

Lab 2
User Research. Requirements Gathering. Analysis
Rubric

Students:
Mark:

1. Research on the problem domain. Provide background information on the topic./3

2. Identify the goals for the project./2

3. Identifying functional and non-functional requirements of the system./5

4. Conduct expert evaluation of the existing systems (competitor benchmarking: cognitive walkthrough, heuristic evaluation of the existing system against 10 heuristic NNG principles)./5

5. Conduct user research: who the users are.
Conduct usability testing of existing system(s) (guerrilla usability testing).
Reflect on current practices: when, where, why, and how users are currently accomplish the similar tasks.
User wish list for improving how they currently accomplish their task.
Use combinations of methods for gathering requirements and user research (observations, surveys, focus groups, interviews)./10

6. Present results using descriptive statistics, user characteristics tables, and creating personas techniques./5

7. Identify primary, secondary, and tertiary users of the system.

/2

8. Using two of the analysis techniques (scenarios, use cases, hierarchical task analysis), refine and represent the task for further development.

/3

Total:

/35