

## MCS 210 - Writing Assignment 11

- The objective of this assignment is for you to elicit mental models from people. In particular, the goal is for you to understand the nature of people's knowledge about an interactive product in terms of how to use it and how it works.
- Follow these steps and answer the questions:
  1. Create an Overleaf project named MCS210\_WA11
  2. First, elicit your own mental model. Without doing any research, online searches or asking anyone: Write down how you think contactless cards are and can do by answering these questions:
    - What are contactless cards?
    - What information is sent between the card and the card reader when the card is waved over the reader?
    - Is there a maximum amount you can pay for something using a contactless card?
    - How many times can you use a contactless card in a day?
    - What happens if you have two contactless cards in the same wallet/purse and you wave them at the card reader?
  3. Proceed to do some research on contactless card and find out explicit answers to the questions in part 2. Write those answers below the same question but differentiate them somehow in the document. For example, create a new section in your .tex file, rewrite the questions and then post the new set of answers.
  4. Next, find a random person (cannot be a student in the class) and ask them same set of questions from part two, recording their answers in your document. Again, differentiate in your document which answers were provided by your participant.
  5. Now analyze your findings by answering these questions:
    - Do you get the same or different explanations as your own or as your research indicated?
    - What do the findings indicate?
    - How accurate are people's mental models of the way contactless cards work?
    - What other ways might there be for paying for purchases instead of using cash, debit, or credit cards?
    - Finally, how might you design a better conceptual model that would allow users to develop a better mental model of contactless cards (assuming this is a desirable goal)?
  6. When you have finished writing your revised responses, download your project from Overleaf as a .zip file and submit via Moodle.