Assignment 2:

Component 4

Lindan Thillanayagam (213742176)

Saad Saeed (213968284)

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Professor: Melanie Baljko

User Research

The chosen design domain requires that the users be observed while interacting with the already-existing product. Such a technique employs the use of direct observations. Essentially 4 test subjects will be chosen from the York University community and be asked to interact with the Registration Enrolment Module (REM) on York University website in a predefined manner using a dummy Passport York account. The list of predefined tasks are listed as follows

1. Identifying elements on the screen.
2. Adding a course using the course catalog.
3. Exchanging a course.
4. Removing a course.

At the same time, observations will be made on their behaviour and actions. To complement this activity, users will be interviewed at the end about their experience; what they like about the current design, what features they don't like and would change. The type of interview conducted will be semi-structured; this will allow for answer flexibility and new insight while covering a predefined set of issues/questions. Afterwards, the most requested features will be implemented and the most hated features will be redesigned and modified-or downright deleted-based on the requirements. To conform to the agile software design approach, a feature will be implemented and the same test subjects will be asked to give feedback on what was implemented. Further refinement will occur and the same test subjects will be asked for another round of feedback. Due to the duration of this assignment, this iteration approach will occur three times-realistically though, it happens numerous amount of times in a real software project.

Markup of Initial View

- SEE COMPONENT_4_SAEED_THILLANAGAM_INITIAL_VIEW.pdf file

Interaction Patterns

The interaction patterns used for the design domain are login, details on demand, and stepping (http://www.welie.com/patterns/). To use the interactive product, a user is expected to login using their credentials to access the REM that is personalized just for them. As a result, a login page will be provided when the program starts up.

Secondly, the use of details on demand interaction pattern is essential to the makeup of the program. Essentially, relevant data is shown to the user when the user demand for it. For example, the program fetches the set of courses the student has already completed by pressing the "Degree Progress" button on the main screen. Furthermore, when the user hovers over an already added course, a tooltip will appear that will show the time, location, and instructor for labs or tutorials provided that the course has one.

Lastly, the program uses the stepping interaction pattern to present information or take user input in a linear fashion. For example, adding a course requires the user to press the “Add Course” button, choosing a course from the presented list, and confirming their intended actions. If the course has a lab or tutorial, a list is presented so that the user can choose the required activity that fits their schedule. After completing all of this, the user is brought back to the main screen that shows the course code of the course that was added. Exchanging and removing a course follow a similar linear fashion. Helpful instructions provided along the way ensure that the user knows how to complete the intended actions with confidence and ease.