

# HCI Assignment-2

## **Programmable Coffee Maker:**

The Programmable Coffee Maker is an electronic device that allows the user to set a timer for the coffee to be brewed automatically at a specific time. It has various features such as adjustable brew strength, automatic shut-off, temperature control, and customization of the coffee.

## **Initial Interview Questions:**

1. Have you used a programmable coffee maker before?

A. Suresh has already used the programmable coffee maker, but Sangeeta didn't.

2. What are the main features you look for when selecting a coffee maker?

A. Suresh would love to make customized coffee with help of machine, but Sangeeta was not aware of the features.

3. How do you like your coffee to be brewed (strong, medium, weak)?

A. Suresh stated that it depends on his mood and majorly he loves strong. Sangeeta likes weak brewed coffee.

4. Do you prefer any temperature for your coffee?

A. Suresh prefers high temperature coffee, and Sangeeta likes medium temperature.

## **Person 1:**

**Name:** Suresh

**Age:** 25

**Occupation:** Master's student, has good knowledge in making coffee using Programmable Coffee Maker

Suresh is a coffee enthusiast who has experience in making his own coffee while working in his office, back in India. Suresh prefers strong coffee and likes to add cinnamon and extra sugar to his coffee for an extra kick.

**Task:** Suresh was asked to prepare a cappuccino coffee with programmable coffee machine which has a lot many options in the UI and can customize his coffee as per his taste.

## **Performance:**

Suresh completed the task without any difficulty. He was able to set the clock, choose the "strong" brew strength option, customize the coffee by selecting the desired temperature and adding some milk and sugar, fill the coffee maker with water, add the desired amount of coffee to the filter, program the coffee maker to brew at 7 AM, and set the automatic shut-off feature to turn off the coffee maker after 30 minutes. Suresh was familiar with the product and had used a programmable coffee maker before. He was able to complete the task in under 7 minutes without any errors.

Suresh sets the clock and chooses the "strong" brew strength option before customizing the coffee with the desired temperature, milk, and sugar. He then fills the coffee maker with water up to the desired level

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and measures the desired amount of coffee to add to the filter. Suresh programs the coffee maker to brew and sets the automatic shut-off feature to turn off after 30 minutes.

## **Troubles:**

No troubles faced while making coffee, as he is aware of the process and enjoyed his coffee.

## **Person 2:**

**Name:** Sangeetha

**Age:** 22

**Occupation:** Master's Student

Sangeetha is a coffee lover but has never used a programmable coffee maker before. She usually buys her coffee from coffee shops. Sangeetha prefers medium-strength coffee and likes to add milk and sugar to her coffee.

## **User 2 (Sangeetha):**

**Task:** Sangeetha was asked to program the coffee maker to brew a strong coffee.

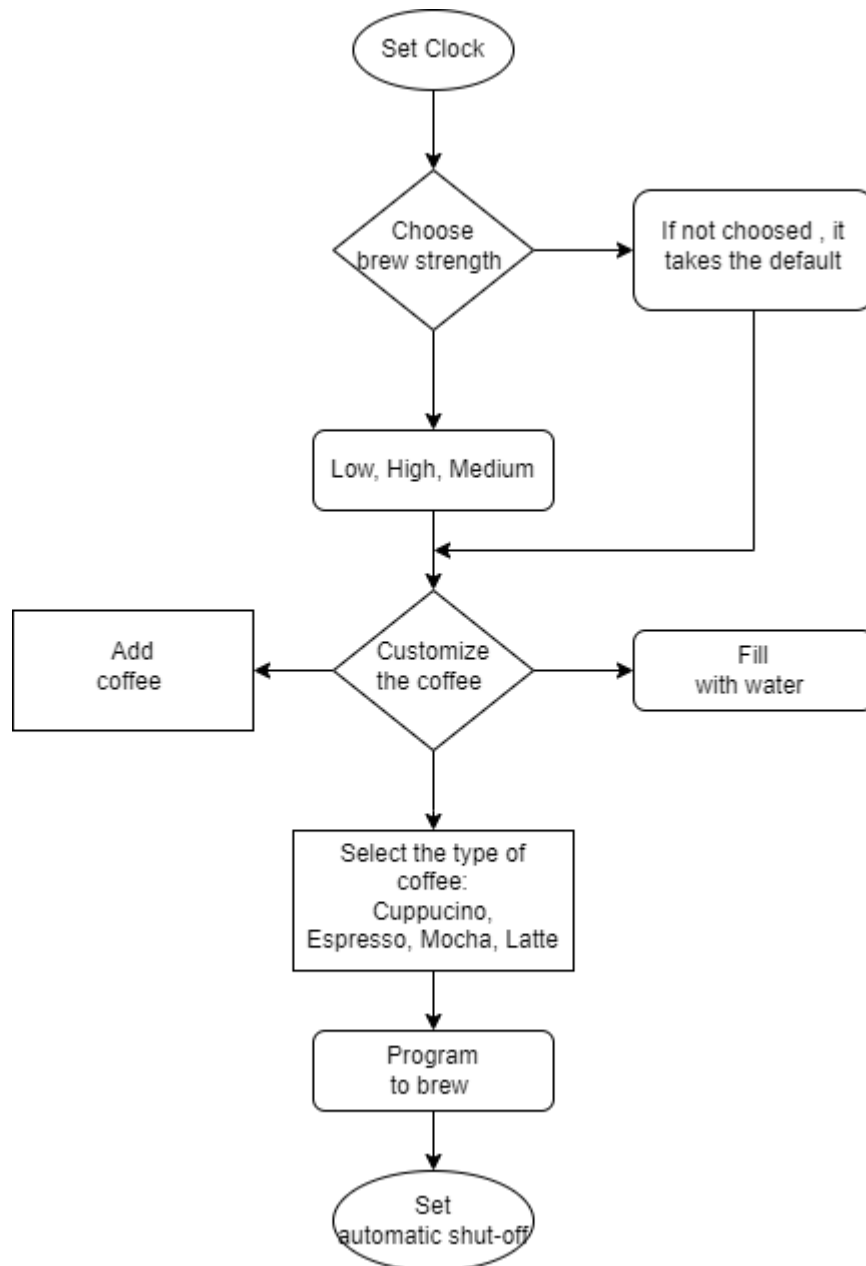
## **Performance and troubles faced:**

1. Sangeetha had difficulty with programming and understanding the different buttons and options on her coffee maker.
2. She had trouble finding the "program" button on the interface, making it difficult to proceed with programming.
3. She struggled to locate options to customize coffee strength and temperature and settled for default settings.
4. Sangeetha had difficulty finding the auto shut-off option despite searching for it on the interface.
5. She was unsure about the amount of water to add and had to double-check the water level.
6. Sangeetha had trouble locating the water reservoir on the coffee maker and required assistance to find it.
7. She had difficulty inserting the coffee filter and spilled some coffee grounds while filling it.
8. With some assistance, she was able to program the coffee maker to brew but made a few errors in the process.
9. Sangeetha wished the coffee maker was more user-friendly.
10. She realized she needed to read the user manual more carefully in the future and had a lot to learn about using programmable coffee makers.

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## Flow Model:

1.Set clock --> 2. Choose brew strength --> 3. Customize the coffee --> 4. Fill with water --> 5. Add coffee --> 6. Program to brew --> 7. Set automatic shut-off.



I conclude that, the programmable coffee machine is not that hard to make a coffee at the first attempt. But there is a chance to improve more in the interface. So that users can make their perfect coffee in the first attempt.