

School of Electrical Engineering and Computing
SENG2260 – Human-Computer Interaction

Lab 3: Task Analysis

Week 4

For your project:

Start the design of your semester project by doing the following:

User analysis: Identify the characteristics of your user population. If you have multiple user classes, identify each one.

Task analysis: Determine the domain tasks, analyze their characteristics, and answer general questions about tasks. Think about other questions you should ask that might be relevant to the domain. You should find and analyze at least 6 tasks. If you cannot find that many tasks, try drilling down to more specific tasks, and consider exceptional and emergency tasks.

To gather information for the user and task analysis, you should interview 3 representative users (more if you have multiple user classes). If possible, observe users in the problem domain in the real world environment. When you write up your analysis, do not provide a narrative of these sessions. Instead, offer your conclusions, and justify them when you can by referring to observations. For example, “grocery shoppers may be distracted by children; one shopper was repeatedly harassed by their child to buy some sweets.” Also, do not identify the users you interviewed by name, even if you have their permission to do so.

What to do

In your project group, write a report (around 4 pages), which includes the following parts:

Title: Give your project a title.

Problem: Briefly restate the problem in your own words.

Users: Describe each of your user classes.

Scenarios. Describe some (around 3) real world problems that you might like to use to test your interface, i.e. download a file, buy a ticket, adjust a setting.

Tasks. Break down each scenario into tasks (around 3). Every task should have a goal, preconditions and exceptions (what can go wrong) i.e. when buying a ticket, select a destination, choose class (or discount), pay and collect ticket. Also include a paragraph describing other relevant features of the task, such as time constraints or frequency of use.

This task analysis will be part of your project assessment.