically generate reports.

**Note:** Report and feedback shall be informed to students via email whenever they are available.