

Lab 4 - Need finding

1. Core Demographic - anyone who uses public transportation for travel and buys MetroCards in New York.
2. Three types of individuals in our core demographic are: technological savvy people, people who take buses, and people who travel via MetroCards rarely.
3. We will be conducting an online survey as well as a physical survey and send it out to people we know and come up to people in Brooklyn College to ask them to participate in a survey

We will be asking the following questions:

- a. What is your gender?
 - b. What is your age?
 - c. Do you take the train, bus, both or neither?
 - d. How often do you use public transportation?
 - e. Do you like the MetroCard system? Explain
 - f. What changes (if any) would improve the MetroCard system? (Not including price)
4. Majority of our participants responded that they do not like the MetroCard system. Some responses were that the MetroCard refilling system is inconvenient, that it is a difficult process to recover the money that you had on the MetroCard and that the paper transfer (that you receive from paying in coins on buses) only works to transfer to another bus and not another train - so when you don't live near a train you have to pay twice just to transfer from a bus to a train. Majority of the responses for improvements were to go digital by refilling the MetroCard online or on an app.
 5. While some of the reasons for not liking the MetroCard system are valid, we can only solve some of the problems with our own technology. We plan to make a website that allows you to check and refill your MetroCard balance by entering the number that is on the back of the MetroCard.

Lab 5 - Personas and Scenarios

Persona 1 - Steve Swipe Brooklyn College freshman who loses his MetroCard all the time

Persona 2 - Jerry Jumble - Brooklyn College teacher assistant mobile banker, who wonders why he cannot check his MetroCard balance on his phone

Persona 3 - Max Metro - mid 30s educator who is always late because refilling his MetroCard always takes too long and the machines by his house are always broken.

All 3 personas are running late to the same class (teacher, teacher assistant and student). The teacher tells his class that he does not have a train station near his house

and his MetroCard ran out of money, so he had to walk to the nearest train station to refill his MetroCard. The student was running late because he had lost his MetroCard and had to buy a new MetroCard, he only had coins with him but both machines at his train station wasn't accepting coins at the time due to some malfunction, so he had to go to the deli to exchange his coins for cash. The teacher assistant had mixed up his old MetroCard and new MetroCard and was not sure which one had money on it, so he had to check each MetroCard. One of the students in the class suggests using this new app that allows you to check your MetroCard balance and refill your MetroCard from anywhere - saving lots of time and preventing any problems that you could have with the MetroCard refilling stations.

Lab 6&7: Storyboard and Wireframes and Code (on GitHub - https://github.com/MLev98/HCI_Project)

All Requirements:

- ☐ **A writeup of your need finding exercise (4 points)**
- ☐ **A justification of the "coding for the public good" aspect of your project (2 points)**
- ☐ **Three personas and one scenario (4 points)**
- ☐ **A storyboard (2 points)**

- ☐ Three wireframes/mockups (3 points)
- ☐ A writeup of the design process, including design decisions, four of Schneiderman's rules, and an explanation of how your website adheres to one principle for each of the categories of learnability, flexibility, robustness. (10 points)
- ☐ A writeup -- one for each member of your group -- of the accessibility experiences/recommendations, from both personal experience and Easy Checks review (4 points)
- ☐ Another persona, this one of someone with disabilities, who might use your site (1 point)
- ☐ A list of accessibility changes made (4 points)
- ☐ A writeup -- one for each member of your group -- of the usability testing (Steve Krug-style) conducted and conclusions reached (4 points)
- ☐ The actual website (or front end, anyway) (15 points)

Put everything but the website files into ONE pdf file. Zip all of the website files (html, CSS, JavaScript, any images/video/audio files, etc. etc.) into a folder. Do NOT zip the pdf together with the website files. Submit both the pdf and the zipped website files. Only one submission is necessary per group.