

SWEN303

Assignment 2

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1. Processs

Problem

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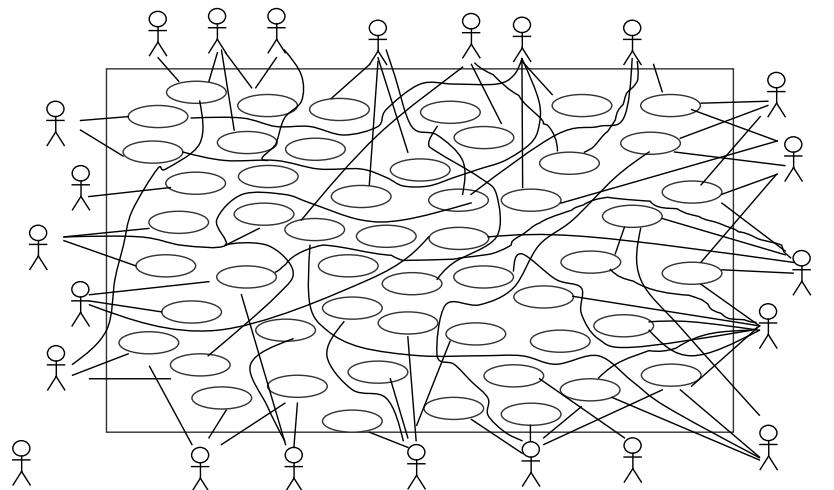
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(Note that this is primarily a sample for formatting: following text too closely may not result in an outstanding grade)

2. Model

Overview

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Persona 1 Adele Hopper: Proin gravida tempor est, vitae ullamcorper magna semper quis. Vivamus nisi ligula, molestie sed elementum sed, tempor ac leo. Sed ac imperdiet arcu, sit amet tempus quam. Quisque ornare tempus dui eu euismod. Praesent at sem dolor. Aenean aliquam sollicitudin magna, vel ornare tellus cursus sed. (Adele is based on GenderMag's Abby persona)

Persona 2 Grace Goldberg: Proin blandit tristique lectus non sodales. Aenean euismod sodales tortor, vitae commodo turpis hendrerit at. Cras non turpis sem. Ut venenatis placerat ultrices. Nullam ornare libero non sapien iaculis, non volutpat lectus ornare. Maecenas venenatis gravida porta. Aliquam ultrices lectus lacus, id vehicula odio bibendum sed.

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Persona 1: Adele Hopper

Adele Hopper is a 20-year old exchange student visiting Wellington. She is mostly studying at Vic, but also likes to drink coffee. When Adele is in town, she needs to park her car – she likes on-street parks because they are cheaper than parking buildings. Adele is completing one of her life goals by being an exchange student. Her parking goal is to park her car near where she wants to go but not spend too much money. She needs to be sure she has paid the right amount, and doesn't want to feel stupid that she can't work a parking application.



Activities: Adele drives into town to have coffee and attend yoga classes.

Attitudes: Adele is usually a positive person, but she hates being late, hates looking for car parks, and doesn't want to pay more than she needs

Aptitudes: Adele is intelligent, literate, numerate and good at studying.

Skills: Adele is skilled in studying, yoga, and drawing Anime.

Domain Knowledge: Adele knows little about parking in Wellington.

System Knowledge: Adele knows and even less about any system for managing parking.

Interaction: Adele will interact with the system when she needs to find or pay for a car park — about once or twice a week.

Priorities: Adele doesn't want to pay too much for parking, or to get parking tickets.

Motivations Adele uses technology to accomplish her tasks, and prefers technology that she is already familiar with.

Computer self-efficacy Adele has low confidence about doing unfamiliar computing tasks.

If problems arise with her technology, she often blames herself for these problems.

Risk tolerance Adele is risk averse about using unfamiliar technologies, and doesn't have spare time to learn new features.

Information Processing Adele gathers information comprehensively to try to form a complete understanding of the problem before trying to solve it

Tinkering Adele leans toward process-oriented learning, e.g., tutorials, step-by-step processes, wizards, online how-to videos, etc. She doesn't particularly like learning by tinkering with software

Scenario 1: Parking in advance (Adele Hopper)

- 1) Adele needs to go into town for her yoga class. She's been working on an assignment late the evening before, so she gets up later than she'd planned. She grabs her phone, car keys, and purse, pauses to check her email on her phone, before getting in her car and heading into town.
- 2) Adele knows she'll need to park. She usually goes to yoga at this time each week, so her device assumes that she's going to yoga and points out some free parks near her yoga class.
- 3) Adele picks one of the parks. Directions to the park are given over the car speaker and on the phone's screen. Adele follows those instructions, only gets lost twice, and is about to get into the park when another car swerves past her and grabs the parking space.
- 4) While Adele is yelling and trying to stop blocking all the traffic on a busy street, her phone asks her if she's missed the park. She yells "yes" and the phone calmly directs her to another carpark nearby. She manages to follow the instructions and gets into the next park.
- 5) Because she's flustered and running late, Adele grabs her stuff and runs to the Yoga class. Her phone reminds her that she hasn't paid for parking, so she tells the app she wants to pay. She arranges to pay for an hour's park.
- 6) When Adele has finished her class, she goes back to her car and drives home. When she gets home, she checks with her phone and it says she's been charged \$4 for a hour's parking in the central city. Adele figures that's right, but wishes it was cheaper.

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Scenario 2: Monthly Parking (Grace Goldberg)

- 1) Grace has just got a job at the Ministry of Health on Molesworth St in Wellington. This is very convenient for her because she lives in the Hutt Valley so she can drive in to work each day. The Ministry of Health's early childhood centre has a very high reputation, so Grace enrolls her four-year-old son Ethan into the centre. This means that she'll have to drive into work with Ethan, rather than taking the train.
- 2) Grace knows she'll need to park somewhere near Molesworth St every day. She asks the parking system to find her a park close by. The app shows her three parking options nearest her work, with different prices per day. One of them, a Wilson's carpark, has a special offer of a monthly permit with a 15% discount.
- 3) The Wilson's park is the second closest park to her office, but with the discount it's the cheapest. Grace chooses that park and the app buys her a monthly permit.
- 4) When she drives in the first time, the app offers to give her directions. Grace has lived in Wellington all her life, so she tells the app to shut up. It never offers her directions to that park again.
- 5) At the end of the month, the parking system asks Grace if she'd like to renew the parking permit. She says yes, and the app buys another monthly permit.

(Note: the assignment rubric says: All your scenarios should be in the same style. Two different styles are shown here to show how you could format each one.)

Scenario 1: findingParks (Driver)

User Intention	System Responsibility
choose parking locality	show available parks
	show closest park
select park	

Scenario 2: navigatingToPark (Driver)

User Intention	System Responsibility
	give directions to selected park

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Scenario 3: payingForPark (Driver)

User Intention	System Responsibility
	show prices
choose duration	show booking time and price
confirm	confirm

Scenario 4: warnExpiringPark (Driver)

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User Intention	System Responsibility
	signal expiring park
	show booking time and final time

(Note: the assignment rubric says: All your scenarios should be in the same style. Two different styles are shown here to show how you could format each one.)