Hierarchical Task Analysis (HTA)

COMP2044: Human-Computer Interaction (2023-2024)

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Workshop Overview

The workshop aims to introduce an objective approach to describing user task performance using Hierarchical Task Analysis (HTA). You will be expected to apply HTA to deconstruct a real-life task of buying a book online. The duration of the activity is not expected to exceed 45 minutes.

Task

Your task is to produce an HTA outlining the process a user would go through when buying the book 'Design of Everyday Things' (DOET) by Donald Norman online. Remember that the user may be a new or returning customer. Your HTA should include enough detail to create plans for both types of user.

You do not need to model a specific website. Instead, focus on the common steps involved in buying a book online. Please assume that the user is using a standard web browser on a desktop computer (not a mobile phone).

> **i** Completing this workshop
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> It is important to note that you **do not** need to buy anything, join any websites or provide any personal information to third parties to complete this task. While you are encouraged to explore existing websites to gain a better understanding of how they facilitate the book-buying process, it is important to remember that your HTA should be as general as possible in your submission.
> When creating your HTA, consider using the following tools:
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> - Pen and paper (with a straight-edge ruler);
> - Microsoft PowerPoint - The university provides free access to Microsoft Office 365 for all students;
> - draw.io - A free online diagramming tool.

Submission Checklist

This activity contributes 1% towards your module grade. To receive credit, you must:

- ☐ Submit an HTA(s) outlining the process a user(s) would go through when purchasing the book 'Design of Everyday Things' (DOET) by Donald Norman online.
- ☐ The file size of your PDF is less than 10MB. Ideally, it should be less than 1MB.
- ☐ Your submission is in .PDF format.

You should upload your HTA to the workshop submission area on Moodle. The deadline for this workshop is 2023-03-18 at 15:00.

Marking

Your submission will be assessed on the following criteria

- Professional presentation of the document (title, name, email, module code & name, date, etc.)
- Professional presentation of the HTA (straight lines, clear and logical descriptions, carefully considered layout)
- The level of detail and realism of your HTA

Please note that poor quality submissions that do not demonstrate a reasonable effort to complete the assignment will receive a mark of zero. Illegible or poorly formatted submissions will also receive a mark of zero.

Academic Conduct

This is an individual assignment. You must not copy from or collaborate with others in completing this assignment beyond the face-to-face session. Please do not use any AI technologies for this workshop. Please refer to the University's Academic Misconduct Policy for further information.