1. Accessible Interface: Creston
2. Questions solicit insight about their expectations, experience, motives, and challenges using the interface
3. Create a sketch and write a brief description of the interface

* annotate its key interactive components
* caption

Questions:

* How did the way you used the Creston interface compare to your expectations?
* What can you do with Creston?
* When do you usually interact with Creston?
* What part about using the Creston took you the most time?
* Why did you decide to use the Creston?

3 users:

* **how do they use the interface**

1. To play a video for section

2. To logon to a zoom

3. To play music for a class

* **objective observations about their actions**

1. Plugged in computer, clicked a bunch of buttons trying to find the right one to use,
2. Plugged in computer, connected pretty easily, knew which menu to go to
3. Plugged in computer, only adjusted volume, played music

* **struggles or difficulties**

1. Tried so many different combinations until one worked well, got frustrated when it wasn’t playing clearly,
2. Struggled a little with audio and video options switching between computer and Creston
3. Sometimes had to change volume depending on how loud each song was

**Write a few sentences or bullets describing the key observations you gained from observing your users.**

* Two of the users did not find the interface intuitive, it took a few tries to find the right button to do what they expected it to do.
* All users were using the Creston as a way to share content with a wider audience than just themselves (group zoom, music for everyone, video for everyone)
* The user who uses Creston multiple times a week for multiple years found it very easy to navigate, almost like “muscle memory”
* Users used the Creston because it is integrated into the room, two users because the only way to connect to audio and video at once, one because it is a convenient way to use the sound system.
* Shutting down the Creston at the end of the activity is very simple. Users just unplug their laptop and click the power button, no complaints here.

**List your questions in a numbered list and summarize the responses of your interviewed users using up to 5 bullet points**

2 personas

* 4 quadrant empathy map (Thinks, Feels, Says, Does)
* **Briefly describe the user** (1 sentence headline)
* **Point out the interface problems that your personas face.**
* **Explain why and how a given persona represents the users of your chosen interface.**

Storyboard