CS 4337: Human Computer Interaction

**Help-MeIT**

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Contribution Breakdown

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| --- | --- |
| **Member** | **Contributions** |
| Regina Andes | Co-Developer, Debugger, Documentation |
| Paul Davis (Team Leader) | Co-Developer, Design, Debugger, Documentation |
| Jacquelyn Johnson | Co-Developer, Debugger |
| Andrew Samuel | Documentation, Design, Debugger |

Project Description

**Motivation**

The motivation for this project came from the British sitcom *The IT Crowd*. We, as a group wanted to create an app that represented the sarcastic comments given on the show through an actual IT help app. The comments and prompts given as “IT help” are curated by our group of 4. Potential users can be anyone that is looking for a fun app to go through and discover the unique sarcastic prompts and responses the team has curated. The benefit we hope to bring is fun app full of sarcastic and jovial comments to give the user a good laugh.

**Project-Plan Scenario**

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| --- | --- |
| Timeline | Tasks |
| Week 1 (7/6-7/12) | Requirements / Design   1. Requirements Analysis 2. Use-case analysis 3. Select a user-interface theme |
| Week 2 (7/13-7/19) | Design / Implementation   1. Finalize support categories, specific support issues, and the technical support responses. 2. Select or create images for buttons. 3. Develop each screen layout |
| Week 3 (7/20-7/26) | Implementation / Integration   1. Fill in each screen layout with information from the design phase. 2. Create transitions between screens. |
| Week 4 (7/27-8/2) | Integration/Testing   1. Determine test cases 2. Perform test cases 3. Debug |
| Week 5 (8/3-8/9) | Evaluation   1. Conduct peer reviews. 2. Create product summary poster |

**Use-Case**

Detailed Use Cases:

* Login: User
  + User selects a category
  + User chooses a response to a prompt
  + User exits application

A close up of a logo

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**Test-Cases (Full test case list found on SPMP)**

* *PC/Laptop Help*
* Test Case Summary: Check Question #1 response for “Apple”
* Test Procedure: Select “PC/Laptop” > Select “Apple”
* Expected Result
* Response: “You have horrible taste. Dismissed.”
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for “HP”
* Test Procedure: Select “PC/Laptop” > Select “HP”
* Expected Result
* Response: “Is it on?”
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for “Google”
* Test Procedure: Select “PC/Laptop” > Select “Google”
* Expected Result
* Response: “Is it on?”
* Actual Result
* Status: (Success/Fail)
* *Phone Help*
* Test Case Summary: Check Question #1 response for "Google"
* Test Procedure: Select "Phone" > Select "Google"
* Expected Result
* Response 1: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Samsung"
* Test Procedure: Select "Phone" > Select "Samsung"
* Expected Result
* Response 1: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Other"
* Test Procedure: Select "Phone" > Select "Other"
* Expected Result
* Response 1: "What are you even doing with that trash?"
* Response 2: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* *Console Help*
* Test Case Summary: Check Question #1 response for "Xbox"
* Test Procedure: Select "Console" > Select "Xbox"
* Expected Result
* Response 1: " PC is better. Consider upgrading yourself."
* Response 2: “Is it on?”
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Playstation"
* Test Procedure: Select "Console" > Select "Playstation"
* Expected Result
* Response 1: “Your gaming choices are questionable.”
* Response 2: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Nintendo Switch"
* Test Procedure: Select "Console" > Select "Nintendo Switch"
* Expected Result
* Response 1: " Oh that’s cute, really?"
* Response 2: “Is it on?”
* Actual Result
* Status: (Success/Fail)

**Prototypes**

Design 1:A screenshot of a cell phone

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Design 2 (Inspired by Xfinity’s help chat): A screenshot of a cell phone

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**User Interface (Type: Conversing)**

**A screen shot of a smart phone

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Evaluation Plan

After conducting formative evaluation procedures throughout the development of the app, we began the next phase of our evaluation process once most of the app and its functions were finished. We began with our programmers doing small usability tests as summative and diagnostic evaluations on their assigned sections. We did this by running an emulator of the Pixel on Android Studio as an AVD (Android Virtual Device). In addition to that we ran a field study involving those that are not in our group to run on their own personal android phones to make sure no issues were found when translating the app from an AVD to an actual android device. This also proved to be useful when trying to find any problems or bugs that we might have overlooked or overstated in our findings. Our last step in the evaluation phase was the measurement evaluation.

Conclusion

References