

HCI CW1 Individual Report

Greig Huth s1532620

Group 87

1 Memo and combination reflection

What went well? Persona research and interviews went well, I got a lot of information about how students from various disciplines, backgrounds and social groups use Learn and Virtual Learning Environments and this motivated a lot of my memo writing. The memo combination went well, we had a large pool and variety of memos and were able to quickly identify the key groups, and from that, form our key observations and problem definition.

What went less well? Because of the ongoing COVID-19 pandemic all of our meetings and group work needed to be conducted remotely. Apart from the obvious problems that arise with distanced learning and group work, there was also the issue of not being able to get memos from interacting and discussing with random students. If the university was open as normal we would have been able to mingle and get perspectives and ideas from other students, but since this wasn't possible I was only able to discuss my design with a small number of people. I also could have conducted more interviews, by the time i got it, I only had time to choose one style so i chose semi-structured, this worked well but it didn't give me the opportunity to follow up as much as I would have liked.

If you had to go back and start over, what would you change? Interview more people and use more interview techniques, i think this would benefited me both in terms of getting more experienced with interview and also giving me different types of data that would have given me more to work with in my memos. Directly following on from this: i could have been more descriptive in my memo writing. They are admittedly brief and I could have done more in the early stages to expand on them.

2 Fast feedback Methods

2.1 Discussion With Group

The main fast feedback approach we used involved showing our rough designs to each other in the group. For ten minutes each we presented our design to the group. We started by getting the first impressions on our prototypes, allowing the group members to convey the raw ideas and thoughts they have about our designs, to try and identify any glaring issues. We would explain how one would use our UI to achieve specific tasks, getting comments, and feedback from the other members about the usability and functionality of our designs. I also showed my mock-ups to less technical audiences outside of my group, i wanted to get an idea of how someone less familiar with computer user interfaces would view and interact with my mock-up and this was very helpful for that.

This method was useful for getting a "sanity check" on our designs, it allowed us to identify the individual strengths and weaknesses of each design allowing us to move forward with a more complete prototype leading up to the deadline.

2.2 Task Analysis

While we were designing the final user interface for submission i worked through some task analysis exercises, looking at the different goals one might have with this system and analyzing how the user interface complements and supports these tasks. I modeled various tasks such as basic information acquisition (course level, coursework dates) to looking for specific resources (tutorial sheets, coursework specifications). While the final prototype was being built in Figma this feedback method was particularly effective since I was able to physically click through the interface, giving me a much more accurate understanding of how exactly a user would go and accomplish tasks with our design.

This method was key in trying to understand the user. Being able to simulate exactly what the user needs to do and at what point was imperative in designing a UI that facilitates fast and easy content exploration.

3 Design iteration reflection

What went well? Presenting mock-ups and iterating the final design went well. After we all presented and starting building the final prototype, we were all able to quickly iterate and comment on the design, allowing development to progress smoothly.

What went less well? The initial mock-ups were not presented until quite late, we spent a long time making sure we understood all of our design requirements and problem definitions before we presented our mock-ups to each other. While this means we did have a good foundation for how we wanted to build our design it did mean that we perhaps didn't have as much time as we would

have liked. This means that while we did iterate our design we could have done with more time to polish and fine tune the details.

If you had to go back and start over, what would you change? Finish mock-up earlier so we have more time for the iteration. Use more formal fast feedback methods. The task analysis was very useful but it was the only formal feedback method i used. Discussing our designs worked as a way to get quick and dirty feedback on our mock ups but it isn't very structured, it doesn't allow us to analyze specific functions of the UI and can only give us general feedback about the design. and as a consequence our iteration was not as thorough has it could have been. In hindsight we should have planned more rigorous methods of attaining feedback.

A Memos

Figure 1: My memos (next page)

Everyone complains about logging in and much more awkward it is, is this in the scope of our design?

Adjusting to accents are hard, transcripts for lectures? current subs leave much to be desired

People dont seem to access learn with phones, this is either bc the system is fundamentally unsuited for mobile devices or bc the current UX on phones is bad

Sensitive to short notice changes, better notification system? current system is a bit spammy and important notifications can get lost

Better support for auditing courses, currently no to little support

Arrived Late, perhaps feature to show classes and materials you have engaged with

Better support for range of devices and browsers (more responsive design)

Alternative ways to submit cw, doing it through command line suits techincal students

- Way to track what lecture you have and have not attended, more important now than ever
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2/10 11:21
Important to consider other cultural norms and perspectives, eg 24 hour clock vs 12 hour clock, building floors start at 0 here and 1 in NA

Lost of folders, make pages easier to navigate

30/9 11:50
Readable calendar page, so students can see what assignments are due and when, this will be more important now as most classes have transitioned to many small assignments over the year instead of an exam

Learn doesn't seem to be used at all for investigating courses, functionality should reflect this, rn i dont think it does

documents can be a variety of formats, uploads shouls only be PDFs since they are very portable?

Desire to plan out deadlines, calendar of course materials (or subset of course materials) to make it easy to see when assignments are released and due

Categorisation and compartmentalisation are important, you dont want all the content just spewed on on page but you dont want the other extreme either

Colour scheme is dry, have more interesting, more meaningful colours?

B Feedback Designs

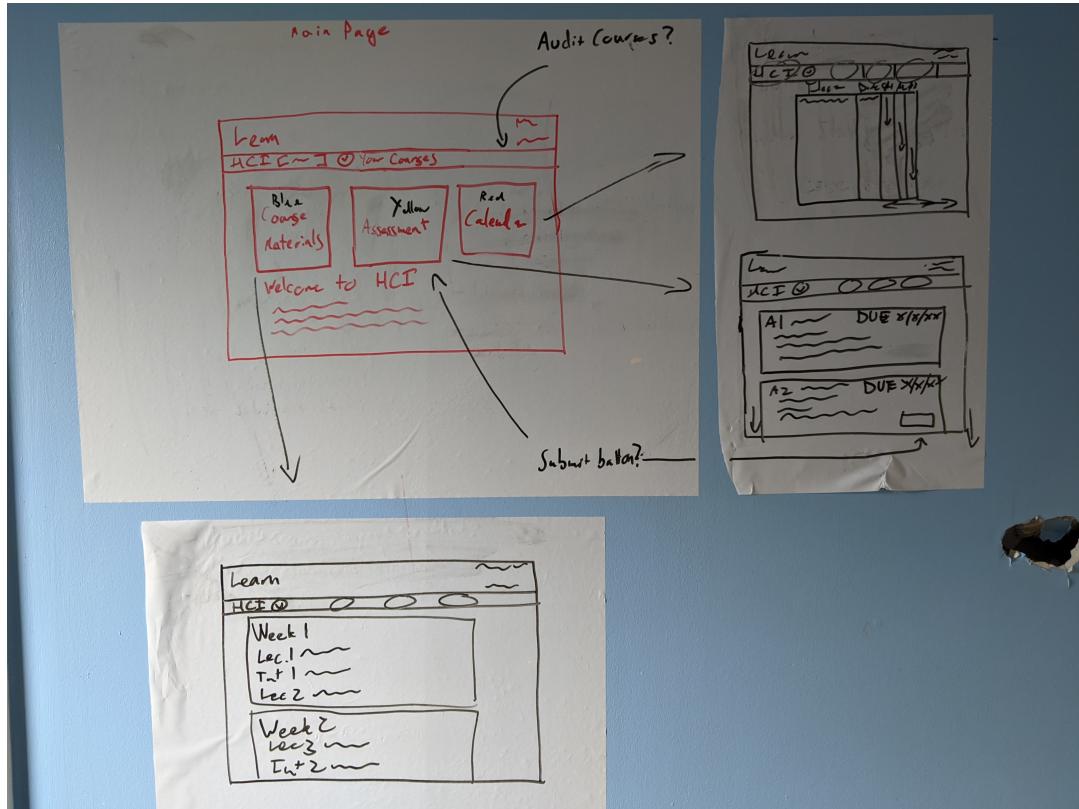


Figure 2: First UI prototype

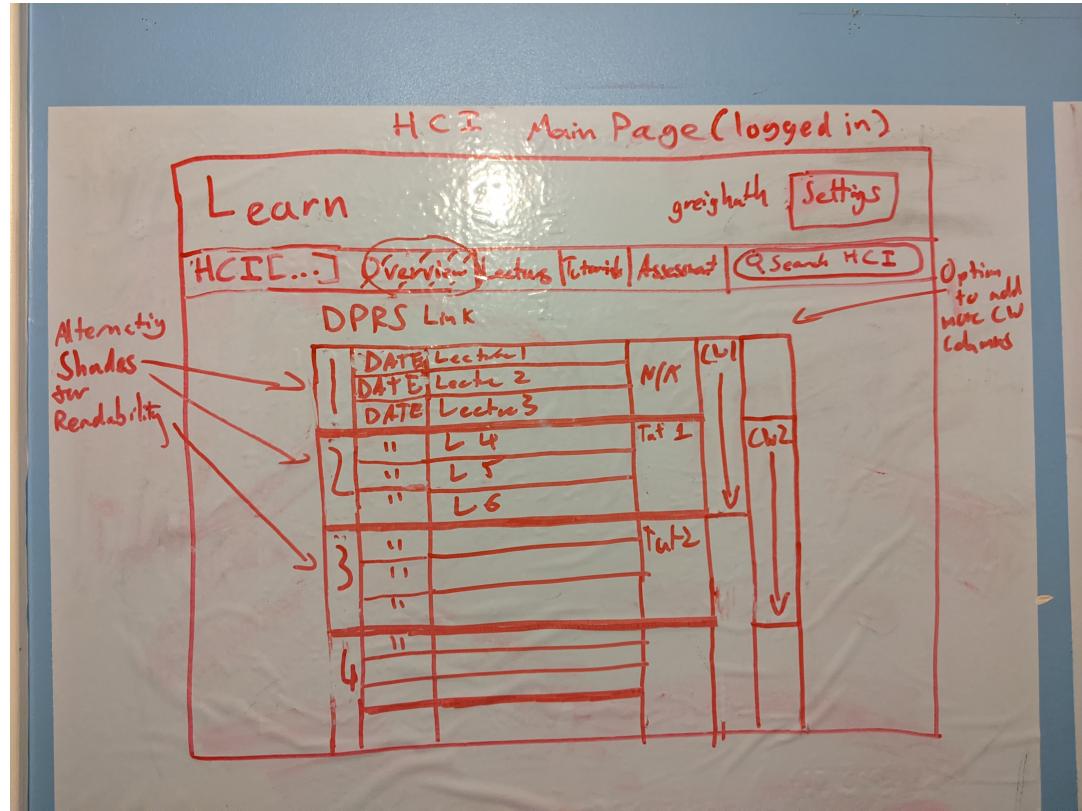


Figure 3: Second Iteration, design based on all of our mock-ups.