



COS20001: User-Centered Design

3.1) User Model

Group 4

A. Persona



Bretoshni Liaman

Age: 37
Occupation: Educator
Location: Hawthorne, Australia

Personality



Bio

With over 7 years as a pedagogical practitioner and visiting lecturer in various prestigious universities across Australia, Liaman has always strived for **better, more engaging** teaching techniques to captivate the attention of her students. As experienced in education as she may be, Liaman also specializes in **project management** and **leadership**, she is often invited by many companies to become a **guest speaker** and to involve in long-term training for their personnel.

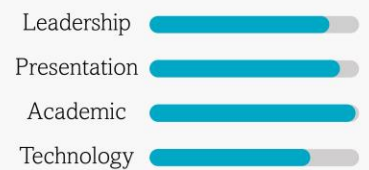
Needs

- Wishes for an **easy-to-use** application that she can create various quizzes and let her students get involved in competitions to **accumulate knowledge**.
- Strives for an application that can **review the lesson** for her students.

Frustrations

- Applications not meeting her requirements and lacking functionalities such as creating multiple courses and generating study.

Abilities



Quotes

"My students are active learners who thrive on hands-on experience. I create classroom experiences for students that energize and enrich our learning objectives."

"To meet the requirements of all various learners, teaching methods must be as diversified. I have used digital gaming to practice skills at classroom stations, assess student learning, give hands-on experience with novel ideas"

B. Requirements

1. Functional requirements

1.1) Question format

Requirement: Users must be able to select a variety of question format (e.g., short answer, fill in the blank, multiple choices, drawing arrows to the correct answers etc.).

Rationale: Most applications often do not offer too many question's formats which might become boring to the students.

Note: Users shall only choose one format for a question to avoid confusion.

1.1.1) Question's display

Requirement: Apart from pure text-based question, user shall be able to include different types of question's displays to diversify and enrich the questions (e.g., text, video, sound, pictures etc.).

Rationale: Some questions might require a specific context to be understood clearly, therefore, text-based questions might not be able to transmit the users' ideas correctly.

Note: User shall only choose only one type of question display (e.g., text, video, sound, pictures etc.).

1.1.2) Question's answers

Requirement: Users (teachers for example) shall be able to create multiple correct answers, so that the end users (students for example) can diversify their answer (or confuse them).

Rationale: Some questions may have more than one correct answer, therefore, there should be an option for teachers to create multiple correct answers and for students to choose multiple answers.

Note: N/A.

1.2) Course creation

Requirement: Users shall be able to create an entire course consists of multiple weeks for their students.

Rationale: If an application only provides the users with the ability to create one competition or one quizzes, it will not help the user in the long term, therefore, an option to create a full course is necessary.

Note: The application can divide the whole course into weeks (week 1, week 2, week 3 etc.) or divide the course into modules (Usability, researching techniques, Data analysis, etc.), so as to make it easier for the users to keep track of the materials.

1.2.1) Course review

Requirement: Users shall be able to select key point from different weeks or modules to create an examination review for their students.

Rationale: It would be extremely time-consuming if the users must recreate all the material that already exist in the course, therefore, there shall be an option for them to select the current material as a review.

Note: N/A

2) Usability requirement

2.1 Efficiency

Requirement: The end user (the students for example) shall only see one question at a time .

Rationale: If multiple questions are shown, the students might be overwhelmed and confused, therefore, the application shall only show one question at a time.

Note: Long questions might also be difficult for students to understand.

2.2 Learnability

Requirement: There must be an appropriate tutorial to guide the users through every functionality the application has to offer.

Rationale: It will be immensely overwhelmed and confused if the users have to learn everything and do everything on their own, therefore, a short tutorial must be provided

Note: NA

2.3 Effectiveness

Requirement: The completion rate of users shall be measured, and appropriate help must be given to users to increase the effectiveness of the application.

Rationale: The application can measure how effective it is to the user in helping them complete their task and based on these measurements, insights will present themselves to help the application improve itself.

Note: NA.