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Interaction Design to enhance visitor experience in Battersea Park

Project Duration: 3 weeks (November 2021)

Introduction to Project

Design a creative and tailored interactive digital experience to enhance experience of visitors to an open-air space or museum, following a user-centered approach. The technology should enable visitors to either leave a digital “trace” (contribute to some form of digital content to the space) or, enable visitors to engage in an “act of kindness” in the space. The technology used should be compatible to existing infrastructure and designed with feasibility in mind.

Background Research and Plan

This project was carried out in a team of 4. First, we chose a popular outdoor space in the city of London, Battersea Park. We carried out on-site research – I interviewed couples, families and friends. Observations were carried out in different park spaces and how visitors engaged in each of those, including people of different age groups on a weekday and on a weekend. The goal was to learn visitor’s motivations, journeys in the park and discover design opportunities to enhance them. Based on the interviews and observations empathy maps, personas and user journeys were mapped to drive our design thinking. Focussed on two personas to drive the design thinking, ‘the dogwalker’ and ‘the family guy’. I derived potential design opportunities from the personas and their journeys that helped shape the design scope. The personas and user journeys are shown below.

Rebecca Jones

The Dog Walker



Age: 29

Location: local to Battersea Park

Children:

Transport: walks/take bus.

Bio

Rebecca loves coming to the park with her dog as it is a very dog-friendly and beautiful park. She lives close and wants to volunteer to help to improve park.

Goals and Needs

- Wants to volunteer
- Having central forum for dog walkers
- Variety of routes

Frustrations

- Lack of bins
- Cannot contact park authorities
- Lack of volunteering opportunities
- No proper way to socialise with dog walkers

Motivations

- Safe environment for dog walkers
- Learning about flora and fauna
- Avoid phone usage

Activities in the Park

- Dog walking
- Listening to music
- Take pictures in the park
- Socialising with friends

Familiarity with park

Familiar Unfamiliar

Device Usage in the Park

All the time Smartphone

All the time Apps/Browser

Notable Quotes

- "I have contacted council to volunteer for parks upkeep."
- "The park lacks of dedicated volunteering culture."
- "I want to appreciate the nature."

Persona 1

Samuel Johnson

The Family Guy



Age: 62

Location: local to Battersea Park

Children: yes

Transport: walks

Bio

Samuel likes family time in a park on weekdays and weekends. Prefers his outing space to be enjoyable and clean.

Goals and Needs

- Exercise
- Being engage with park important for mental health
- Animals reciprocating a positive experience
- Meeting up with family and friends
- Recreation and self-reflection

Frustrations

- No point of contact to report issues
- Noise on the weekends and in the summer
- Unclean spots in the park

Motivations

- Feeding animals - regular chore
- Finding company, talking to friends and people working at the park
- Sharing knowledge about flora and fauna with others

Activities in the Park

- Walking
- Feeding animals
- Sitting and talking with company
- Playing with young family members

Familiarity with park

Familiar Unfamiliar

Device Usage in the Park

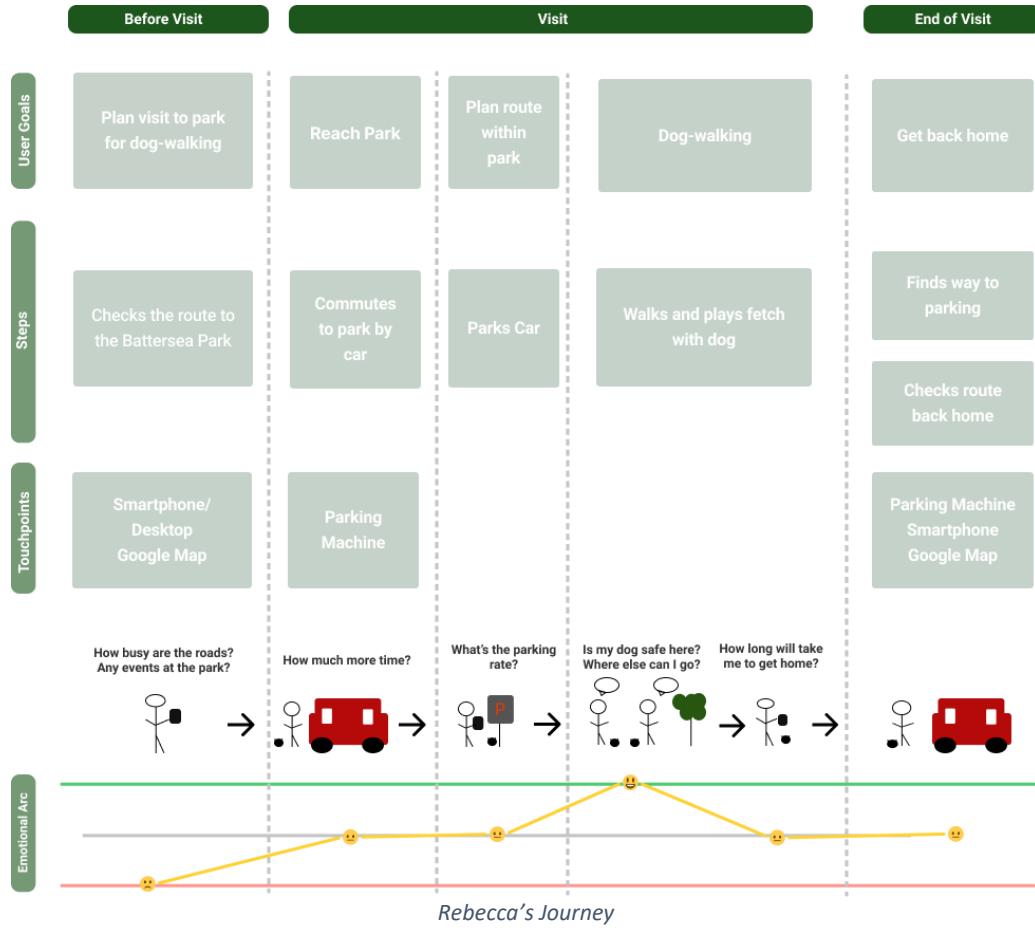
All the time Smartphone

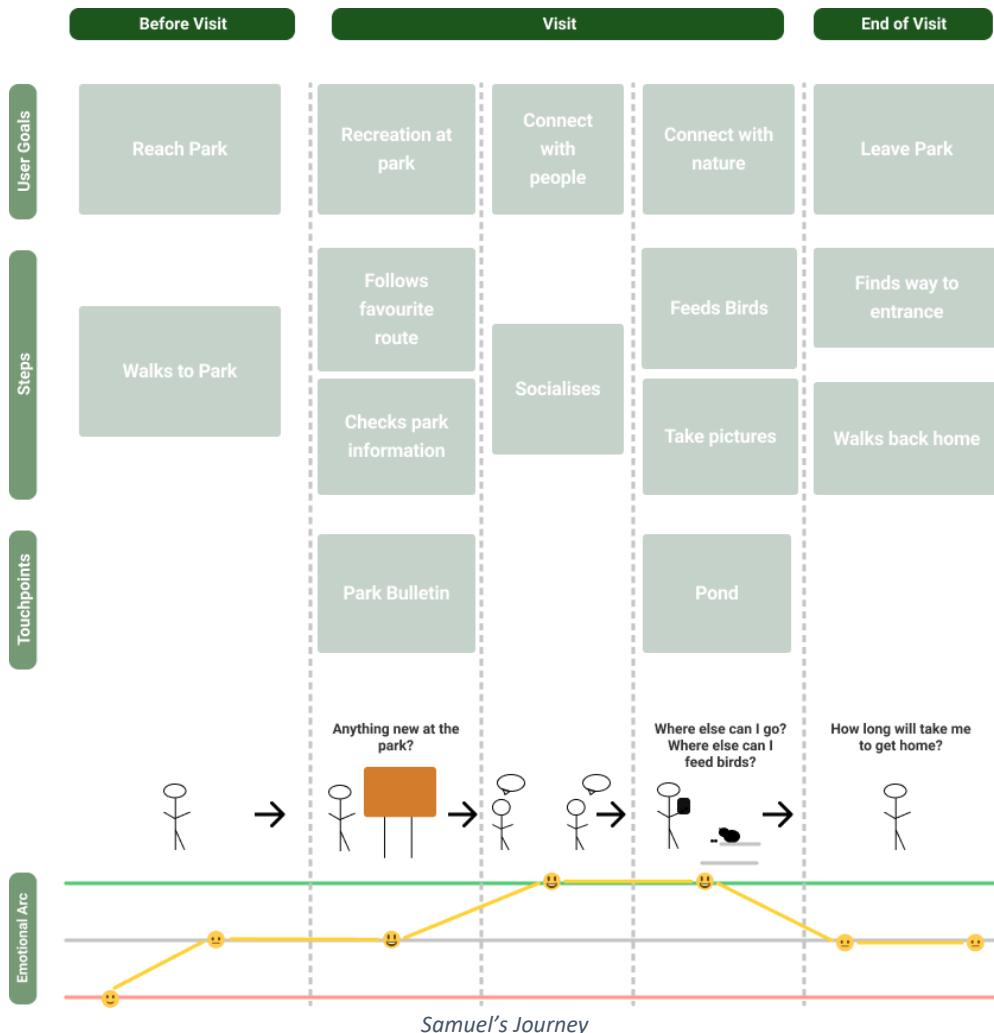
All the time Apps/Browser

Notable Quotes

- "I enjoy different landscapes of this park."
- "I like to capture seasonal varieties."
- "Not enough bins around."

Persona 2



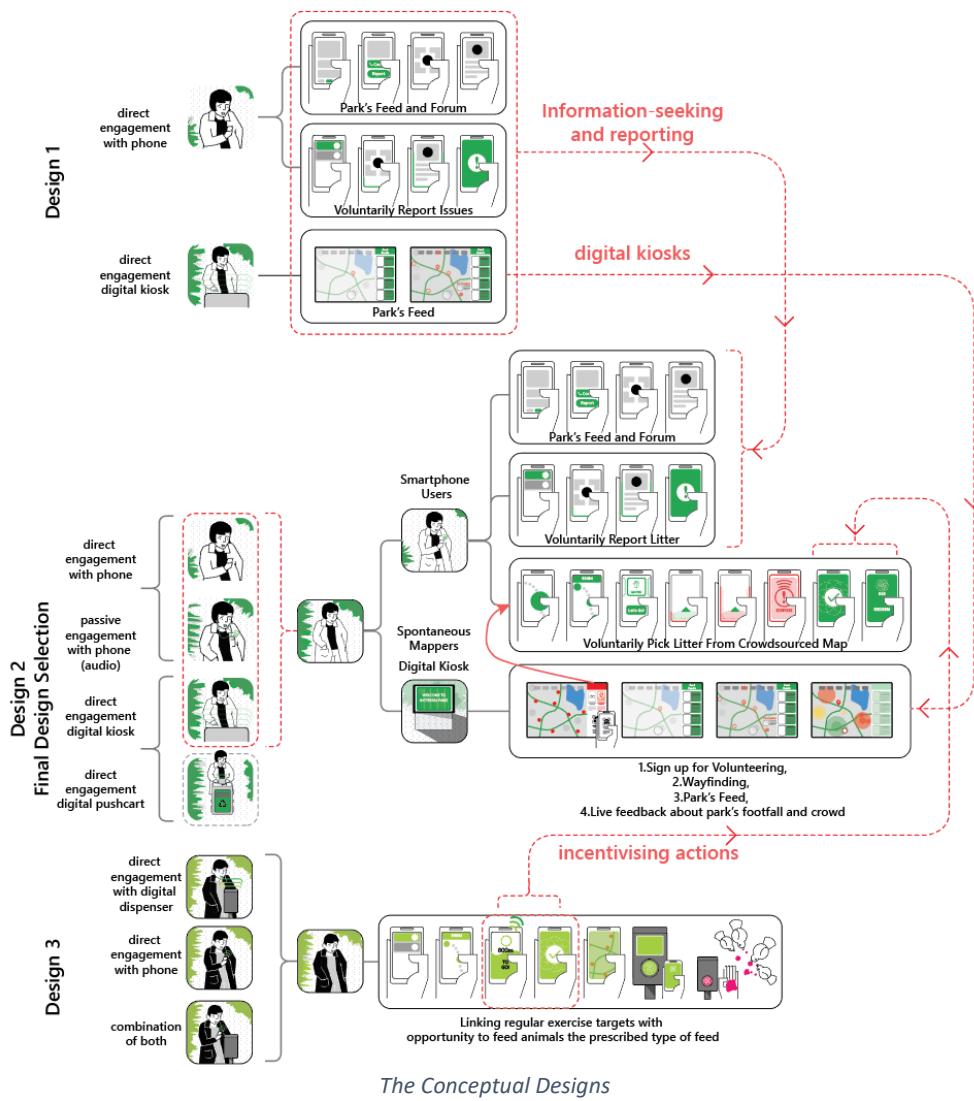
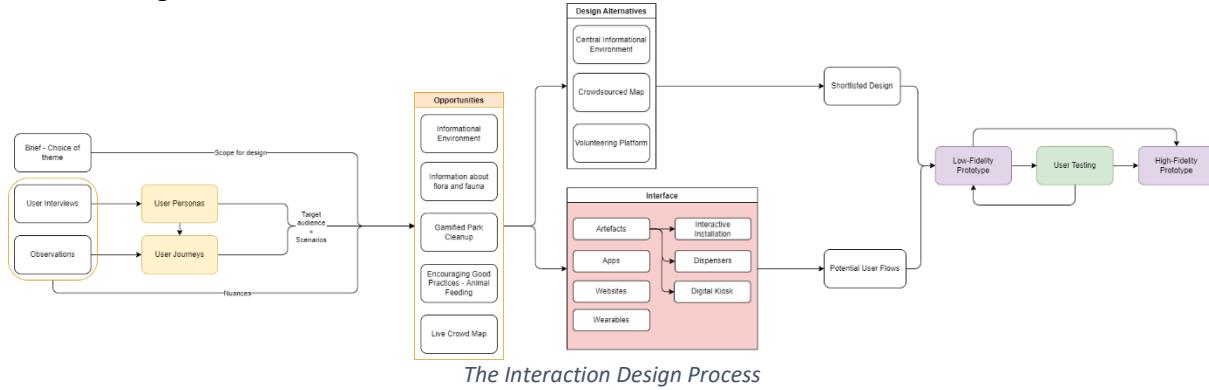


Tools and Techniques

In the user research stage, interviews and videos of the User Evaluation activities were recorded. I transcribed and thematically analysed the interviews and User Test sessions with the help of the Descript software. Through brainstorming and ideation of conceptual designs, 3 ideas were selected to implement in the detailed design of an interactive technology. We designed high-fidelity interfaces of 3 main functionalities for a mobile app using Figma. They were used as paper prototypes to carry out User Evaluation on the proposed design. Based on the evaluation findings, I modified the designs. Use of POV statements helped shape respective design solutions:

- > Informational environment for visitors. Potential Touchpoints: The platform was proposed to be accessed via digital kiosks at park entrances and intersections and via an app to allow access beyond the park.
- > Encouraging right practices for animal-feed. Potential Touchpoints: Digital dispenser and a mobile app.
- > Gamified Park Cleanup – a volunteer activity with rewards. The identified touchpoints build around the identified user journeys: 1) Digital kiosks located at entrances and intersections to access the crowdsourced map, a central leaderboard, cleaning gear, and

2) mobile app to navigate through the park while reporting/cleaning litter. I designed the UIs using Figma. Below are the visualisations of the design process and the style guides of the chosen designs:



Outcomes and Implications

The final design of the mobile app included the following features:

- 1) 'Park' - a wayfinding feature that guides visitors to various locations of the park providing information such as a route and an estimated time.
- 2) 'Community' - A public forum for accessing, sharing, and contributing information related to the park.
- 3) 'Volunteer' - A section for volunteers where they can report litter and find cleaning spots. This feature includes:
 - a) A crowdsourced map highlighting reported locations of litter with pictures and brief descriptions;
 - b) A leaderboard highlighting volunteering activity at the park on a daily, monthly and yearly basis;

A series of instructions allowing users to report litter, and to assist navigation between points such as gear dispensers (to collect disposable bags and litter-pickers), reported locations, and dustbins.

From the evaluation, the participants had a positive review of the app. They found the "Park" function very useful and believed it should be set as the default screen due to its usefulness for regular visits to the park. Participants specifically enjoyed the activities in the Volunteering feature. They highlighted the game-like nature of the tasks, making it more engaging. However, a few concerns were brought up, for instance difficulties in search function and unclear connection between "Park management" and "Community". Through careful observation I identified unclear UI elements to modify for better usability such as buttons. These designs were fixed in the wireframes [Notes from evaluation and the prototypes are shown below the UI Designs]. In the future, the digital kiosk UI should be user tested ideally in the park setting. Accessible features such as adjustable kiosks, speech-to-text functionality and some gesture-based interactions should be incorporated as well.



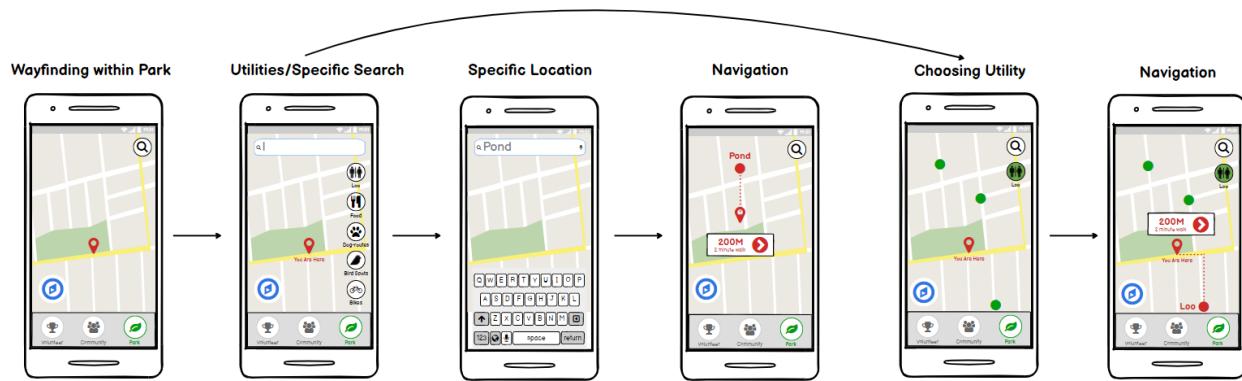
Physical Design of the Kiosk.

The digital kiosk has an adjustable design to make the board more convenient to read from different angles. The digital board is also designed to store litter-pickers for anyone who chooses

to volunteer. Placement locations were considered to ensure that boards are easily accessible throughout the park at 500 metre distances, at Park entrances and pathway intersections throughout the area.

The User Interface Designs:

'Park' for wayfinding: displaying a map of the park. The Park screen pinpoints the current location on the map and allows users to find other amenities and locations in the surrounding area.

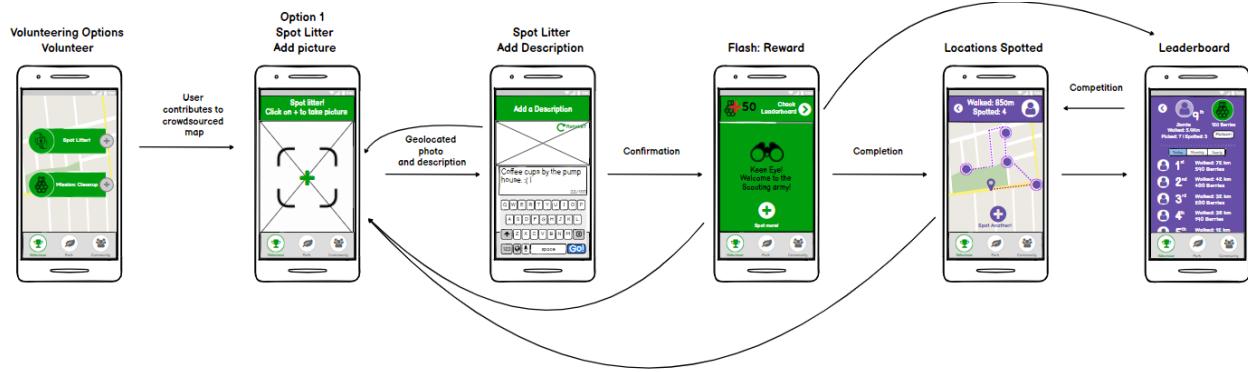


'Community' for all park-related information: displaying the Feed, Events and Contact details of Park Management. The Community screen will display the Feed tab as default, featuring articles about the Park and its community. The Events tab will display the upcoming events happening in the park and further details. The contact details of Park Management will be shown below the Contact tab.

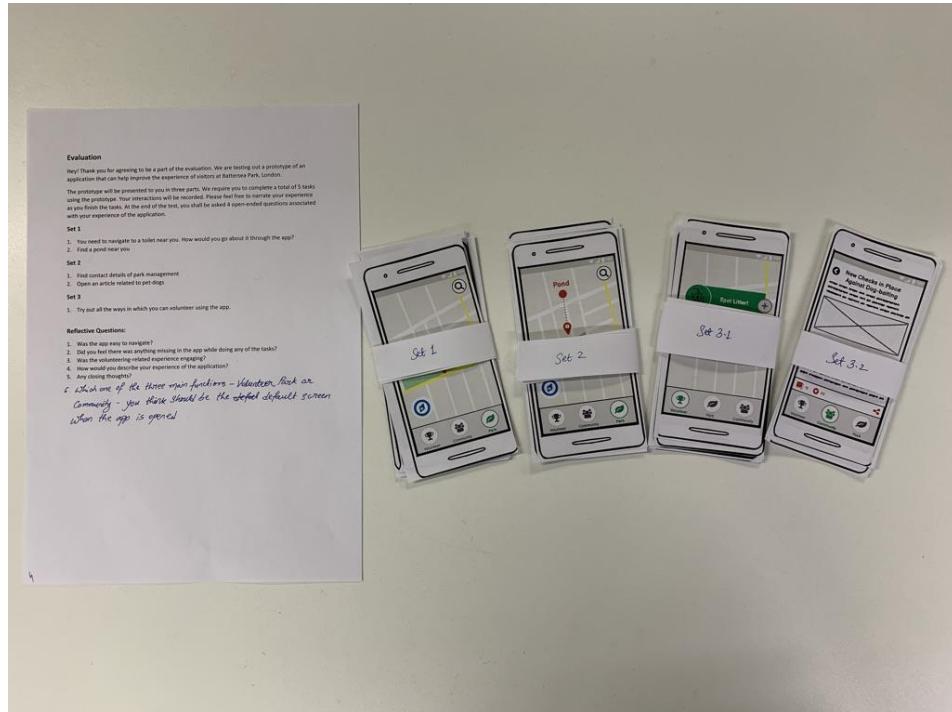


'Volunteer': displaying volunteering options and step by step approaches to complete it. The Volunteer screen has the 'Spot Litter!' and 'Mission: Cleanup' buttons and guided activity in

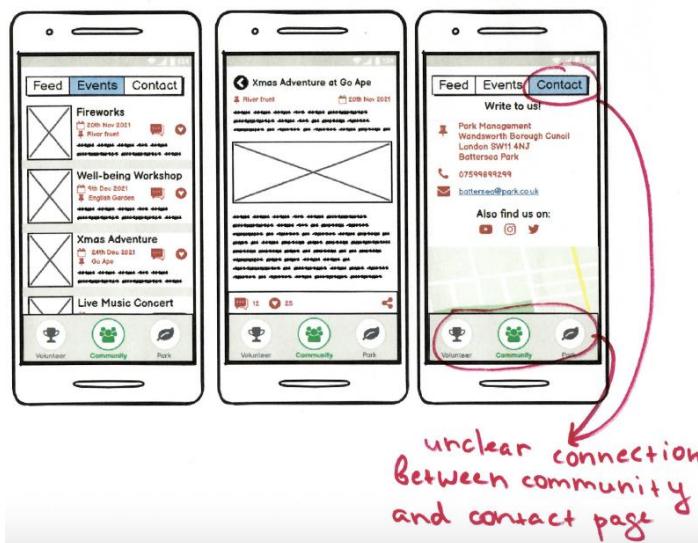
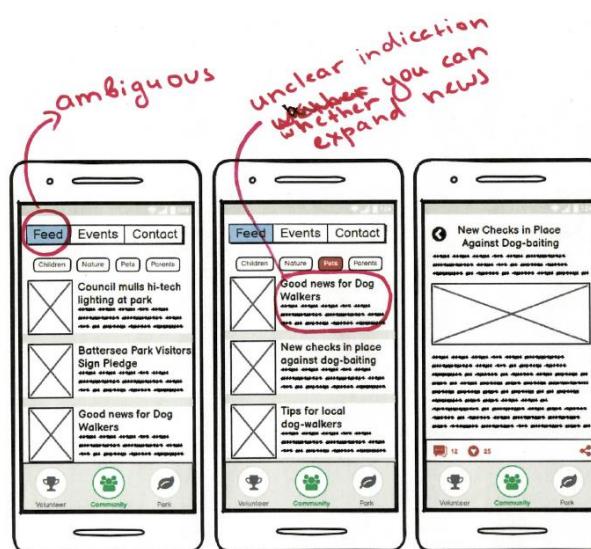
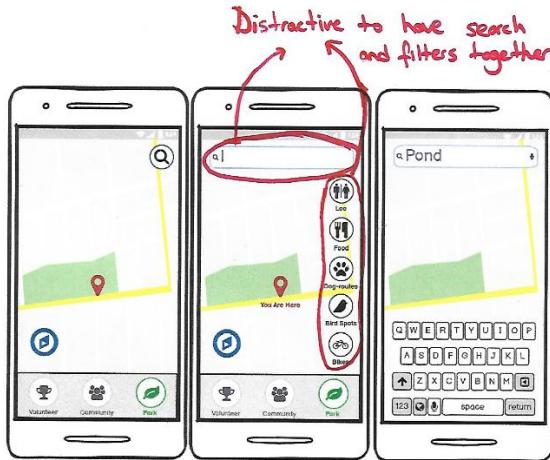
successive screens. Finally, ranking volunteers in a leaderboard based on their missions and achievements. Also, it allows users to collect rewards as ‘Berry’ points and redeem those as treats for feeding birds, e.g., getting free beverages and food items.



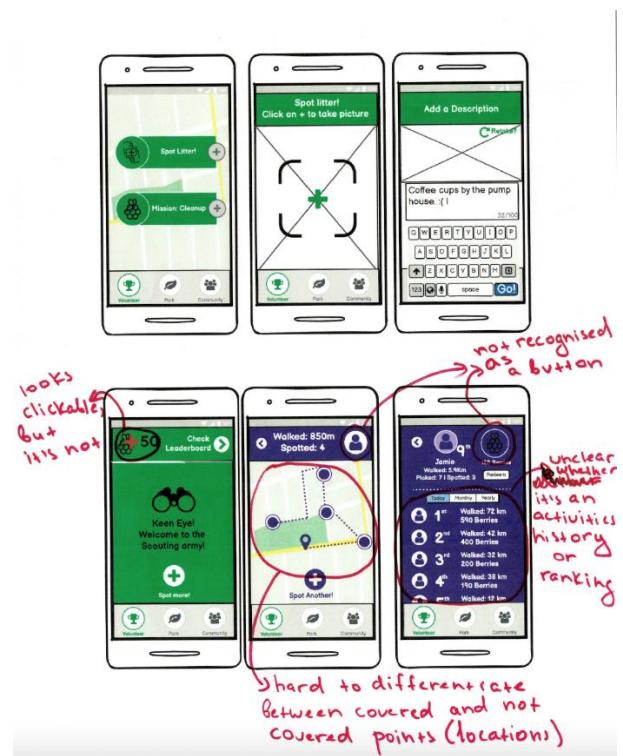
Evaluation of Prototype:



The Paper Prototypes and Questionnaire



Notes on the Search UI for the Park Wayfinding feature. News Feed, Contact UI elements for the Community feature.



Notes on the Litter collecting guidance, Leaderboard UIs for the Volunteer feature

Information architecture design for an online book-reader's website: Book-a-Holic

Project Duration: 3 weeks (January 2022)

Introduction to Project

Project Brief: Capture Information Architecture (IA) requirements in an information-rich domain of choice. Design the IA of a Web-based information environment (e.g. website, online store, Intranet, Web-based app. etc.) aimed at addressing the IA requirements. Focus should be on organisation, labelling, navigation and discoverability of information. Finally, evaluate the design from an IA perspective, with potential users and improve it. This is an individual project.

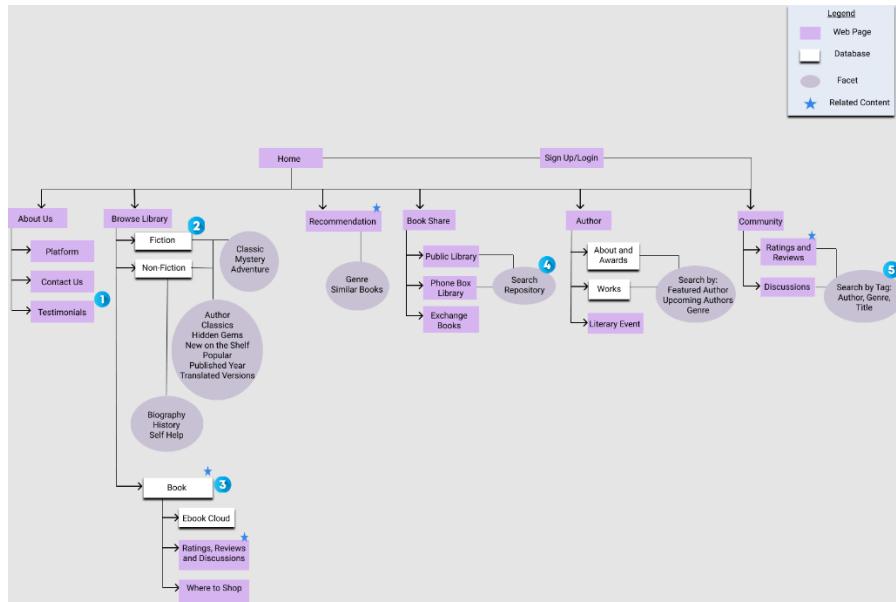
Background Research and Plan

As a bookworm myself, I was keen on presenting data on a website that will successfully inform and engage the wider community of book readers and allow interactions among them. The main informational requirements are Community of readers - discussion threads, ratings and reviews to enhance their reading experience by finding the right book, etc. While there are other websites such as Goodreads offering similar features, it lacks for instance, location-based searching to find where to purchase a book, author information and events, related works and literary awards. I also considered information on borrowing and lending books among readers, public libraries and phone box libraries across London. All of that under one platform.

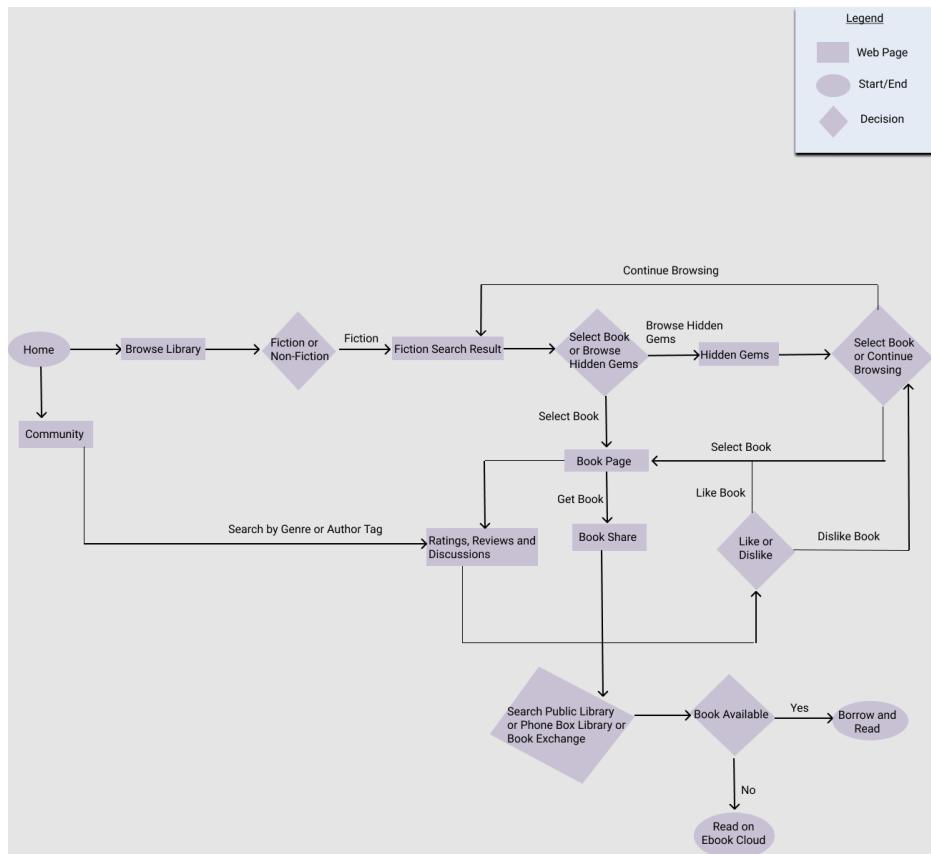
Tools and Techniques

Below are the steps followed to reach the final wireframe designs:

- Mapping of a domain model to represent Primary entities such as Reader, Library, Book Recommendation and entities such as Category, Ebook Cloud, Community and the relations between these. (Sketch) [image link]
- Card sorting exercise was done using 5 participants who frequently follow websites for book readers to determine the organisation and navigation that works for the target users. This activity was carried out online using Optimal Workshop, in sessions to understand mental models of target users when engaging in information seeking tasks.
- Sitemap of Book-a-Holic website representing the web pages, database, facet and related content. (Sketch)



- User journey of a specific scenario to evaluate the flow of navigation, the decisions and call to action elements. Scenario: You want to choose an underrated Mystery Novel to read in your upcoming holidays, get some suggestions and reviews from other readers, and look for a way to borrow the book.



- Wireframes of 4 web pages (using Figma) to show the primary features involved in the user journey scenario and to show how they fit together into the IA matching the criteria of organisation, labelling, navigation and discoverability.
- Further evaluation carried out in video call with screen sharing, where the above scenario-based task was performed by participants using initial wireframes. Based on the findings, wireframes were refined.

The wireframes with brief descriptions are shown below:

Book-a-Holic

1 Home Browse Library Recommendation Book Share Community Literary Event

Search by Title or Author 

2 Sort By Ratings (highest to lowest) ▾

Home > Browse Library > Fiction Showing 6 of 30 results for Mystery

Fiction

- Adventure and Fantasy
- Crime and Thriller
- Historical Fiction
- Horror
- Mystery
- Romance
- Science Fiction
- Translated Versions

 **Shadows of Swanford Abbey**
by Julie Klassen
4 avg ★★★★☆
502 ratings

Plot:

 **And Then There Were None**
by Agatha Christie
4 avg ★★★★☆
498 ratings

Plot:

Browse Non-Fiction

 **The Maidens**
by Alex Michaelides
3 avg ★★★★☆
465 ratings

Plot: Edward Fosca is a murderer. Of this Mariana is certain. But Fosca is untouchable. A handsome and charismatic Greek Tragedy professor at Cambridge University, Fosca is adored by staff and students alike... [Read more](#)

3 Classics

 Title ★★★★★ Author Details	 Title ★★★★☆ Author Details	 Title ★★★★☆ Author Details
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Hidden Gems

 Title ★★★★★ Author Details	 Title ★★★★☆ Author Details	 Title ★★★★☆ Author Details
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Popular

 Title ★★★★★ Author Details	 Title ★★★★☆ Author Details	 Title ★★★★☆ Author Details
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Wireframe 1

1 The Browse Library is a separate page that enable users to find and discover books which is the purpose of users' visit in most cases. The global search is only useful when users look to read a particular book. The Browse Library function has primary facets of Fiction and Non-Fiction, each of which has subcategories labelled as subgenres.

2 During Evaluation participants were looking for other ways to sort the search results apart from Genre filters. Which is why a 'Sort by' dropdown has been added for better organisation and quick findability. This design helps sorting results by Ratings, Number of Reads, Publication Year.

3 Further grouping and labels are made available resulting from the card sort and interview findings, enabling users to find different categories based on popularity, under-rated and translated versions. This also widens the scope of navigation.

The wireframe shows a detailed view of a Book-a-Holic book page. At the top, there's a navigation bar with links for Home, Browse Library, Recommendation, Book Share, Community, and Literary Event. A search bar is also present. The main content area displays the book cover for 'And Then There Were None' by Agatha Christie. Below the cover, the title and author are listed. A plot summary is provided, followed by a 'Read More' link. User engagement metrics like '392 reads' and a 'View Prologue' button are shown. Action buttons for 'Read Online', 'Download Audio Book', 'Rate/Review', 'Add to Favourites', 'Add to Reading List', 'Get this book' (with a thumbs-up icon), 'Where to Shop', and 'Borrow or Lend' are available. To the right, there's a sidebar for 'Ratings, Reviews and Discussions in the Community' with a 4-star rating and 498 reviews. Another sidebar for 'Related Works of Author' lists three books with 5-star ratings and details like 'Title', 'Year Published', and 'Details'. Below the main content, there are sections for 'Readers who read this also liked' and 'Upcoming events related to this author', both featuring book covers and brief descriptions.

Wireframe 2

 There are multiple informational elements on each Book page and on the initial wireframe. ‘Get This Book’ was separate from the ‘Where to Shop’ link. The purpose of ‘Get This Book’ link was to direct to pages where the availability to borrow this book would be shown. This confused 2 out of 3 participants, when they were looking for ways to borrow. This was modified to two separate links instead, under the Get This Book subsection for a clearer labelling.



Book-a-Holic

[Home](#) [Browse Library](#) [Recommendation](#) [Book Share](#) [Community](#) [Literary Event](#)

🔍

[Profile](#) [Logout](#)

[Home](#) > [Browse Library](#) > [Fiction](#) > [And Then There Were None](#) > [Book Share](#)



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Public Libraries

-  Greenwich Centre Library
12 Lambarde Square, London SE10 9HB
[Search Repository](#)
-  Charlton House Library
Charlton House, Charlton Rd, London SE7 8RE
[Search Repository](#)
-  Blackheath Library
Old Dover Rd, Blackheath, London SE3 7BT
[Search Repository](#)



Phone Box Libraries
A brilliant way to pass on used books, and re-use something so quintessentially British.
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Wireframe 3

This screen has an interactive map enabling readers to search and find nearest public libraries, or phone box libraries by entering their London Post Code. This is where they can borrow or lend their own books and also connect with fellow readers in the process.

The screenshot shows a wireframe of a library website. At the top, there's a navigation bar with links for Home, Browse Library, Recommendation, Book Share, Community, and Literary Event. A search bar with placeholder text 'Search by Title or Author' and a magnifying glass icon is also at the top. On the right side of the header is a user profile icon with a blue circle and a downward arrow. Below the header, a breadcrumb trail shows the path: Home > Browse Library > Fiction > And Then There Were None > Book Share > Greenwich Centre Library. The main content area features a search bar for 'And Then There Were None' with a magnifying glass icon. To the right, a book cover thumbnail for 'And Then There Were None' by Agatha Christie is shown, along with its availability information: 6 copies at The Greenwich Centre, 12 Lambarde Square, Greenwich SE10 9GB. Below this, sections for 'Opening Hours', 'Telephone', and 'Online Library Service' (with a blue circular icon containing the number 5) are listed. A link 'Ebook Available to Download' is also present. A sidebar titled 'What Greenwich Centre Library Offers' includes icons for 'Books for Loan' and 'Reading Groups', with descriptive text for each. At the bottom of the page, a footer contains links for About Us, Platform, Contact Us, and Testimonials, along with a copyright notice: 'Copyright Book-a-Holic 2022'.

Wireframe 4

5 On this screen readers can search for particular books on the respective library repositories to check for availability. It also shows certain information related to the library such as location and opening hours and links to online library service if available. 1 participant during the evaluation was also looking for an option to download Ebook if the library has an online service and the book available. Consequently, a link to download the Ebook has been added. An additional section has been added to enable users to discover some activities related to library and reading that are offered in the respective public library.

Dissertation: A brief Graphical Report on Methodology and Visual Design Guidance for Comics in Interaction Design

Project Duration: 3 months (October to December 2022)

Abstract

This research focuses on utilising the multimodality of comics medium to portray stages of Interaction Design (ID) research in comics form. Primary approaches involve a User Centered Design process, critique of Applied Comics Collaborations (Wysocki et al., 2021), interview-based study with researchers and comic creators, review of online interviews and research into previous non-fiction applied comics creations. Visual design principles and guidelines are formulated along with recommended methods that serve the purpose of disseminating complex research to portray key insights and products in a visual storytelling form. The aim is to enable better comprehension within the community of Human Computer Interaction (HCI) practitioners, as well as experts and researchers in other disciplines to facilitate collaborative, multidisciplinary work and implementations. Further evaluation is conducted in a case study to test the readability, understandability and engagement of the produced comics from the devised principles in this project. The highlights from the studies conducted are the methods to create the comic script, narratives, panels and visual storytelling through characters. 70% of the experts found the comic engaging in the case study, however, the level of clarity and understandability were 53.3%. Following the feedback, the recommended design principles and guidelines are modified.

Keywords: Interaction Design, Comics-Based Research, Communicating Qualitative Research, User-Centered Design, Information Visualisation

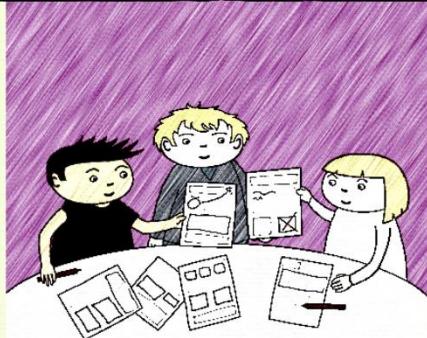
The Comic

Design Guidance For Interaction Design Comics

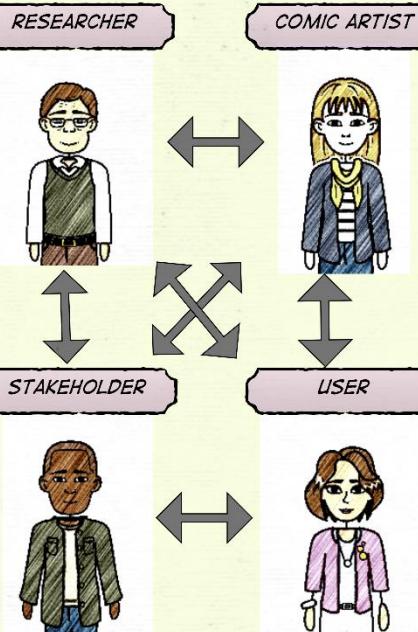
INTRODUCTION

UTILISING THE MULTI-MODALITY OF COMICS MEDIUM TO PORTRAY AREAS OF INTERACTION DESIGN RESEARCH IN COMICS FORM. THE AIM IS TO ENABLE BETTER COMPREHENSION WITHIN THE COMMUNITY OF HCI PRACTITIONERS, AS WELL AS EXPERTS AND RESEARCHERS IN OTHER DISCIPLINES TO FACILITATE COLLABORATIVE, MULTIDISCIPLINARY WORK AND IMPLEMENTATIONS.

APPROACHES INVOLVE A UCD PROCESS, CRITIQUE OF APPLIED COMICS, COLLABORATIONS (WYSOCKI ET AL., 2021), INTERVIEW-BASED STUDY WITH RESEARCHERS AND COMIC CREATORS, REVIEW OF ONLINE INTERVIEWS AND RESEARCH INTO NON-FICTION APPLIED COMICS. DESIGN PRINCIPLES, GUIDELINES AND RECOMMENDED METHODS ARE FORMULATED FOR THE PURPOSE OF DISSEMINATING COMPLEX RESEARCH TO PORTRAY KEY INSIGHTS AND FINDINGS IN A VISUAL STORYTELLING FORM.



POTENTIAL TEAM COMPOSITION



RESEARCHER EXPLAINS THE PROJECT,
HELPS WITH CONTENT &
DISSEMINATION

COMIC ARTIST SCRIPTS & SKETCHES
UNDERSTANDING THE RESEARCH &
USERS/TARGET READERS

STAKEHOLDERS FEEDBACK ON BOTH
THE CONTENT AND THE ARTWORK
ENSURING GOALS ARE MET

USERS/READERS INVOLVED IN GIVING
FEEDBACK RELATING TO USABILITY,
UNDERSTANDABILITY OF COMICS

RECOMMENDED METHODOLOGY

SET GOALS & PURPOSE FOR THE CREATION OF THE COMICS

RESEARCH ON READERSHIP, STAKEHOLDERS AND PEOPLE TO BE REPRESENTED FOR BETTER UNDERSTANDING OF THE SCENARIO, ETHNOGRAPHY & REPRESENTATIONAL REQUIREMENTS.

LET'S DRAW UP A PERSONA TO REPRESENT TARGET USERS OF THE TECHNOLOGY, AND THEN WE MOVE ON TO SHOW THE CONCEPTUAL AND DETAILED DESIGNS..

SURE, AND WE SHOULD DISCUSS WHAT AREAS OF YOUR PAPER YOU WANT TO HIGHLIGHT IN THE COMIC..

GATHER & BRAINSTORM REPRESENTATIONAL REQUIREMENTS

I'LL GATHER SOME NOTES FROM THE DATASET THAT'LL HELP WITH SCRIPTING

GREAT! I'LL NEED SOME IMAGES FROM OUR PARTICIPANT TO ADD TO THE COMIC, AND IT'LL BE GOOD TO GET SOME FEEDBACK ON THE SCRIPT..

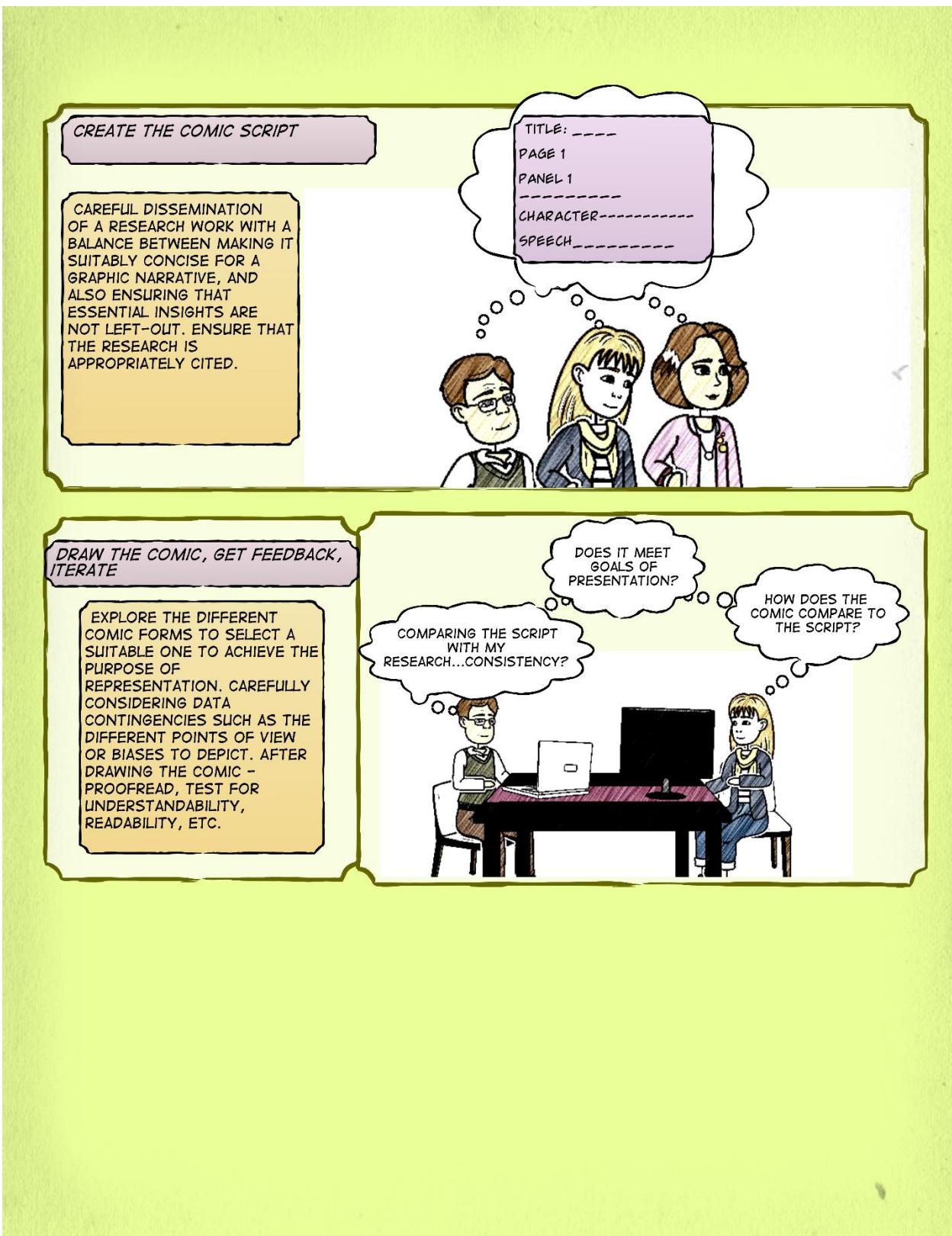
IDEALLY, WORKSHOP WITH PARTICIPANTS AND STAKEHOLDERS FOR EDITORIAL, THE SCRIPTING AND DRAFTING OF COMICS. USUALLY REPRESENTATIONS COULD BE A FLOW IN THE PROCESS OR COMPARISON BETWEEN DESIGNS, AND OTHER RESEARCH INSIGHTS. THE LAYOUT OF PANELS WILL DEPEND ON THE NOTES AND CONTENT.

DECIDE ON THE APPROACHES AND TIMEFRAME

DECIDE ON THE LOGISTICS - THE BUDGET REQUIRED TO EMPLOY COMIC ARTISTS OR TRAIN EXPERTS SPECIFICALLY FOR THE PROJECT. THE TIME-FRAME TYPICALLY DEPENDS ON THE TEAM COMPOSITION AND THE AVAILABILITY OF THE COLLABORATORS. THESE FACTORS DETERMINE THE DEPTH OF CONTENT AND VISUAL ELEMENTS TO BE INCLUDED.

SO, LET'S DISCUSS HOW AND WHERE TO DISTRIBUTE THE COMIC, AND WHAT SHOULD BE OUR BUDGET?

YEAH, I'VE MADE SOME NOTES. AND I THINK WE NEED ONE MORE ARTIST..



RECOMMENDED DESIGN PRINCIPLES & GUIDELINES

LAYOUT OF PANELS AND ITERATION

CONSIDER HOW THE CONTENT WILL BE PRESENTED THROUGHOUT THE PANELS - EACH PANEL SHOWING EACH SCENARIO, EACH IDEA OR A SINGLE ITERATION IN A SERIES OF ITERATIVE DESIGNS. FEEDBACK FROM WORKSHOPS TO EVALUATE CLARITY OF THE CONTENT.

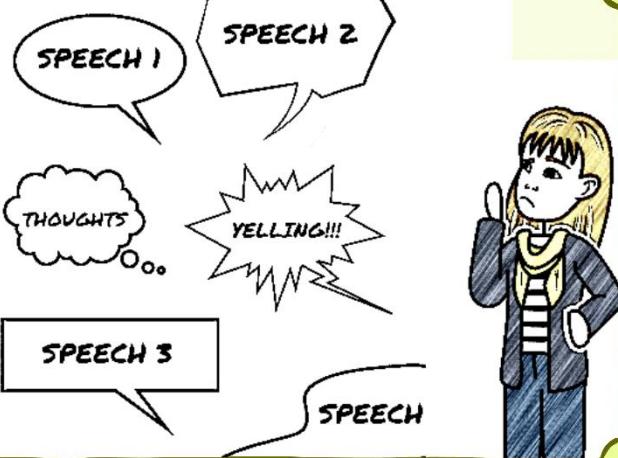
DOES THE COMIC SEEM CLEAR AND ENGAGING TO READ?

WELL, THE DRAWING IS NICE BUT INFORMATION IS A BIT HARD TO UNDERSTAND..



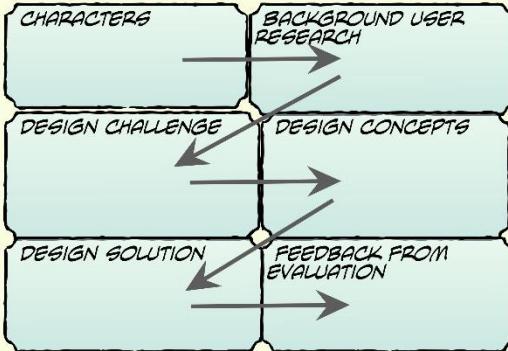
VISUAL ELEMENTS & DESIGN

INCLUDE VISUAL REFERENCES FROM PARTICIPANTS OR VISUAL ARTEFACTS TO REPRESENT BACKGROUND CONTEXT OR OBSERVATIONS. DECIDE ON THE VERTICAL OR HORIZONTAL ORIENTATION TO MAKE THE COMIC EASIER TO READ. THE VISUAL ELEMENTS AND NARRATIVES IN THE COMIC SHOULD INTERWEAVE TO COMPLETE THE VISUAL STORYTELLING.



NARRATIVE STRUCTURE & CHARACTERS

FLOW OF CONTENT IN THE PANELS SIMILAR TO THE FLOW OF USER RESEARCH TO CONCEPTUALISING DESIGN AND PROPOSING A DESIGN. DETERMINE THE BEGINNING AND END OF NARRATIVES, TENSION POINTS. MUCH LIKE FICTIONAL COMICS, NON-FICTION COMICS CAN PORTRAY UNEXPECTED PARTS OF A RESEARCH, BIASES OR TURNING POINTS AS TENSIONS.



CLARITY & ENGAGEMENT

CONVINCING VISUALS TO EMPHASIZE THE KEY THEMES, KNOWLEDGE AND DISCOVERY. FOCUS ON STORYTELLING - HOW THE BACKGROUND RESEARCH POSED A SET OF RESEARCH QUESTIONS OR OBJECTIVES AND SHOW WHAT THE OVERALL RESEARCH DELIVERED. REPRESENTATION OF CONTRIBUTORS AS ANOTHER FORM OF CITATION.



REFERENCING

USE PROPER ANNOTATIONS TO ETHICALLY REFERENCE SOURCES WITHIN OR OUTSIDE THE PANELS, RETAINING READABILITY AND USEFULNESS OF THE COMIC STRUCTURE. NUMERICAL CITATIONS WORK BETTER IN COMICS AS IT REDUCES TEXT WITHIN THE PANELS AND THE FULL CITATION LIST CAN BE ADDED AS A FOOTNOTE AT THE END OF THE PAGE(S). IT IS BETTER TO AVOID ADDING FULL REFERENCES WITHIN THE PANELS.

EVERY REFERENCING SECTION

- [1] AUTHOR, T, ET AL (2015).
THE PAPER YOU USED IN ALL YOUR WORK.
JOURNAL OF THINGS, 1(1), pp 12-24
- [2] AUTHOR, A N, ET AL (2019).
THE PAPER THAT CAME OUT THE DAY
BEFORE YOU FINISHED THIS DRAFT
BEATING YOU.
JOURNAL OF OTHER THINGS, 1(2), pp 12-13
- [3] SUPERVISOR, A, ET AL (2016).
THE PAPER YOUR SUPERVISOR WROTE
AND MADE YOU CITE.
JOURNAL SELF PUBLICATION, 1(3), pp 44-57

THIS COMIC IS PRODUCED AS PART OF THE MSC.
HUMAN-COMPUTER INTERACTION DESIGN INDIVIDUAL PROJECT BY
RAKSANDA MEHNAZ HUQ

TITLE: METHODOLOGY AND VISUAL DESIGN GUIDANCE FOR THE
CREATION OF ONLINE COMICS ILLUSTRATING RESEARCH IN
INTERACTION DESIGN