

*Due date:* October 18<sup>th</sup>, 12:00pm (noon) ADT.

*Value:* 10%

*Marked out of* 100.

**Read this entire document carefully, and return to it during project work. Consult your project TA if you need clarification.**

## Milestone 1: Understanding Users, Sketches and Storyboards

For this milestone your team will:

- Conduct user research leading to the definition of tasks, personas, and scenarios (30 marks)
- Conduct and initial brainstorming/evaluation cycle using sketches and storyboards (40 marks)
- Summarize evaluation feedback for future design revisions. (10 marks)

### Week 1: Conduct user research

#### 1. User research:

- Review material in lecture slides about user research.
- Conduct independent research. Include:
  - A. video sources, direct observation, contextual inquiry, and/or interview\*.
  - B. ACM digital library articles or other academic sources.
- Each team member creates ½ page summaries for 2 unique research sources, 1 from each of (A) and (B).
- Create a single Word document containing all summaries including a direct link to each resource or a description of how to access it if a direct link is not possible.

\* if using direct observation, record ~2 mins video of the setting(s) and describe what you are observing. Contextual inquiry sessions and interviews should be video recorded. Submit links to video and copies of your annotations.

### Week 2: N+N sketching. Define tasks, personas, and scenarios.

#### 2. N+N Sketching

- $N = 2 * \text{TeamSize}$
- Done collaboratively, but you can break away to complete a sketch.
- Review your user research and the high-level project description before starting.
- Conduct an initial brainstorming session. All ideas are entertained at this stage.
- Create a set of N sketches, each communicating a unique application concept.
- After first N, discuss all proposals. Determine and sketch hybrid concept (more likely) or choose 1 from among the N.
- Create a second set of N sketches, each refining the application concept (arrived at in the previous step) in a unique way.

Group Project

- After second N, discuss, propose and sketch a final hybrid or choose 1 from among the N.
  - Document this process in a single Word document. It should include the sketches from each phase, and the outcomes of your discussions.
3. *Define Tasks, Personas, Scenarios:*
- One of each per team member. Include mainstream and extreme cases for tasks, personas, and scenarios.
  - Scenarios combine Personas and Tasks under a described context.
  - Base these on user research: indicate clearly where in the research you obtained details for your Tasks, Scenarios, and Personas.
  - Share and discuss your sets as a group.
  - Review the application concept you arrived at in the sketching exercise. Make annotations/revisions/additions to the sketch to reflect how it will support the scenarios.
  - Create a single Word document containing all Tasks, Personas, and Scenarios, the updated sketch, and a 1-2 paragraph summary of changes made to your sketch resulting from the scenarios.

Week 3: Prepare storyboards and get feedback.

4. *Storyboards*

- Each storyboard shows the application concept from the 8+8 activity applied to one of the use scenarios identified in Week 2.
- 1 storyboard per group member. This **cannot** be based on the scenario the group member created (it's important that everyone share/own each scenario).
- See Assignment 2 for more details about storyboard creation. **Teams can use Assignment 2 storyboards as a basis for their storyboarding work in the project.**
- Discuss your storyboards, considering how well the storyboards reflect their respective scenarios, and how the application concept might better support the scenarios.
- Refine your design/sketch after this discussion. You can resurrect older design ideas at this time if appropriate.
- Include all storyboards, a 1-2 paragraph summary of your discussion and resulting changes, and a sketch of the design in a single Word document.

5. *Scenario-based walkthroughs with peers*

- Prepare to present your application concept using your sketch, and your scenarios using your storyboards. You will have 20 minutes total to do this.
- Collect feedback (record session) during the Oct 11<sup>th</sup> lab, and summarize (1 page, see marking scheme for breakdown). You will use this in Milestone 2.

## Mark breakdown

<b>Conduct user research.</b>			30
research summaries	Do the summaries describe the resource and its findings	6	
	Are supporting materials/links provided	8	
	Do the summaries explain relevance of the resource	4	
	Have possible limitations of the resource been identified	4	
	Is each summary ~1/2 page	4	
Sharing resources	Has a single resources document been created containing the summaries and information on how to access resources	4	
<b>N+N sketching. Define tasks, personas, and scenarios.</b>			40
first N sketches	Do the N sketches evoke N unique design concepts	8	
	Has the winning concept or sketch of the hybrid concept emerging from the first N sketches been provided	2	
second N sketches	Do the N sketches build on and refine the same original or hybrid concept	8	
	Has the winning concept or sketch of the hybrid concept emerging from the second N sketches been provided	2	
tasks, personas, scenarios	Has each team member provided a unique task, persona, and scenario, and do they include normal and extreme cases	8	
	Are they explicitly linked to information found during user research	8	
	Is a revision of the concept sketch provided, and changes summarized	4	
<b>Prepare storyboards and get feedback.</b>			30
storyboards	Does each storyboard set the context of use adequately	4	
	Does each storyboard show the application concept in use	4	
	Do the storyboards cover distinct scenarios	4	
design refinements	Are post-storyboarding refinements clearly described	4	
	Are refinements justified based on specific scenario details present in the storyboards	4	
evaluation	Is the structure of the feedback session summarized	2	
	Is the main feedback from the session described	3	
	Are potential design changes described	3	
	Does the summary include key quotes from evaluators	2	

**Submitting the milestone:**

Place all materials into a folder and submit the zipped folder on Brightspace.