

How to involve users in design process.

What are user needs

How to find out more about user needs

Requirements.

- What a product should do.
How it should perform.
- Specific, unambiguous, clear.

Functional: what the sys. should do
(e.g. send email after sign up).

Non-Functional { How it should do it
constraints on the development
(e.g. time constrain...)

In interaction design: • Functional: • Capture required functionality

• Constraints

• Data and env. requirements,

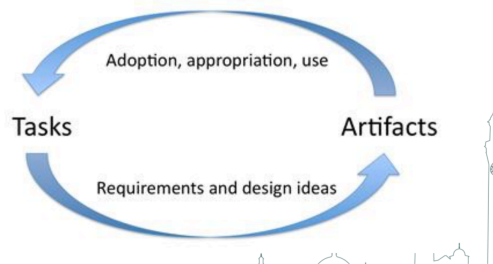
- How sys handles data.

- Context of use. (在什么环境下使用)

User Requirements.

- user characteristics
- usability.
- user experience. Goals
- UX

□ Task-Artifact Cycle



What do users need? P15 / 42. (weeks..)

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Gathering user requirements

- to understand users. / context.
current practices / potential needs
- Use findings/data. to generate requirements for design.

Data Gathering:

- Initially
 - Establishing requirements.
- later: Evaluation

Types of Data : interviews. / questionnaire / observations ..

What & How.

Establish goals: what to study,
participants? - Representatives
Select which Tech to use

Interviews:

- Exploring issues.
- Get initial understand of issues
(followed up by other Tech).
- Gain more insight

• Planning interviews.

Questions are used to figure out what does users need.

Questions

participants

Agree Location

time / length

Record / Analyze data

Location: Quiet?

- Resource?
- participants speak free?
- Distractions.

• interview structures.

Structured: Written Questions

un-structured: More in-depth

Semi-structured: Guided by script; More open.

Group (focus group): Allows diversity
More issues raised / reflected

- Interview Questions
 - open. Questions
 - closed. Questions
- follow up answers

- Pitfalls
 - Long questions. hard to parse
 - Biased. Questions
 - trying to confirmed An answer
 - Ambiguous Questions
 - Going off track (unstructured / semi-structured)

Focus groups : Interview in groups