Reviewing for Ng Chi Hui, Seat 18, lab group DSAI 2

Strive for consistency

The design of this LoFi prototype is very consistent. The same header is used throughout. This header is at the top of every page and has important buttons such as navigation bar, search button and also language change.Whenever the user logs onto the kiosk, they are greeted with the same screensaver and the navigation of the pages are the same. This allows users to be familiar with the navigation and the layout of the kiosk.

Cater to universal usability

The kiosk is equipped with a language change feature, this caters to people of different nationalities that speak different languages. Almost every key feature , attraction or label has a small image accompanying the word. For example, beside “Dining” there is a small hamburger which is a universal representation of food. Beside “Waiting time” there is a clock. These elements make it easier for users to understand and navigate easily even if they are unable to read. Furthermore, the pages are not cluttered. The images ,paragraphs and icons are well balanced and equally spaced. This makes it easier to read and navigate. For example, on the “Guide-ride” section, users can clearly see the map and the different attractions, tapping them will reveal more details about them. The design is concise and is very much similar to usage of phones and tablets which are familiar to the users. Overall, this prototype caters highly to universal usability.

Offer informative feedback

This design scores highly on this aspect as well. When setting up facial recognition for first time users, the users are able to gauge how much progress they have made by referring to the progress bar at the bottom right as the smart camera detects their faces. I feel this is important especially during facial recognition, it gives the users an idea on whether they should adjust themselves (when the progress bar is not moving). I think this can be improved by showing any warnings or pop-ups if the user has any difficulty. For example, there can be a pop up saying shift to the left or tilt your head to the right etc. Secondly, the tabs are being highlighted when users are using them. In the prototype, the rides tab is shaded in blue to show the users that they are using this tab. This allows users to know which page they are at and to switch to others tabs. Another display of informative feedback is after users have added an attraction successfully to their plan, a pop up appears showing users that they have added that attraction to the plan. This is a great feature as it tells users that action has been completed. A loading bar is also used to show the progress as users save their desired plans. Overall, this design offers highly informative feedback to users.

Design dialogs to yield closure

I feel that there are little features that incorporate design dialogs to yield closure. There is a scroll bar on the plat viewing page that incorporates “design dialogs to yield closure” to a small extent. The scroll bar shows the start of the plan and the end of the plan. I feel that other areas of the design could have shown the users which step of the process they are at. For example, during the facial recognition process when the users sign up, there could have been a pop up at the start which told the users that they are about to start facial recognition and included a start button. On top of that during facial recognition there could also have been a progress bar that stated step 1 out of 3 to show how many steps are left. And a begin exploring button when the sign up is done. Another way is also to show how much of the plan is completed as the user is planning his or her route, and also to let the user know when he or she is starting to plan. I feel that this design is lacking on this part of Shneiderman’s eight golden rules.

Permit easy reversal of actions

Users are able to easily reverse their actions if they choose to. Users can click on an attraction to view the details and wait time. A back button is displayed at the top of the page. This not only allows users to reverse their actions but also it gives them a peace of mind that they can undo their actions if they were to change their minds. This back button is also present when users click on the search button and wish to return to the guide page. Another important feature is that users are able to remove an attraction from the plan that they have made. Users can simply click on the attraction on the plan page. I feel that although this feature is present, it needs to be more obvious or intuitive. For example a cross should be used instead. Overall, this design allows users to retract their steps very easily.

Support internal locus of control

There are many areas in this design that allows users to excerpt control. There is the language change option, zoom option when a map is displayed, change tab option, filter and several confirmation buttons. I feel that this design gives users a lot of control and choices. One main and important feature is the filter option when browsing through the attractions. The users are able to sort by wait time, rider height etc. Furthermore, as the tab changes from rides to dining or to shows, the filters change accordingly. This allows the users to control what they see on the map and aso allows them to find what they are looking for faster. There is also a close keyboard option in the search menu, the users are able to close the keyboard at will. On top of that , there are exit and save buttons on the plan page which allows the users to force close and save if they need to. This design gives users a lot of control.

Reduce short term memory load

The display is very simple and information is spread over a few pages and not cluttered into one page. For example, there are only 3 buttons on the screensaver page, the detailed information on the rides or attractions are also displayed on a separate page when the users click on them. On the directions page, where the direction to a certain attraction is displayed(to guide users), not only is the route shown on the map, there are also video animations of the directions to assist users. As humans are only capable of storing limited information at one time, this design purposefully spreads information over multiple pages and reinforces important key information. This helps users with retaining important information. Furthermore, there are multiple dropdown buttons in the additional information page that allows users to see in detail what is relevant to them and prevents information overloading. Lastly, the navigation bar also allows all the features to be easily accessible and they are all accessible within 1 or 2 buttons. This creates a short and fast way for users to find what they are looking for.

Prevent errors

There are multiple features that are implemented to prevent errors on the users part. Firstly, the times for live shows that have already passed are being greyed out so that users will not mistakenly go for those or see the timings wrongly. The search button is also greyed out when users are already on the search page. There are also help buttons on most of the pages. Lastly, there are always confirmation buttons when users click on buttons such as quit or exit. This is to prevent users from losing their progress if they clicked on these exit buttons by accident. There are multiple measures put in place to prevent users from making any mistakes.

Additional comments

Overall, the prototype obeys almost all of Scneiderman’s eight golden rules. Although it lacks in dialogs to yield closure, it gives users a large amount of control and controls the information output to users by reducing short term memory load and largely reduces errors on the users part.