Interaction 1: Using a Digital English-Chinese Dictionary

Context: Whenever I encounter a foreign word that I can't understand or want to confirm its meaning.

Device: Smartphone/iPad.

Steps:

- Tap the app icon on my device's screen to open it.
- In the search bar, type the word I want to look up. Usually, related suggestions will appear as I type.
- Click the magnifying glass icon to view the detailed explanation of the word I entered.
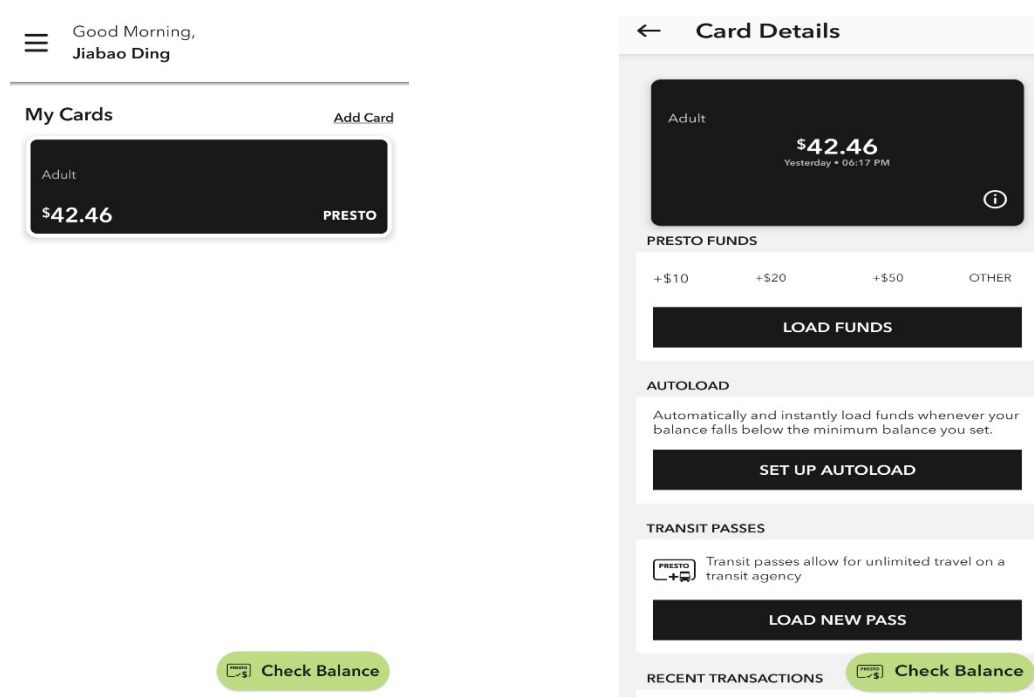
Thoughts/Emotions:

Initially, I'm typically filled with curiosity and excitement, although sometimes I feel a bit stressed because I'm eager to discover the word's meaning using this app.

When I receive assistance from the app, I experience a sense of relief and satisfaction.

However, there are moments when the word or phrase I wish to search for isn't found in the dictionary. During such times, I might feel somewhat disappointed or even more stressed because I'm compelled to find out its meaning.

Interaction 2: Using the Presto App for Managing My Transit Fare

Context: When I need to add value to or check the balance of my Presto card.

Device: Smartphone.

Steps:

- Open the app by tapping its icon on my device's screen.
- On the initial page after launching the app, I can view my balance. If I want to load funds onto my card, I simply tap the balance banner.
- The following page offers several service options, such as loading funds or reviewing my usage history. Typically, I use the app primarily for adding funds. I select the desired amount to load, and the app guides me to the payment page.

- In the payment section, I can choose my preferred payment method and then click the "buy now" button to complete the transaction.

Thoughts/Emotions:

I often feel a bit nervous when using the app because I'm uncertain about whether I have enough funds on my card or if I need to top it up just before I board. I realize I should develop the habit of checking my balance regularly.

Once I confirm that I have sufficient funds for my commute or purchase the ticket just in time, I experience a sense of relief. The app's user-friendly design greatly streamlines the entire process, which I appreciate.

Interaction 3: Using micro-wave oven with multiple cooking functions.

Context: whenever I need to heat up something to eat.
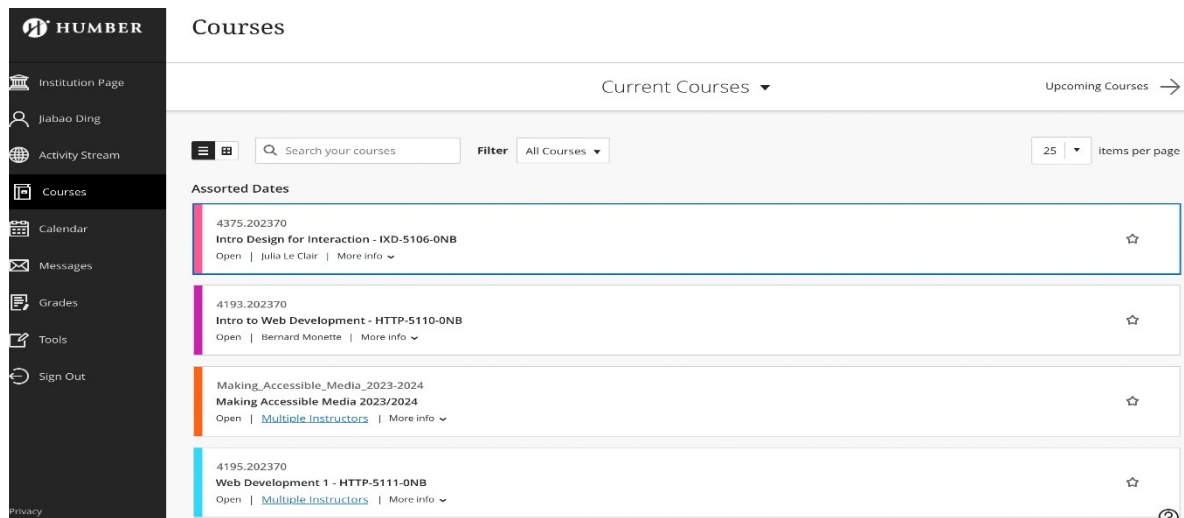
Device: micro-wave oven.

Steps:

- Open the door of the micro-wave oven and put the food inside on the rotate plate.
- Choose the way I want to heat up. There is several food-based modules such as pizza, rice, milk eg. which are designed specifically for different food type and set the cooking time and method.
- Press the start button and wait the food to be heated.
- Enjoy the food.

Thoughts/Emotions:

Initially, I am a little confused about the different functions the device provides since I am totally new with it and without guidance-book. After I tried different type of functions and get them into memory, I think I am comfortable to use it now. However, I think the design is generally not beginner friendly and can be designed with better user-friendly way.

Interaction 4: Accessing Humber's Blackboard to Attend Courses

Context: Whenever I have a course to attend, whether it's in-person or online, I rely on the Humber website as a valuable resource.
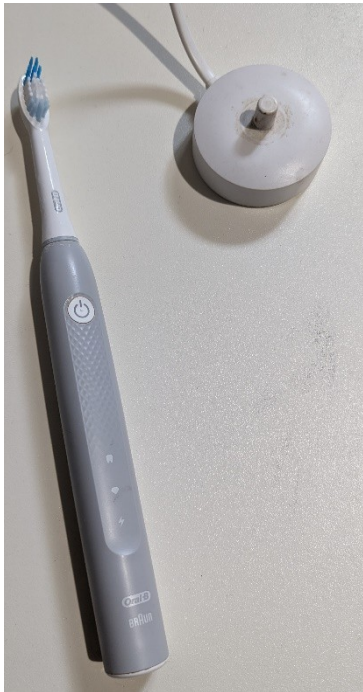
Device: Laptop

Steps:

- I start by visiting the Humber Learning website. Typically, I begin by searching for "Humber Learning" on Google, which directs me to Blackboard Humber.
- On the left side of the page, I notice a black column that provides various options related to course-based services. So far, the most frequently used function for me has been the "course" option. When selected, it displays a list of my registered courses.
- From this list, I choose the specific course I want to access. This action leads me to a page with more detailed options, such as assignments and resources for the selected course, allowing me to meet course requirements.

Thoughts/Emotions:

The website is extremely user-friendly. During my first use, I felt comfortable navigating it. The design employs a progressive disclosure approach with engaging colors, making the entire process easy to grasp and providing users with clear features to manage their requirements effectively.

Interaction 5: Daily Use of an Electric Toothbrush

Context: Every morning and evening, before going to bed, I need to use my electric toothbrush for oral hygiene.

Device: Electric toothbrush.

Steps:

• Press the power button to turn on the brush.

• There are two hygiene modes: regular cleaning and sensitive cleaning. The first mode is automatically activated when I turn on the brush. Pressing the button again switches to the sensitive mode, which vibrates the brush with brief pauses every few seconds, making it gentler for teeth with issues.

• When the brush runs out of power, I place it on a charging dock.

Thoughts/Emotions:

Using the electric toothbrush felt efficient and thorough. I liked how it vibrated and provided a gentle but effective cleaning sensation. It reminded me to spend enough time on each section of my mouth, which I often forget to do with a manual toothbrush. I felt satisfied knowing that I was taking good care of my oral health.