**HUMAN COMPUTER INTERACTION ASSIGNMENT**

**INSTITUTION: LAIKIPIA UNIVERSITY.**

**DEPARTMENT: COMPUTING AND INFORMATICS.**

**INSTRUCTOR: SALOME IRERI**

**GROUP: 3**

**NAMES: 1. ALLAN KIPRUTO N16/3/0570/017.**

**2. RONNY KIOKIRUI BETT N16/3/1098/017.**

**3. COLLINS KIPROTICH LANGAT N16/3/0578/017.**

**DATE: 11/6/2021**

1. **Describe THREE different approaches you will use to obtain user information to enable you realize the design. State THREE reasons why these approaches are suitable for the case described above**

* **talking to the user**

this is done through interviews and focus groups

* **Ethnography**

This is acting like the user in order to identify what they would want in the system

* **Use your imagination**

try to figure out how the user will interact with the system, HOW they would expect the system to function and the features they expect the system should have.

1. **With respect to user modeling do a clear description of the user profile/persona for the main user. Ensure that you include relevant attributes based on the information collected from the main user group**

Name: Roseline Chelatan.

Age: 20

Profession: Student

Languages: Kiswahili, English and Marakwet.

Services: -hair wash and blow dry twice a month-hair dressing

1. **Based on the scenario above, the persona you have created and information obtained from Mr. Kutz and his employees, perform task decomposition using textual Hierarchical Task Analysis (HTA) then diagrammatic HTA**

Textual HTA

0 in order to be served

1 open the app

2.register

2.1 enter your name

2.2 enter your id number

2.3 enter phone number

2.4 create password

2.5 confirm password

3.log in

3.1 enter your phone number.

3.2 enter correct password.

4. booking

3.1 select salon within your residence.

3.2 select a service.

3.3 specify the date and time.

5.services

plan: do 2,3,4 if not registered

do 1,2,3,4

plan 2: do 2.1,2.2,2.3,2.4,2.5,2.6

plan 3: do3.1,3.2

plan 4: do 4.1,4.2,4.3,4.4

Diagrammatic HTA

**Open the app 1**

Log in 3

Booking 4

Register 2

Services 5

Confirm 2.5 password

Password 2.4

Phone no. 2.3

Id no. 2.2

Enter name 2.1

Enter phone number 3.1

Enter password 3.2

Select saloon 4.1

Select service 4.2

Select date and time 4.2

plan: do 2,3,4 if not registered

do 1,2,3,4

plan 2: do 2.1,2.2,2.3,2.4,2.5,2.6

plan 3: do3.1,3.2

plan 4: do 4.1,4.2,4.3,4.4

1. **Create a mockup of the application using a mockup tool such Balsamiq, pencil or figma … that would describe an instance when a new client requires services from Kwik Kutz. Include ALL the activities that the client would perform based on the HTA you have done in part (iii)**
2. **In your opinion why does Mr. Kutz think that a mobile application would be most suited for the delivery of the client module? What are the advantages of using this technology platform compared to available alternatives in terms of ensuring that user satisfaction is achieved for the target user**?

Mobile devices such as smartphones are easily accessed by customers and cheaper

**Advantages of using mobile application**

* It creates promotion of offers
* Easy to interact with customers
* Cheap compared to other technologies
* Accessible by many customers
* Valuable data can be captured using mobile

1. **User Interface Evaluation techniques can either be expert-based or user-based:**
2. **As a design expert describe how you would perform a cognitive walkthrough of this application**

* **Define the user.**

State the characteristics of the person who will use the expert system

* **Define the user goals**

Compile a list of goals that a user may have when visiting the website.

* **Identify the path**
* For each user goals you want to test, create a list of actions a user should take on your site in order toto reach that goal
* **Invite the right team members**

Invite the internal team members to participate in the walkthrough. This might include industry experts and less informed members.

* **Conduct your walkthrough**

Designate the facilitator who will go through the “happy path” for each task of your walkthrough. Walk together with the team to identify the potential issues that could lead to stray from the path

* **Implement site improvements**

1. **Between query and observational user-based evaluation techniques which method would be most suited for the evaluation of this design? Justify your answer**

**Query techniques** this because query techniques provide the real information and the view of how the system should actually look like.