

# Sheridan Park and Pay



**A study of user interaction efficiency**  
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# Purpose and Process of the Interface

## Purpose

The Parking Pass payment kiosk allows students and visitors to the Sheridan campus to:

- Pay for parking privileges in any of the on-site parking lots
- To add to an existing pass acquired on campus

## Procedure

- 0 Check LCD or text for instructions
- 1 Enter License plate no.
- 2 Press Green button
- 3 Insert coins or credit card
- 4 Push blue to add time or green to accept
- 5 Obtain receipt (receipt not needed on dash)

Or, you can tap and pay with NFC!





## Advantages of the present Interface



**The tap or scan functions included on current interface are simple to use**

**Easily Identifiable from a distance**

**Steps to complete process shown both on screen and written on panel**

**Payment options in coins or by card**





# Disadvantages of the present Interface



Instructions duplicated in both print and on digital display confuses users

3 screens to display instructions, rates and time of day seems inefficient and excessive

Keyboard is poorly designed from consistency standpoint, if space have a traditional keyboard

Spacing of interactive buttons etc on the face of the machine are poorly laid out to reflect the process

Very minimal need for receipts given they do not need to be displayed, maybe email receipts would be better

The view on the right demonstrates the interaction height for the majority of users which makes the keyboard too low to conveniently use to enter info





# Rethink and Redesign of Interface

## Retaining and re-organizing existing components

Leave 'tap and pay' at height and focal area as before, perhaps moving to centre and making it more prominent should be a consideration depending on user data to see % who use this method

Reduce duplication and confusion by increasing screen size and having all instructions on the LCD display

Centralize and create focal point of current time by moving clock to top and centre for information

Bring keyboard up to screen height. This is closer to eye level and also keeps the user interaction in a focused area. (If space and budget allows keyboard should be re-designed to a traditional layout)

Aim to concentrate the full user experience to a smaller, more focused area to reduce confusion and field of view. (Bringing the receipt dispenser up also aids this)

### Revised Procedure

- 0 Check LCD for instructions
- 1 Enter License plate no.
- 2 Press Green button to accept
- 3 Push blue to add time
- 4 Press green and insert coins or CC
- 5 Obtain receipt (if still necessary in re-design)



# User Flow

