**Faculty of Technology – Coursework Brief 2021/22**

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| **Module name:** | | **Interactive Systems Design and Evaluation** | | | | | | |
| **Module code:** | | **IMAT 2610** | | | | | | |
| **Title of the Assignment:** | | **Usability Requirements** | | | | | | |
| **This coursework item is:** (delete as appropriate) | | | | Summative | | | Formative | |
| **This summative coursework will be marked anonymously:** (delete as appropriate) | | | | | | Yes | |  |
| **The learning outcomes that are assessed by this coursework are:**   1. Have knowledge of user centred approaches to design. 2. Be able to specify usability requirements | | | | | | | | |
| This coursework is: (delete as appropriate) | | | Individual | | | | Group | |
| Can be done in a group (recommended) or individually. Marks will be on individual contributions. | | | | | | | | |
| **This coursework constitutes** 10 % **of the overall module mark.** | | | | | | | | |
| **Date Set:** | **Monday 4 October 2021 (Week 1)** | | | | | | | |
| **Date & Time Due:** | **Friday 19 November 2021 (Week 7) at 12:00** | | | | | | | |
| **Your marked coursework and feedback will be available to you on: Monday 14 Dec 2021 (Week11)**  If for any reason this is not forthcoming by the due date your module leader will let you know why and when it can be expected. The Associate Professor Student Experience ([studentexperience-tech@dmu.ac.uk](mailto:studentexperience-tech@dmu.ac.uk)) should be informed of any issues relating to the return of marked coursework and feedback.  Note that you should normally receive feedback on your coursework by **no later than 20 University working days after the formal hand-in date,** provided that you have met the submission deadline. | | | | |  | | | |
| **When completed you are required to submit your coursework via:**   1. Turnitin on Blackboard   **If you need any support or advice on completing this coursework please visit the Student Matters tab on the Faculty of Technology Blackboard page.** | | | | | | | | |
| **Late submission of coursework** **policy:** Late submissions will be processed in accordance with current University regulations which state:  *“the time period during which a student may submit a piece of work late without authorisation and have the work capped at 40% [50% at PG level] if passed is* ***14 calendar days****. Work submitted unauthorised more than 14 calendar days after the original submission date will receive a mark of 0%. These regulations apply to a student’s first attempt at coursework. Work submitted late without authorisation which constitutes reassessment of a previously failed piece of coursework will always receive a mark of 0%.”* | | | | | | | | |
| **Academic Offences and Bad Academic Practices:**  **These include plagiarism, cheating, collusion, copying work and reuse of your own work, poor referencing or the passing off of somebody else's ideas as your own. If you are in any doubt about what constitutes an academic offence or bad academic practice you must check with your tutor. Further information and details of how DSU can support you, if needed, is available at:**  <http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/academic-offences.aspx> and  <http://www.dmu.ac.uk/dmu-students/the-student-gateway/academic-support-office/bad-academic-practice.aspx> | | | | | | | | |
| **Tasks to be undertaken:**   1. Write task-specific, testable usability requirements for an interactive system (one per student) | | | | | | | | |
| **Deliverables to be submitted for assessment:**   1. Document comprising a coversheet with the pNumbers of the group members, a brief description of the chosen interactive system, and one usability requirement per student, labelled with the student’s pNumber. | | | | | | | | |
| **How the work will be marked:**  By reading the report | | | | | | | | |
| **Module leader/tutor name:** | | **Martin Stacey** | | | | | | |
| **Contact details:** | | **mstacey@dmu.ac.uk** | | | | | | |

# Coversheet:

Group Name: Charlie

P Numbers: P2629099, P2645492, P2652259, P2407495

System Name: [VFS Visa & Immigration](https://www.vfsglobal.com/en/individuals/index.html)

System Specification: VFS Visa & Immigration is an online service use for filling application form, track application service and provide details with rejected or alert messages. This system will be used by users, and it is online web system.

System attributes:

* + - * [Application Form](#_Application_Form_(P2645492))
      * [Track Services](#_Tracking_Services_(P2645492))
      * [Issues and alert](#_Alerting_Services_(P2652259))
      * [Book appointments](#_Book_Appointments_(P2…..))

# Application Form (P2645492)

Potential measure to fill details of a freshly made application by new members to the system.

‘95% of the new users accessing the system should be able to put details to the application form with easiness, accuracy, and no personal observation save frequently memorable details, with minimal use of approximate 2 minutes of time.’

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| *Requirement:*01 *Requirement Type*: Functional Requirement  *Usability Attributes:* Simplicity of filling personal details in the application form for the first time.  *Measurement:* How much time consumed making an application.  *Measurement:* Uploading documents with easiness and saving form at the end of application with less time.  *Preconditions:* Basic information about personal documentation and scanned copy of documents. No prior knowledge of web form required before making an application.  *Subsets of users:* Eligible user with reading English skills and post signing language and basic knowledge of using computerized hardware and application.  *Customer Satisfaction:* 5 of 5 *Customer Dissatisfaction:* 2 of 5  *Success Criteria (To fill Form):* The Planned Case: 2 Mins  The Best Case: 1:30 Mins  The Worst Case: 5 Mins  The Now Level:  *Supporting Material:* VFS Visa and Immigration system application.  *History:* Raised by VFS November 2021  *Conflicts:* No access to the system and no tracking available.  **Requirement By P Number: P2645492** |

# Alerting Services (P2652259)

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| User can stay updated with the current immigration related news and can clear any doubts by querying admins and experienced members.  Current systems don’t have ability to notify users about current news and updates regarding immigration. |

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| *Requirement:* 02 *Requirement Type*: Functional Requirement | |
| *Usability Attributes:* | Capability to notify users about current news, their immigration status via SMS and Email. Users can also post queries. |
| *Measurement:* | How the system alerts the user regarding current situations? |
| *Measurement:* | Alerting about the current immigration process and news on SMS and Email. |
| *Preconditions* | Ability to read and understand English. Should have basic computer skills. |
| *Subsets of users* | Literate adult user who has basic computer skills. |
| *Customer Satisfaction:*  *4.5* of 5 | *Customer Dissatisfaction:*  1 of 5 |
| *Success Criteria*  *(To receive alerts)* | The Planned Case: **5** minute/s  The Best Case: **2:30** minute/s  The Worst Case: **20** minute/s  The Now Level: **N/A** |
| *Supporting Material* | [VFS Visa](https://www.vfsglobal.com/en/individuals/index.html) and Immigration system application. |
| *History* | Raised by VFS November 2021 |
| *Conflict* | Access of stable internet and device is required.  **Requirements By P Number: P2645492** |

# Tracking Services (P2645492)

The system functions as application handler. The online communication portal will help users to track the progress of their application and their documents.

‘90% of the new users accessing the system should be able to use the software and track application with easiness, accuracy, and no personal complications without any former training with minimal use of approximate 2 minutes of time.’

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| *Requirement:*03 *Requirement Type*: Functional Requirement  *Usability Attributes:* Ability to track user application at any stage  *Measurement:* How much time have been passed and how much will it take more for the application to complete.  *Measurement: Status of the application*  *Preconditions:* Basic knowledge about how to use the system. Should have a tracking id.  *Subsets of users: young adults able to read and write English* and also able to use electronic devices.  *Customer Satisfaction: 4* of 5 *Customer Dissatisfaction:* 2 of 5  *Success Criteria*  *(To track application):* The Planned Case: 60 sec  The Best Case: 50 sec  The Worst Case: 120 sec  The Now Level: N/A  *Supporting Material:* VFS Visa and Immigration system application.  *History:* Raised by VFS November 2021  *Conflicts: Stable connection and tracking ID is Required.*  **Requirement By P Number: P2645492** |

# Book Appointments (P2…..)

Potential measure to fill details of a freshly made application by new members to the system.

‘90% of the new users accessing the system should be able to use the software and track application with easiness, accuracy, and no personal complications without any former training with minimal use of approximate 2 minutes of time.’ **(Kat you’ve to change it, it’s just a sample)**

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| *Requirement:*04 *Requirement Type*: Functional Requirement  *Usability Attributes:*  *Measurement:*  *Measurement:*  *Preconditions:*  *Subsets of users:*  *Customer Satisfaction: 4* of 5 *Customer Dissatisfaction:* 2 of 5  *Success Criteria*  *(To book appointment):* The Planned Case:  The Best Case:  The Worst Case:  The Now Level:  *Supporting Material:* VFS Visa and Immigration system application.  *History:* Raised by VFS November 2021  *Conflicts:*  **Requirement By P Number: P……..** |