Tests and Risks Reflection Report

ISEM:502-51-R Human-Centered Design - Perspectives and Methods

Executive Weekend Support Application (EWSA)

Dean D'souza
FNU Arun
Princess Dianne Bungay

Exercise Summary:

The team decided to stick with an investment amount of $100. Each member chose a color for their representations as follows:

Dean D'souza - Blue
FNU Arun - Green
Princess Dianne Bungay - Yellow

1. **How many votes were given to what items, for what total dollar amount?**

   The list of items and votes for each are as follows:

	Dean	Arun	Princess	Risk	Total
Personas	$20	$15	$ 25		$ 60
Action Flows	$10	$15	-	*	$ 25
User Stories	$15	$15	$ 20	*	$ 50
8-Ups	$15	$10	-		$ 25
UI Guidelines	$5	$10	$ 15		$ 30
Wireframes	$20	$15	$ 20		$ 55
Prototype Elements	$15	$20	$ 20	*	$ 55
Total Vote Amount	**$100**	**$ 100**	**$ 100**		**$ 300**

2. **What items were deemed risky? Why?**

   The following are the list of items deemed risky:

   - The action flow analysis may not capture all possible paths that users may follow to complete a task. This may lead to unforeseen or unintended interactions which need to be handled appropriately. If not handled appropriately it may lead to unnecessary frustration.
   - An item that was deemed risky was our user stories. There's a risk that we didn't capture important user stories in other people's perspectives. In the real world, we'd interview more users, and we should be able to identify more user stories.
   - The wireframes may not cover all possible layouts that could be appropriate for use on the desired platform. Some of the ideas introduced such as the possibility of a persistent toolbar may need to be properly thought out so as to avoid distracting or confusing the user.
   - There's also a risk that our paper prototype will not cover all possible screens of user interactions from end-to-end due to time constraints. Additionally, the paper prototype elements need to be properly made.

3. **What general feedback about your project output to date came to light from this exercise?**

   The persona ideas (which earned $60) plays a very important role in the entire design process. The more we think like our personas, the more user-centered our product is going to be. This affects the user stories, which in turn helps to keep user needs and limitations in mind along with the UI guidelines to come up with ideas for the wireframes and prototype.Also, that design features would have to be prioritized based on the budget. Overall, there was positive feedback, especially in the case of the UI guidelines.

4. **What specific feedback did your team glean from this exercise?**

   Ideas such as ride-sharing, scheduling and finding places nearby were received well.

   However, wireframes may need to be refined further for better positioning and ordering of elements as per relevance. For example, a better form of how the schedule is displayed is required.

   The prototype also needs to be better thought out in terms of different icons and size and positioning of the elements.

5. **What garnered the most feedback? Based on which persona?**

The ideas that came up as a result of the specifications of personas garnered the most feedback from all, particularly from the George persona in terms of what functionalities were considered important.

An idea introduced in the 8-ups on ridesharing also got feedback from the persona of Amy.

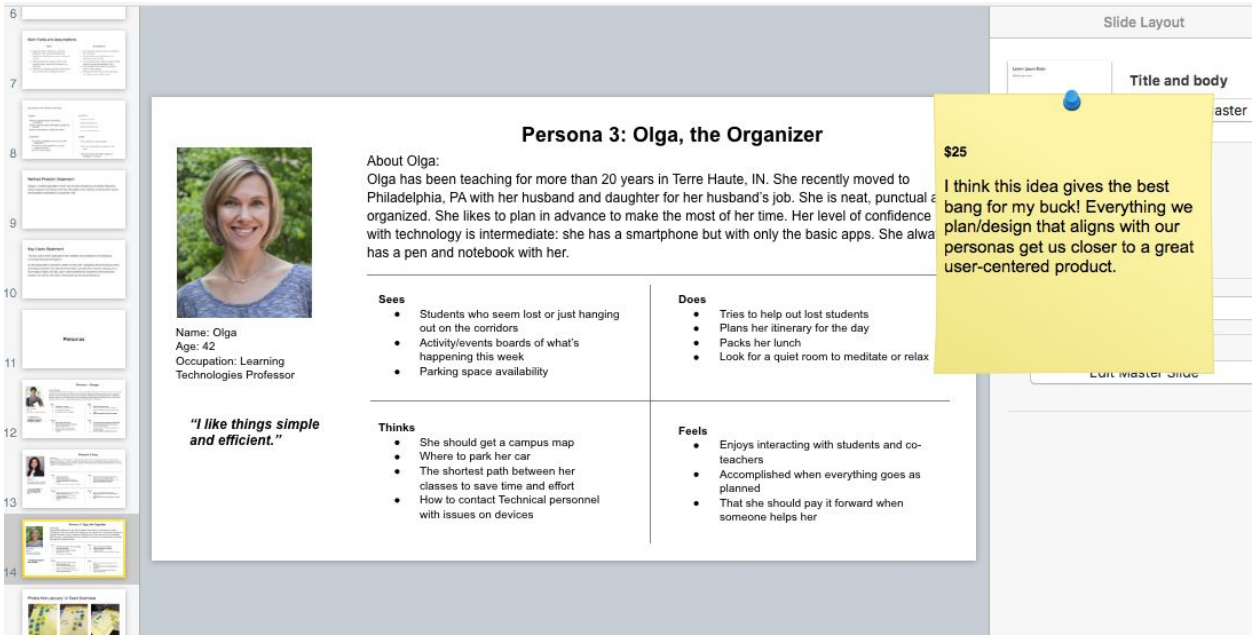
6. **What does this new feedback mean to your prototype and wireframe plans?**

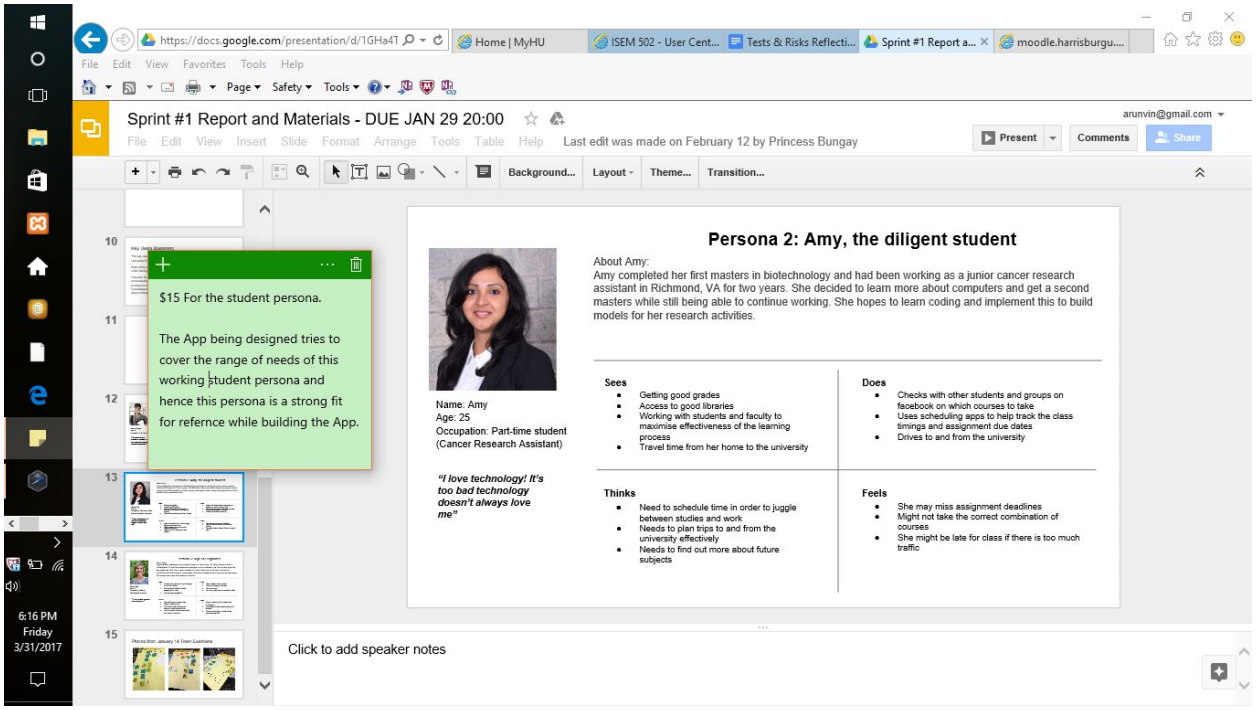
   The wireframes need to be thought out more and various buttons and elements need to be positioned better. The paper prototype elements especially need to be resized and reorganized to properly reflect the wireframe layouts. More work needs to be put into both to be more presentable to the user.

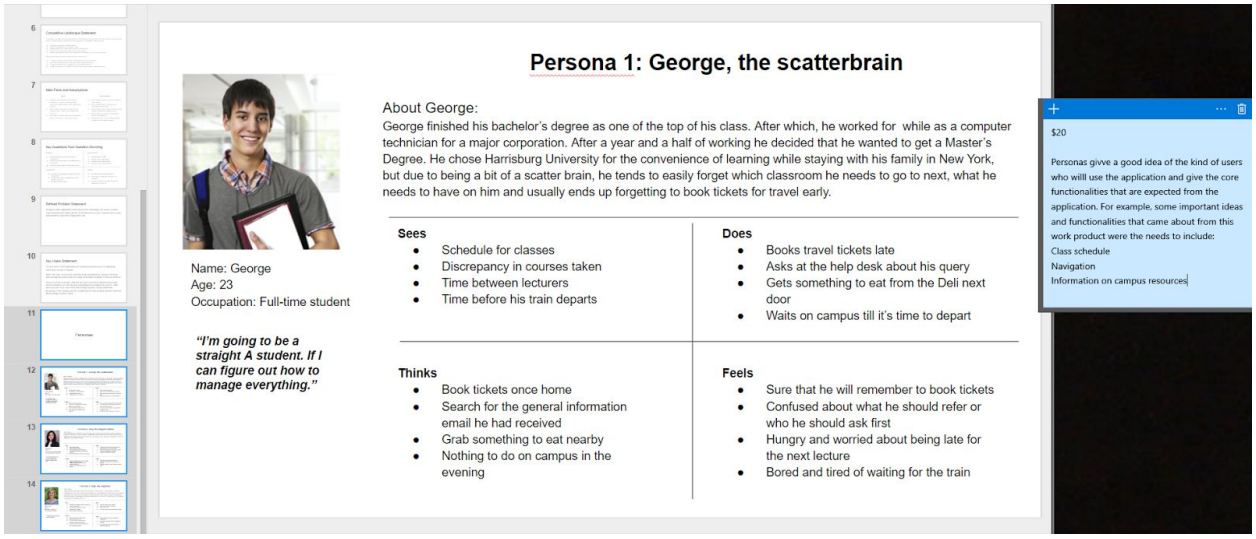
Exercise Materials:

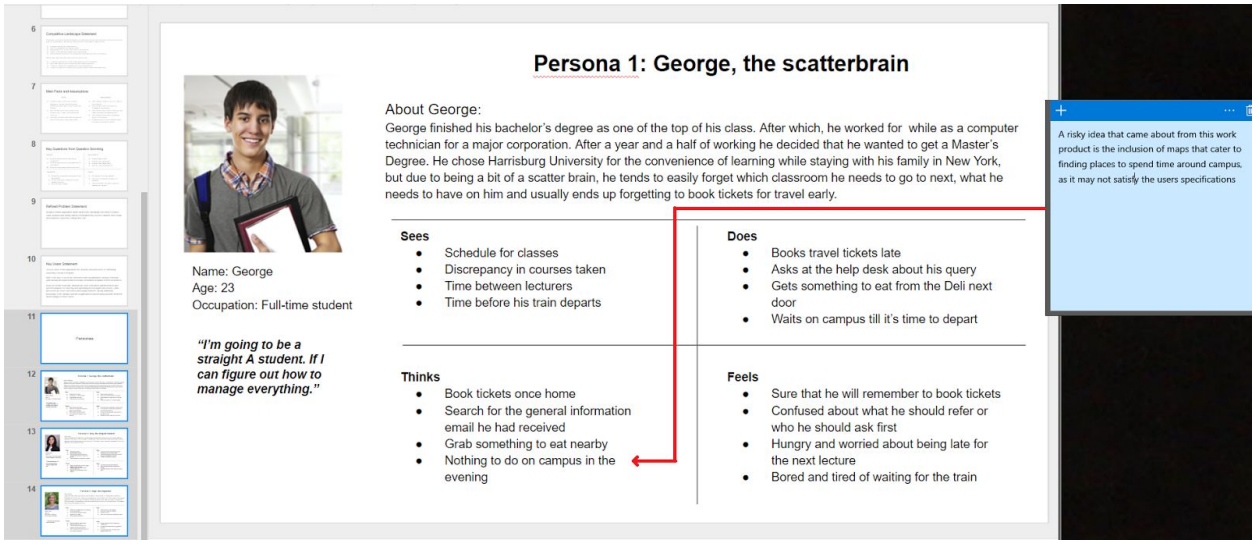
Due to lack of resources (in terms of screens and ability to print materials with good levels of clarity), cropped images of the exercise materials are presented as follows:

Personas:

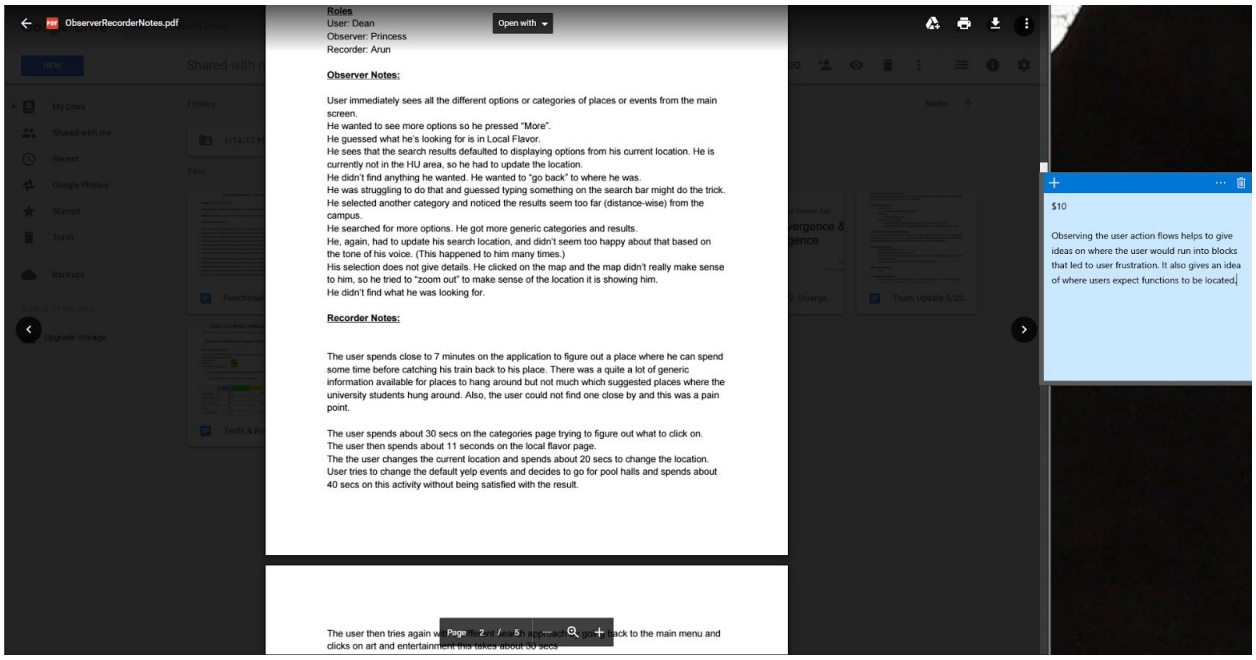


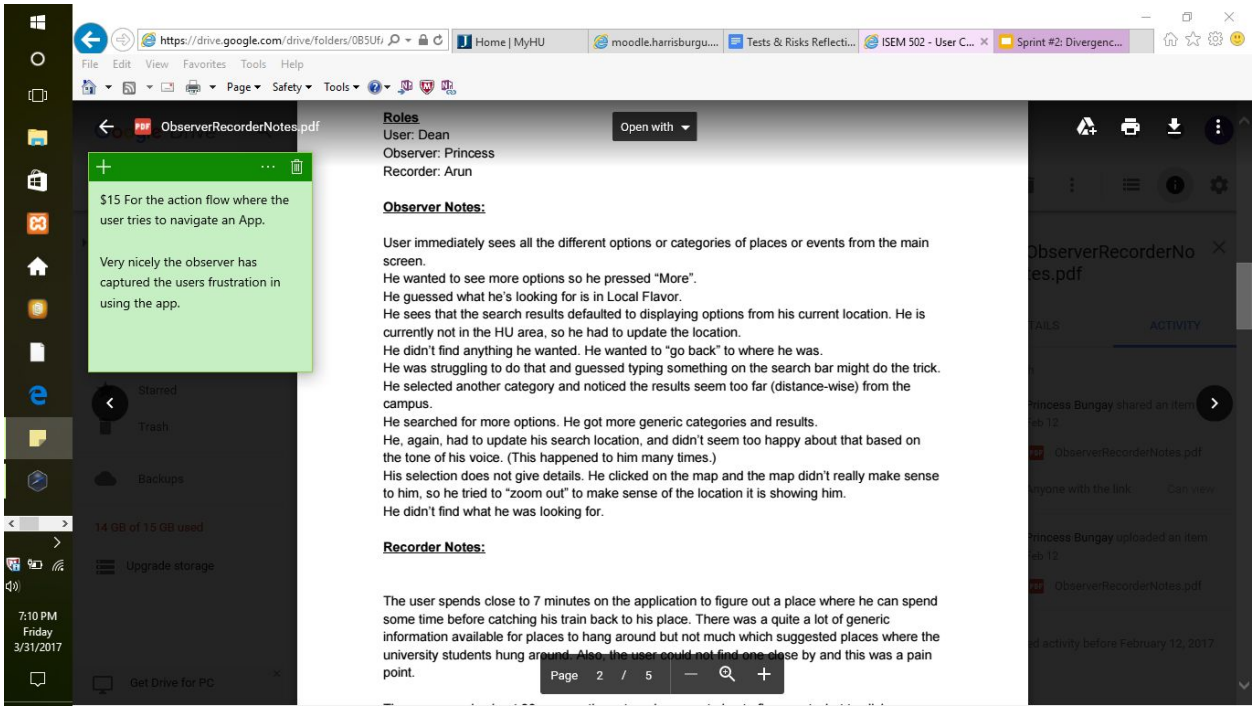

Sprint #1 Report and Materials - DUE JAN 29 20:00
Last edit was made on February 12 by Princess Bungay
Persona 2: Amy, the diligent student
About Amy:
Amy completed her first masters in biotechnology and had been working as a junior cancer research assistant in Richmond, VA for two years. She decided to learn more about computers and get a second masters while still being able to continue working. She hopes to learn coding and implement this to build models for her research activities.
Name: Amy
Age: 25
Occupation: Part-time student (Cancer Research Assistant)
"I love technology! It's too bad technology doesn't always love me"
Sees
Getting good grades
Access to good libraries
Working with students and faculty to maximise effectiveness of the learning process
Travel time from her home to the university
Does
Checks with other students and groups on facebook on which courses to take
Uses scheduling apps to help track the class timings and assignment due dates
Drives to and from the university
Thinks
Need to schedule time in order to juggle between studies and work
Needs to plan trips to and from the university effectively
Needs to find out more about future subjects
Feels
She may miss assignment deadlines
Might not take the correct combination of courses
She might be late for class if there is too much traffic
$15 For the student persona.
The App being designed tries to cover the range of needs of this working student persona and hence this persona is a strong fit for refernce while building the App.
Click to add speaker notes


Persona 1: George, the scatterbrain
About George:
George finished his bachelor's degree as one of the top of his class. After which, he worked for while as a computer technician for a major corporation. After a year and a half of working he decided that he wanted to get a Master's Degree. He chose Harrisburg University for the convenience of learning while staying with his family in New York, but due to being a bit of a scatter brain, he tends to easily forget which classroom he needs to go to next, what he needs to have on him and usually ends up forgetting to book tickets for travel early.
Name: George
Age: 23
Occupation: Full-time student
"I'm going to be a straight A student. If I can figure out how to manage everything."
Sees
Schedule for classes
Discrepancy in courses taken
Time between lecturers
Time before his train departs
Does
Books travel tickets late
Asks at the help desk about his query
Gets something to eat from the Deli next door
Waits on campus till it's time to depart
Thinks
Book tickets once home
Search for the general information email he had received
Grab something to eat nearby
Nothing to do on campus in the evening
Feels
Sure that he will remember to book tickets
Confused about what he should refer or who he should ask first
Hungry and worried about being late for the next lecture
Bored and tired of waiting for the train
$20
Personas give a good idea of the kind of users who will use the application and give the core functionalities that are expected from the application. For example, some important ideas and functionalities that came about from this work product were the needs to include:
Class schedule
Navigation
Information on campus resources

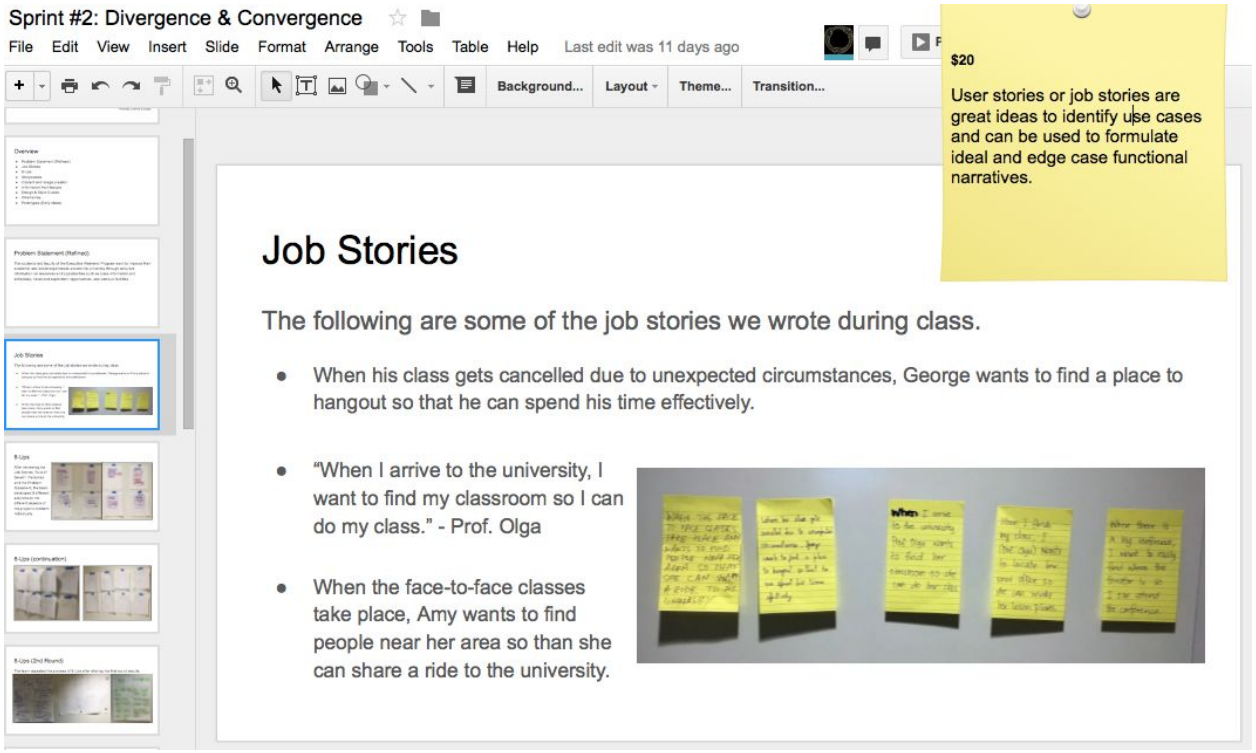


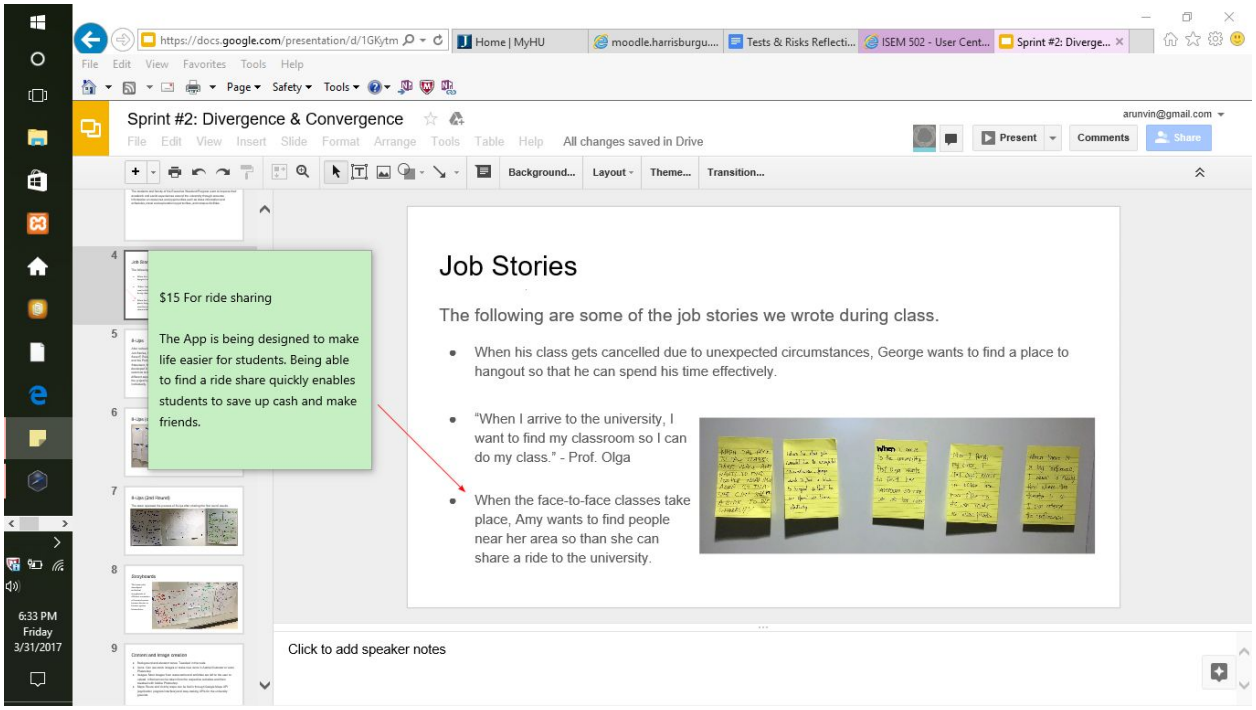
Action Flows:

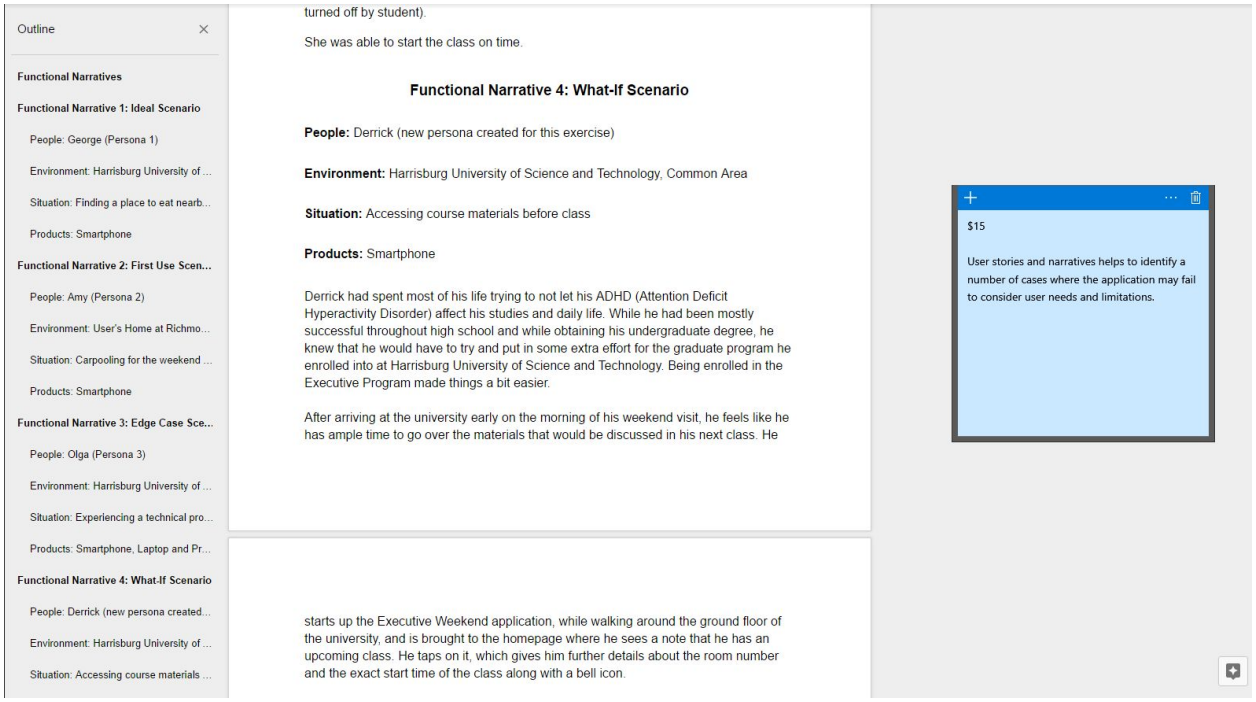




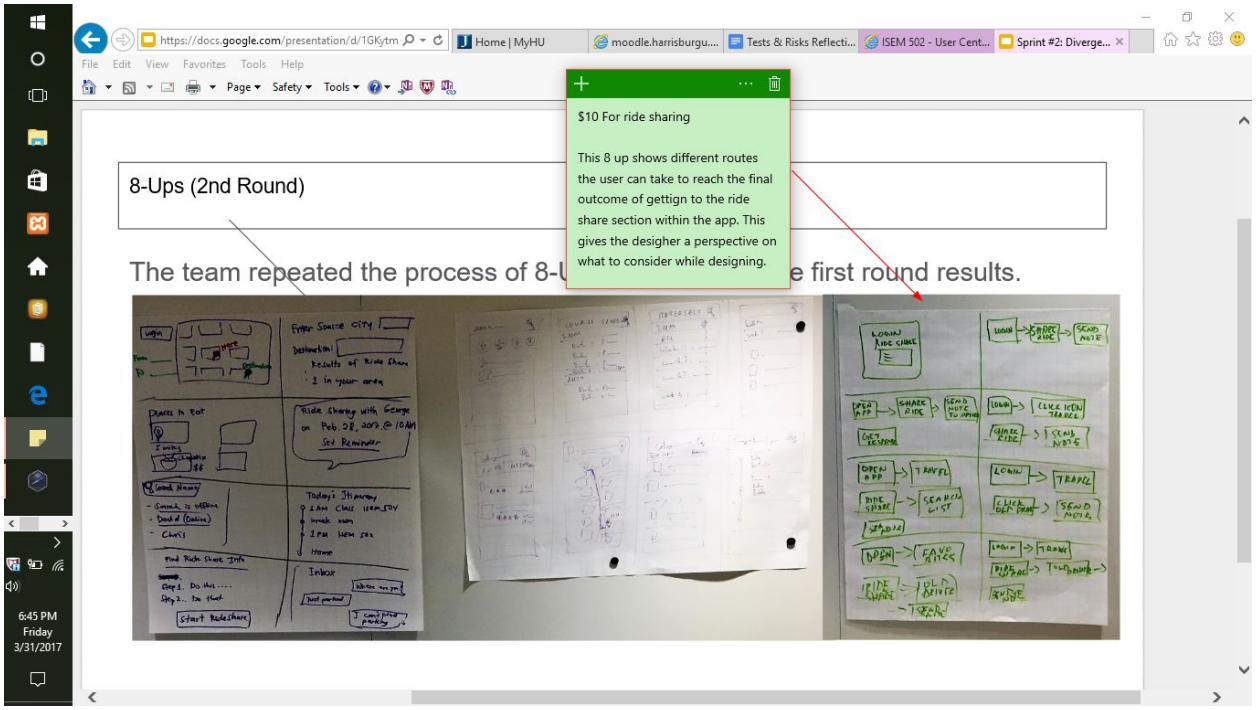
User Stories:

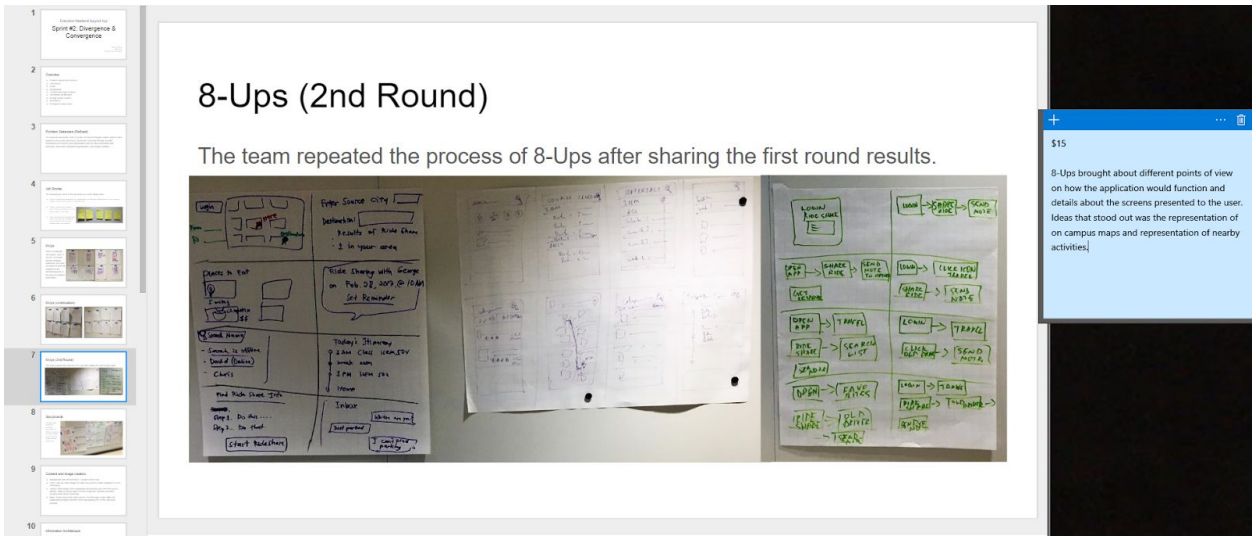



Sprint #2: Divergence & Convergence
Job Stories
The following are some of the job stories we wrote during class.
When his class gets cancelled due to unexpected circumstances, George wants to find a place to hangout so that he can spend his time effectively.
"When I arrive to the university, I want to find my classroom so I can do my class." - Prof. Olga
When the face-to-face classes take place, Amy wants to find people near her area so than she can share a ride to the university.
$15 For ride sharing
The App is being designed to make life easier for students. Being able to find a ride share quickly enables students to save up cash and make friends.
Click to add speaker notes

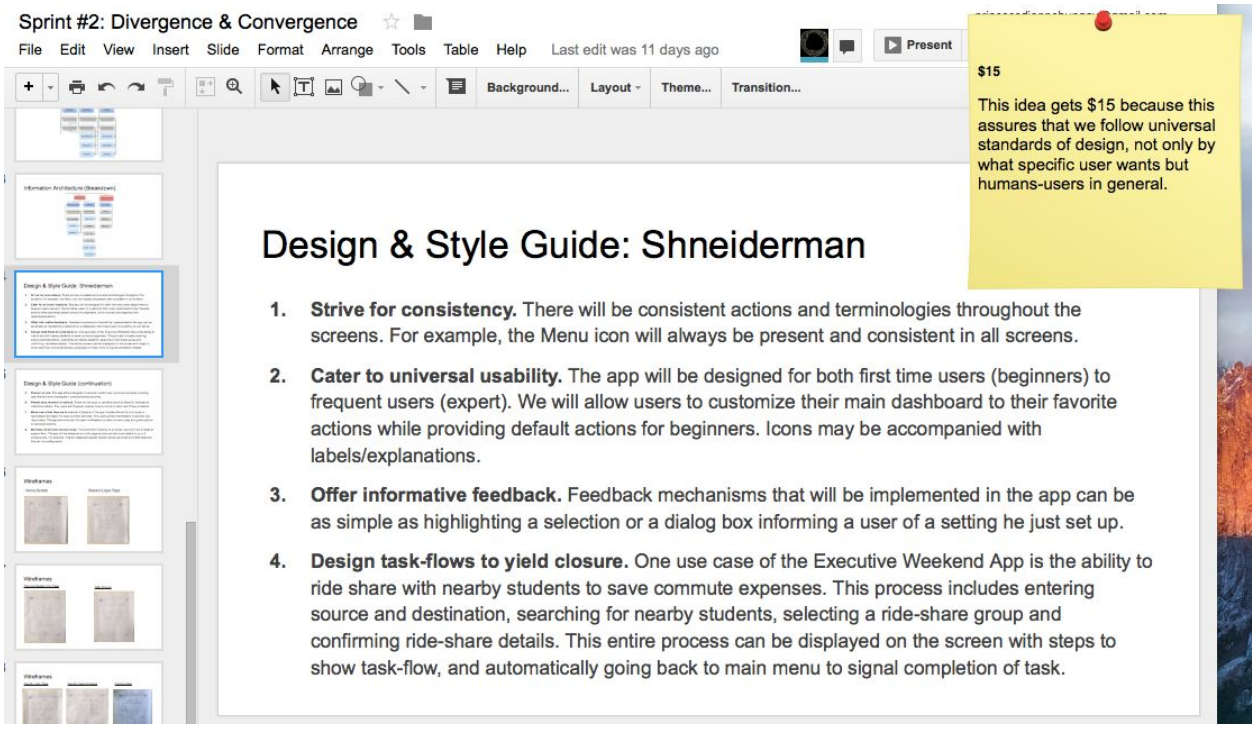

Outline
Functional Narratives
Functional Narrative 1: Ideal Scenario
Functional Narrative 2: First Use Scen...
Functional Narrative 3: Edge Case Sce...
Functional Narrative 4: What-If Scenario
turned off by student).
She was able to start the class on time.
Functional Narrative 4: What-If Scenario
People: Derrick (new persona created for this exercise)
Environment: Harrisburg University of Science and Technology, Common Area
Situation: Accessing course materials before class
Products: Smartphone
Derrick had spent most of his life trying to not let his ADHD (Attention Deficit Hyperactivity Disorder) affect his studies and daily life. While he had been mostly successful throughout high school and while obtaining his undergraduate degree, he knew that he would have to try and put in some extra effort for the graduate program he enrolled into at Harrisburg University of Science and Technology. Being enrolled in the Executive Program made things a bit easier.
After arriving at the university early on the morning of his weekend visit, he feels like he has ample time to go over the materials that would be discussed in his next class. He
starts up the Executive Weekend application, while walking around the ground floor of the university, and is brought to the homepage where he sees a note that he has an upcoming class. He taps on it, which gives him further details about the room number and the exact start time of the class along with a bell icon.
$15
User stories and narratives helps to identify a number of cases where the application may fail to consider user needs and limitations.

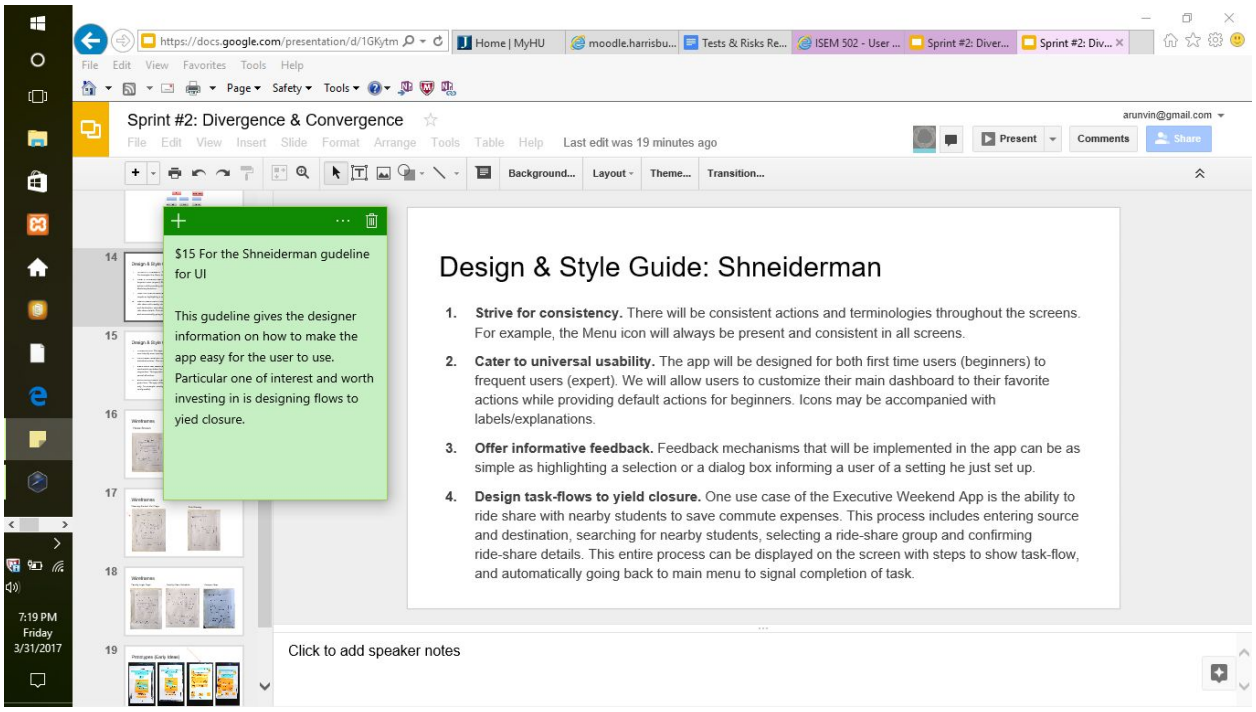
8-Ups:





UI Guidelines:


Sprint #2: Divergence & Convergence
File Edit View Insert Slide Format Arrange Tools Table Help Last edit was 11 days ago
Present
Background... Layout Theme... Transition...
$15
This idea gets $15 because this assures that we follow universal standards of design, not only by what specific user wants but humans-users in general.
Design & Style Guide: Shneiderman
1. Strive for consistency. There will be consistent actions and terminologies throughout the screens. For example, the Menu icon will always be present and consistent in all screens.
2. Cater to universal usability. The app will be designed for both first time users (beginners) to frequent users (expert). We will allow users to customize their main dashboard to their favorite actions while providing default actions for beginners. Icons may be accompanied with labels/explanations.
3. Offer informative feedback. Feedback mechanisms that will be implemented in the app can be as simple as highlighting a selection or a dialog box informing a user of a setting he just set up.
4. Design task-flows to yield closure. One use case of the Executive Weekend App is the ability to ride share with nearby students to save commute expenses. This process includes entering source and destination, searching for nearby students, selecting a ride-share group and confirming ride-share details. This entire process can be displayed on the screen with steps to show task-flow, and automatically going back to main menu to signal completion of task.


Sprint #2: Divergence & Convergence
File Edit View Insert Slide Format Arrange Tools Table Help Last edit was 19 minutes ago
Present Comments Share
Background... Layout Theme... Transition...
$15 For the Shneiderman gudeline for UI
This gudeline gives the designer information on how to make the app easy for the user to use. Particular one of interest and worth investing in is designing flows to yied closure.
Design & Style Guide: Shneiderman
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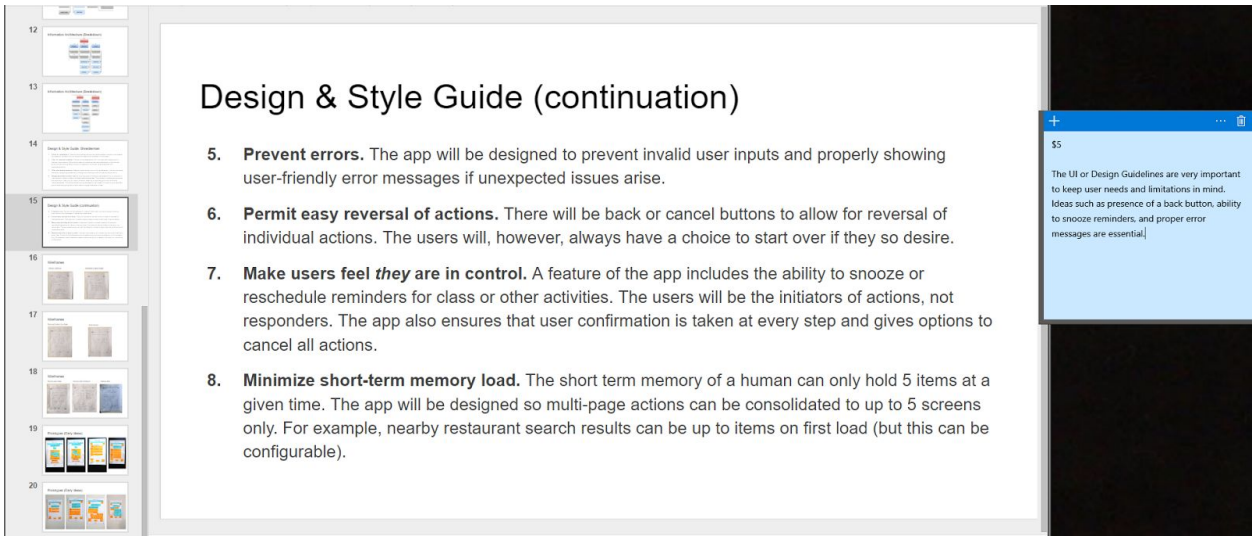
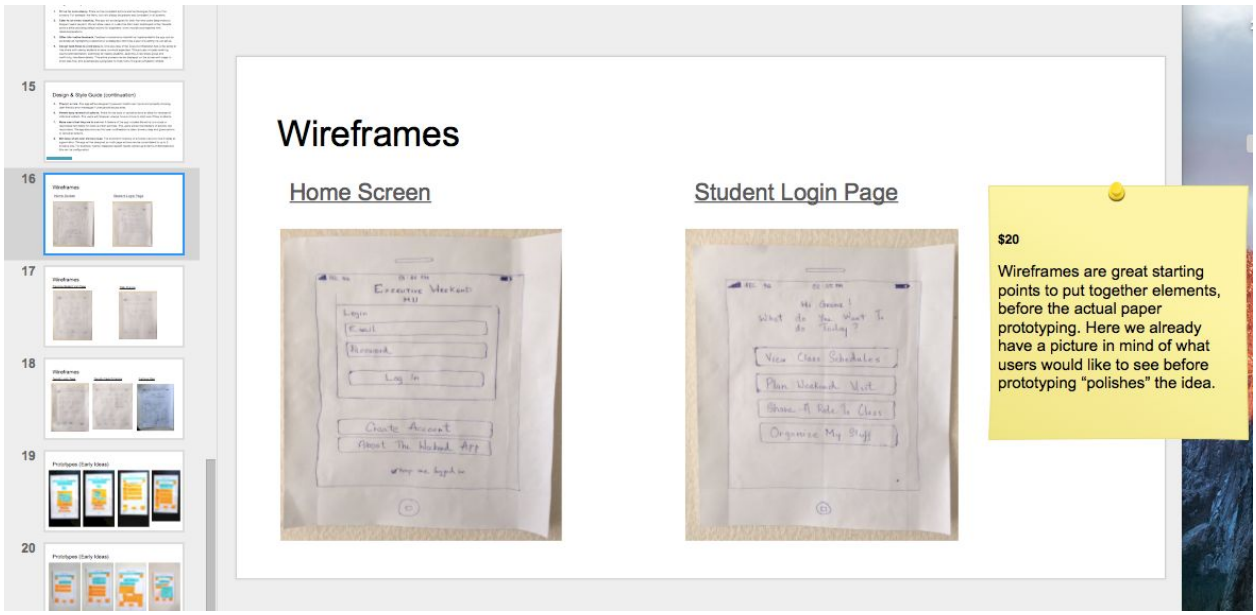
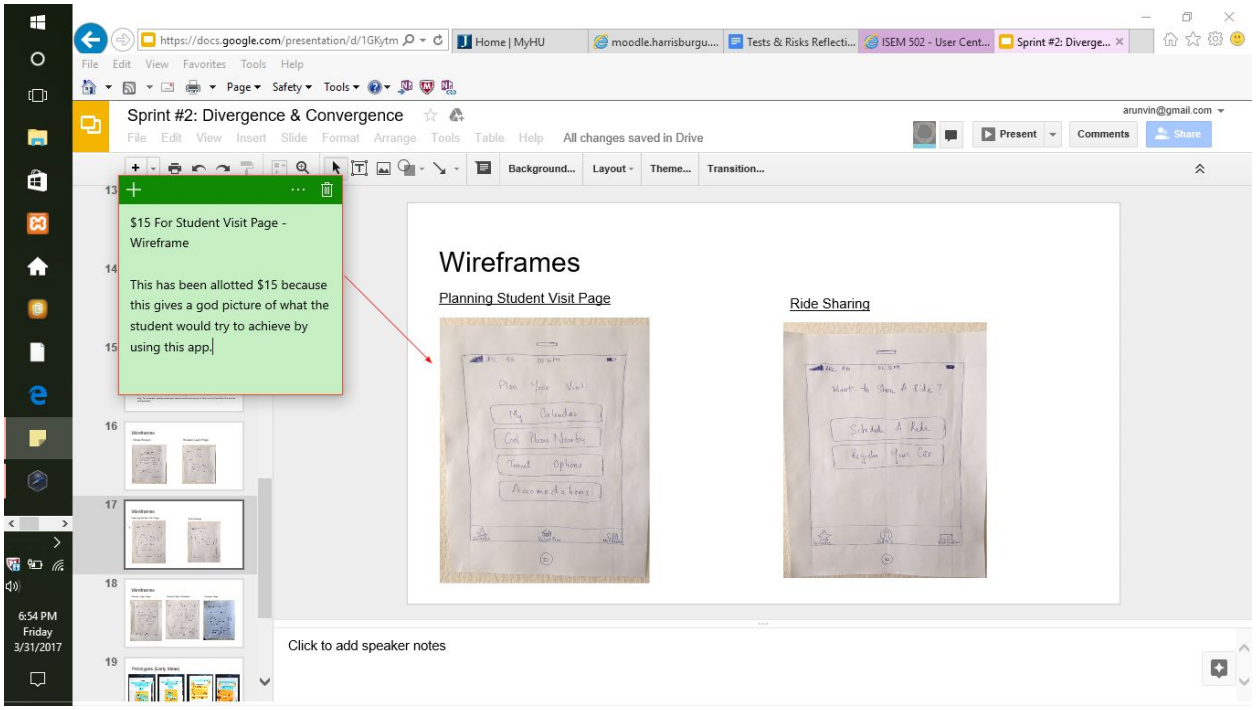
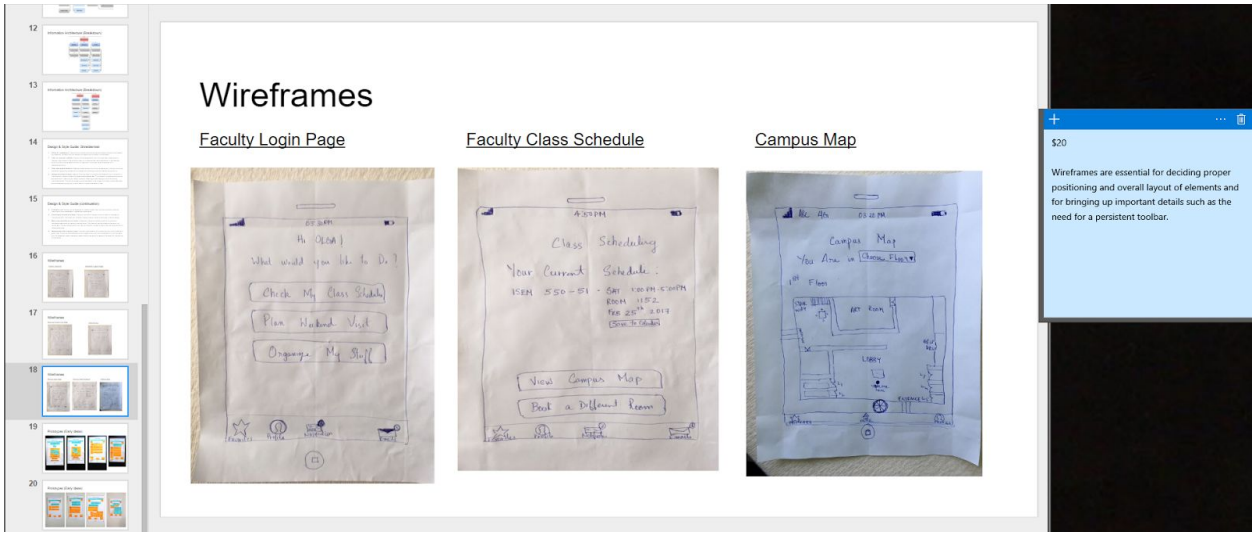
Click to add speaker notes
7:19 PM
Friday
3/31/2017

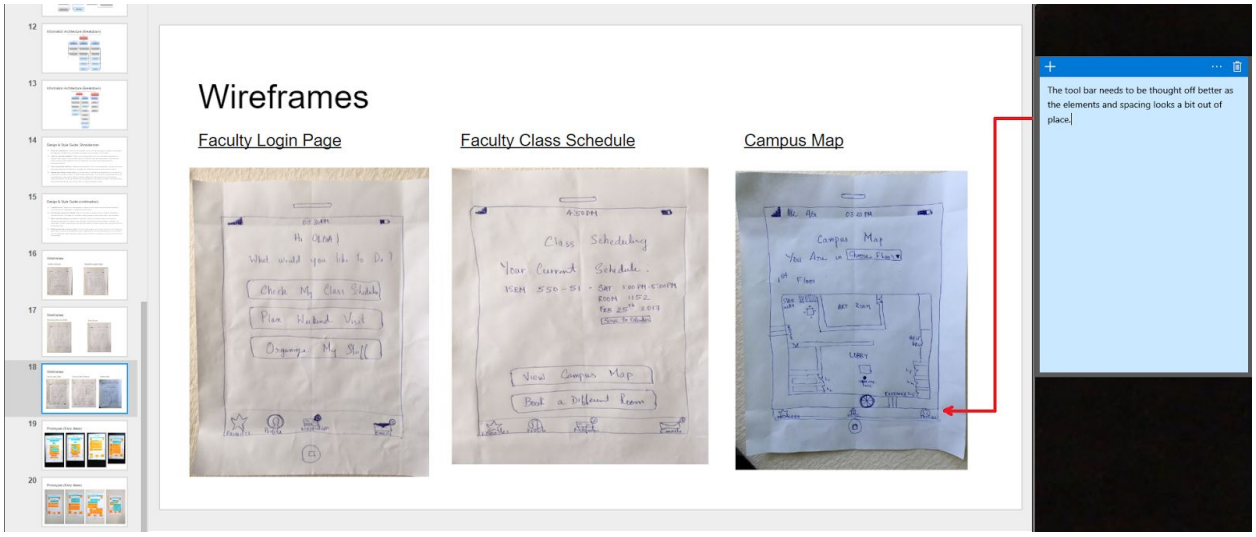

Design & Style Guide (continuation)
5. Prevent errors. The app will be designed to prevent invalid user inputs and properly showing user-friendly error messages if unexpected issues arise.
6. Permit easy reversal of actions. There will be back or cancel buttons to allow for reversal of individual actions. The users will, however, always have a choice to start over if they so desire.
7. Make users feel they are in control. A feature of the app includes the ability to snooze or reschedule reminders for class or other activities. The users will be the initiators of actions, not responders. The app also ensures that user confirmation is taken at every step and gives options to cancel all actions.
8. Minimize short-term memory load. The short term memory of a human can only hold 5 items at a given time. The app will be designed so multi-page actions can be consolidated to up to 5 screens only. For example, nearby restaurant search results can be up to items on first load (but this can be configurable).
$5
The UI or Design Guidelines are very important to keep user needs and limitations in mind. Ideas such as presence of a back button, ability to snooze reminders, and proper error messages are essential.

Wireframes:

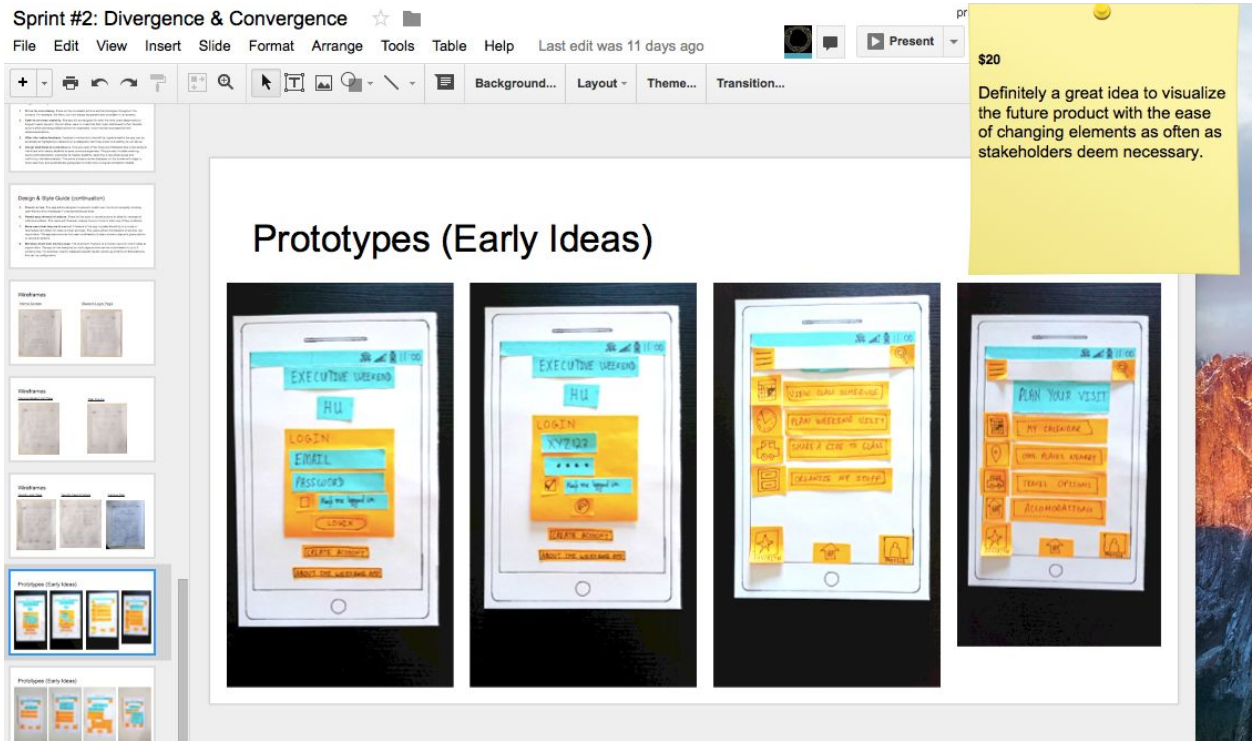

Wireframes
Home Screen
Student Login Page
$20
Wireframes are great starting points to put together elements, before the actual paper prototyping. Here we already have a picture in mind of what users would like to see before prototyping "polishes" the idea.

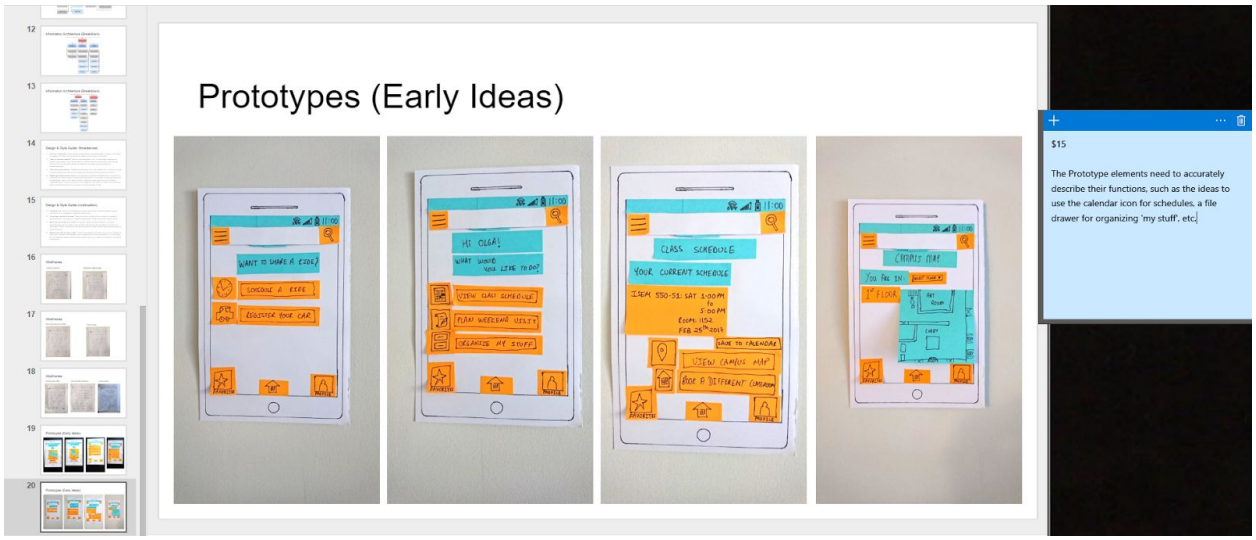

Sprint #2: Divergence & Convergence
$15 For Student Visit Page - Wireframe
This has been allotted $15 because this gives a god picture of what the student would try to achieve by using this app.
Wireframes
Planning Student Visit Page
Ride Sharing
Click to add speaker notes

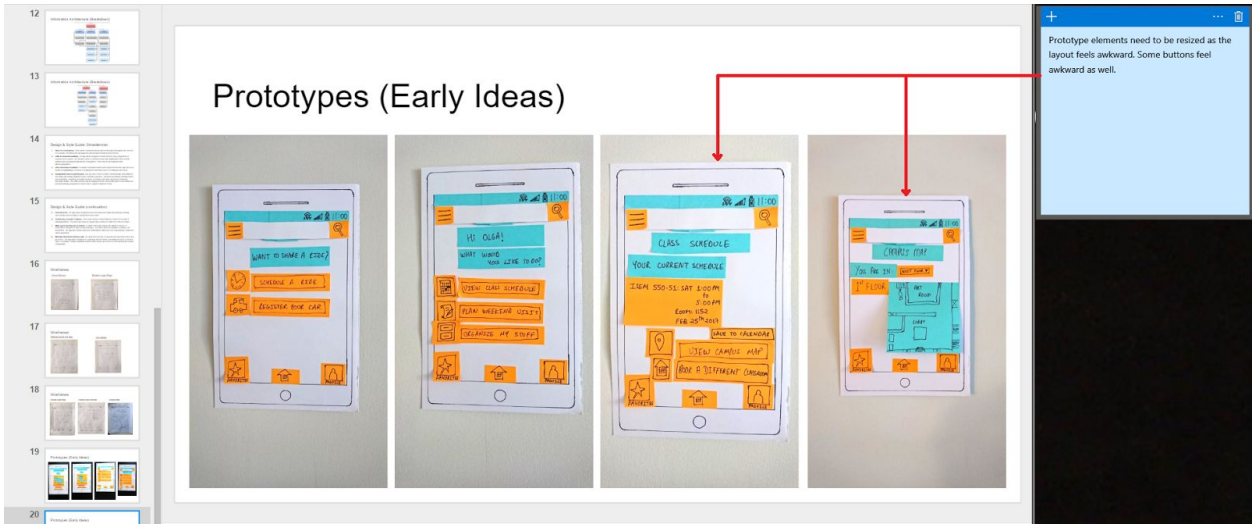

Wireframes
Faculty Login Page
Faculty Class Schedule
Campus Map
$20
Wireframes are essential for deciding proper positioning and overall layout of elements and for bringing up important details such as the need for a persistent toolbar.

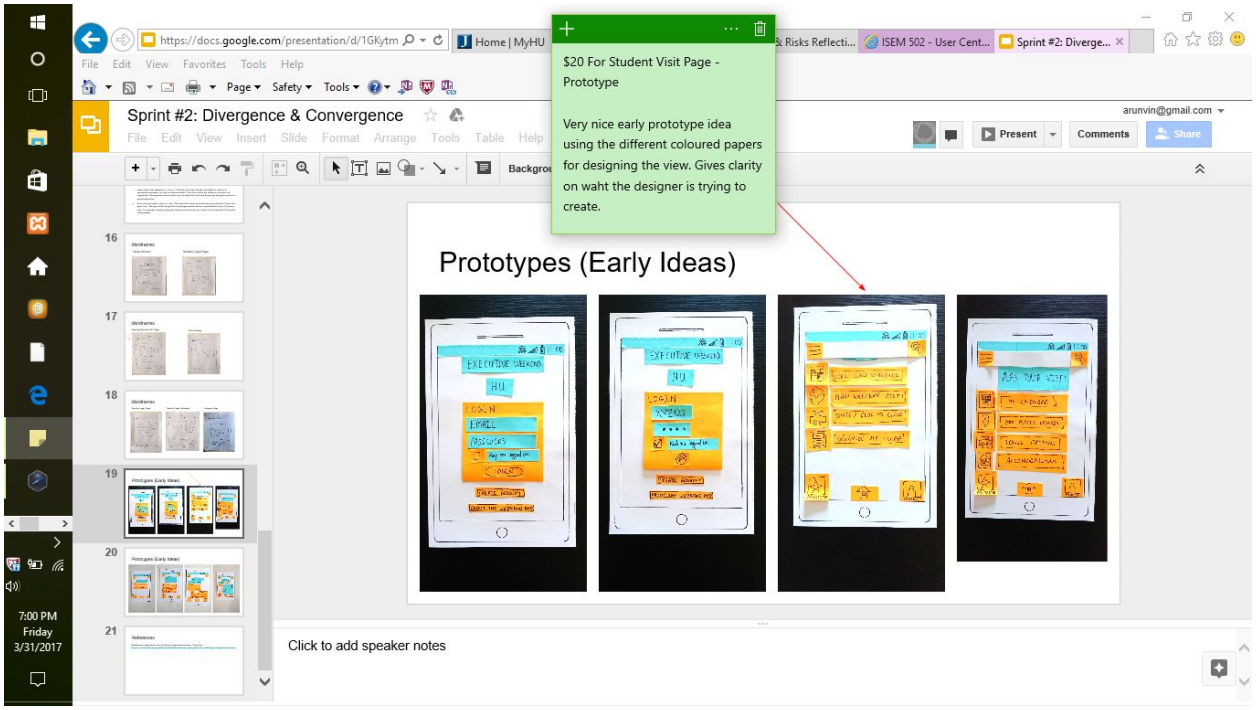

Wireframes
Faculty Login Page
Faculty Class Schedule
Campus Map
The tool bar needs to be thought off better as the elements and spacing looks a bit out of place.

Prototypes:


Sprint #2: Divergence & Convergence
File Edit View Insert Slide Format Arrange Tools Table Help
Last edit was 11 days ago
Present
Background... Layout Theme... Transition...
$20
Definitely a great idea to visualize the future product with the ease of changing elements as often as stakeholders deem necessary.
Prototypes (Early Ideas)


Prototypes (Early Ideas)
$15
The Prototype elements need to accurately describe their functions, such as the ideas to use the calendar icon for schedules, a file drawer for organizing 'my stuff', etc.


Prototypes (Early Ideas)
Prototype elements need to be resized as the layout feels awkward. Some buttons feel awkward as well.


Sprint #2: Divergence & Convergence
$20 For Student Visit Page - Prototype
Very nice early prototype idea using the different coloured papers for designing the view. Gives clarity on waht the designer is trying to create.
Prototypes (Early Ideas)
Click to add speaker notes