HCI 2014 – Assignment 2 Cover Sheet
Design Concept through Paper Prototype

Complete this cover sheet and include it as the first page in your submission. Please review the yellow form for more details regarding assignment originality. The assignment is an electronic submission handed in on Moodle.

Section 1.1 Details

Student Number

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Tutorial Details eg. WED 16

Course Enrolled

	COMP3511
√	COMP9511

W	E	D

Day

1	3

Time

Section 1.2 Declaration

I declare that:

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Signature: Cai Xiangyu

Date: 14th Oct

Section 1.3 – Assessment - Tutor use only

Reflection on the User Centred Design Process _____ / 15

Comparison of Mobile vs. Desktop Prototypes _____ / 9

Presentation, Referencing and use of Usability Terminology _____ / 9

Total _____ **/ 33**

Comments:

Individual Reflection

Steps and Outcomes

This project is designing an interface for collaborative work. The program we designed is called “G Work” and the main function of it is for group working.

At the beginning, we discussed about the objectives of this program. After the discussion we settled on the main objective of this program which was group working. Then we used individual brainstorming to think about what functions the users need. In a group meeting, we discussed some scenarios that could be happened during using the program and the functional requirement was settled on. There were 6 main functions of this application.

- Group configuration.
- Project Schedule.
- Communication (text, voice, video).
- Process tracking and updating.
- Comments and Marking on worksheet.
- Forum.

After settling on the main functional requirements, we created a questionnaire to ask people who would be the intended audience, such as the students in UNSW. According to the feedback of questionnaire, we changed the functional and non-functional requirement. By this questionnaire, I recognized that as a designer, sometimes my thoughts were quite different from the users’. I always consider the application only in technology. So what we need was trying to get more feedback from the customers and know more about the users’ real need. After this, we designed every interface of this program and felt it was good enough. So we began to prepare the Usability Test Plan. The purpose of this activity was to assess whether the design was usable by real users. During the usability test, my job was taking notes. I found there were still many problems in this application. The volunteer still had some problems when using the program. Because when we designed this application, we just think the users are as professional as us in computer science. So some parts of operation we designed were lack of guidance. This was the main reason cause this issue. As a result we changed our design and improved its learnability. This activity let me know, what I should do is thinking more as a customer but not a developer. Now the design of our application is much better than before.

Effectiveness of User Centred Design

Positive:

1. User Centred Design could improve the user experience of a program. It makes the application much easier to use. Because we made questionnaire to collect the requirement of the users, add more functions were added by the feedback.

2. When we use User-centric design, we consider more about the users, so the user could feel this is a custom made program and feel sense of ownership in products. For example, we made a usability test to collect which parts of designing did not meet the expectations of users'. After the test, we analyzed how and why this differences between our design and users' expectations happened. Then we changed the interface so that it could cover the users' requirements.

3. User Centred Design makes our application more international. Because most of the volunteers in usability test were international students. They had different first language and culture. So the test made us know that more design for international users were necessary. For this reason, we changed some buttons with words into icons so that everyone could understand the meaning of them. Furthermore, we also add the multi-language option for users.

Negative:

1. Sometimes the user-centric design is really expensive. For instance, the questionnaire and usability test, we should prepare many things and consider as much as we can before their implementation. Thus, sometimes it was quite a waste of time and money. By this means, I think I should try to learn more how to balance the cost and value of the User Centred Design

Desktop Computer versus Mobile Device

There are many differences between desktop computer and mobile device. So the design of the software on these two platforms should be different.

1. There is no mouse for mobile device. In mobile device all operations are rely on the touch screen. The advantage of touch screen is much faster to finish an operation and easier to learn. But the disadvantage of it is hard to click some parts exactly. Therefore when we design a mobile application, we should make the button bigger to avoid the misoperation.

2. There is no keyboard for mobile device. So when users want to input some words, it is hard than desktop. So we should optimize the virtual keyboard. For example, when users need to input the phone number, bank account, some special kinds of password etc. Show the keyboard with number only. In this way, uses could feel much comfortable.

3. The screen of mobile device is much smaller than desktop. Therefore when we design the mobile application, we should make the interface simpler so that users could see every part clearly.

4. Because of the battery of mobile device, when we design the app we should try to avoid running application on the background. In this way, the application would avoid to be a “battery killer”.