

Part 1: Modified HTA

It is projected that by 2030 robots may have replaced check-in processes. Some airports have been experimenting with the idea of using automated/robotic check-in staff. This could be an interesting solution to maintaining physical distancing in a typical airport, check-in scenario.

To assess how incorporating automation might change the task of checking in travellers in an airport:

- Create an HTA for an airport (check-in) scenario assuming no automation. This HTA should have plans but does **not** need to have annotations identifying possible HF issues.
- Then create a modified HTA that includes an automated/robotic check-in staff. This modified HTA should include plans **and** annotations identifying possible HF issues.

Some assumption to assist with your task analysis:

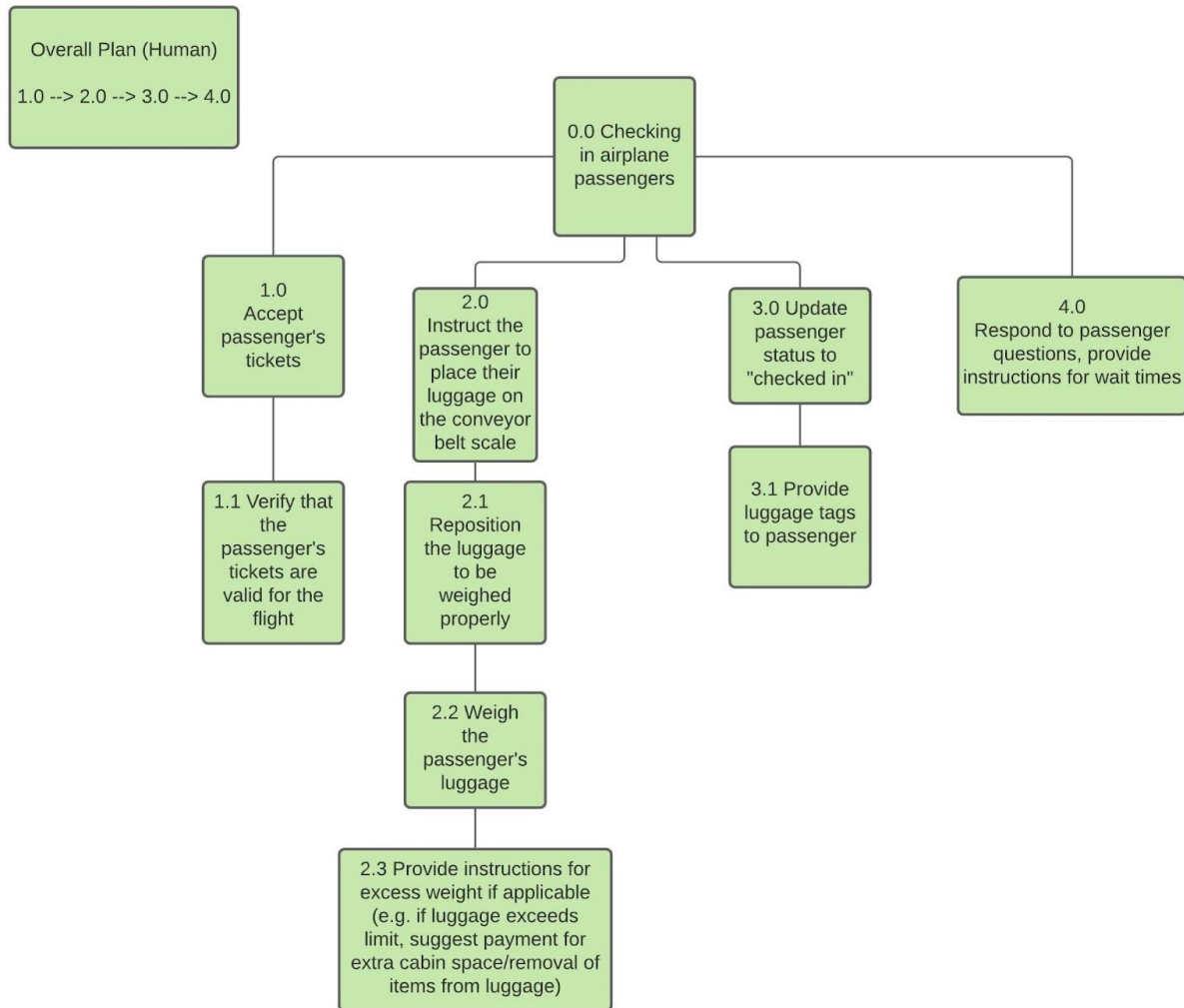
- There are three people (customers) waiting on the line to be attended to by the check-in staff.
- Focus on the task associated with the check-in staff only.
- All three customers want to check in.
- Dropping and paying for their bag(s) is part of the task analysis.
- Make any other needed assumptions.
- Include tasks performed by the check-in staff and the customers. This is necessary to show the interactions between the robotic check-in staff and the customers (human users).

Additional Assumptions:

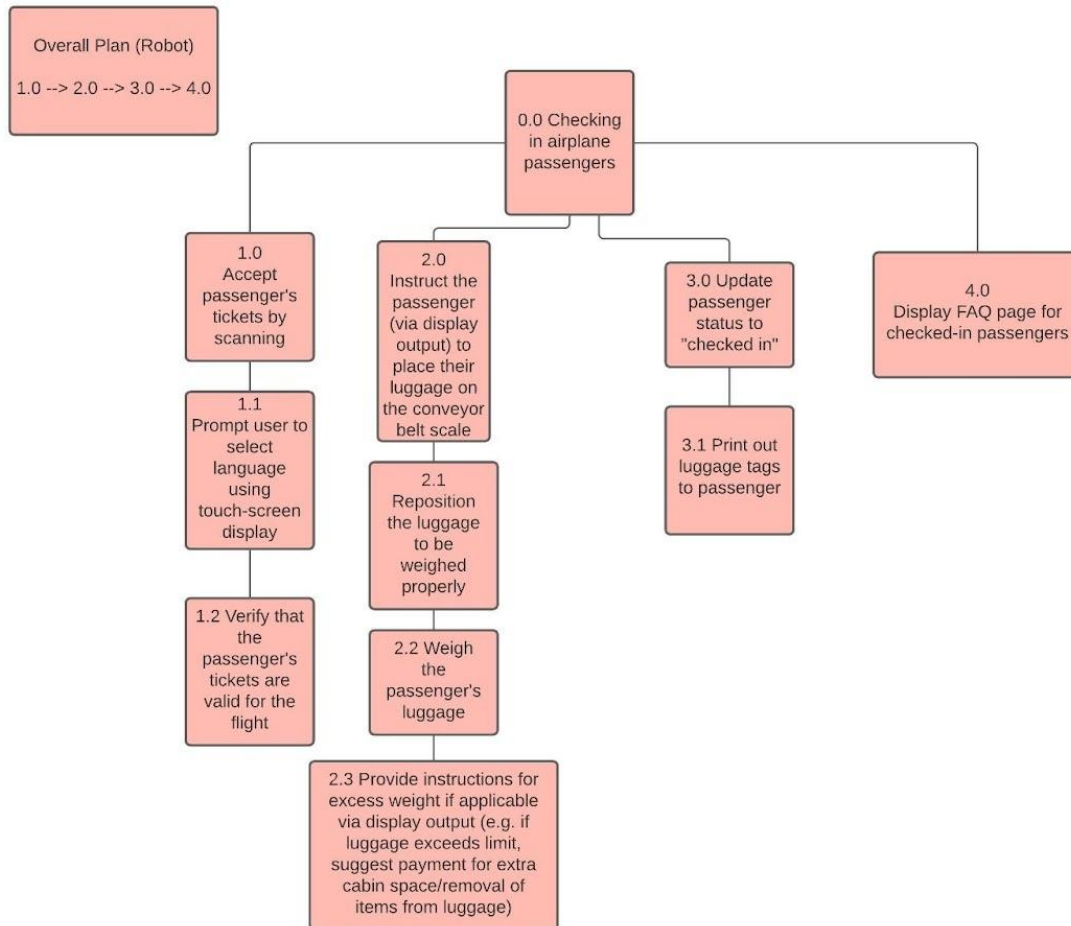
- The passengers have proceeded to the correct gate

Note: List as needed in a bulleted list (as above). This can be left blank if no additional assumptions were needed.

HTA (with no automation):



Modified HTA (i.e., with automation):



HF #1: Miscommunications are minimized since the touch screen display allows for the user to select a language, therefore time is saved.

HF #2: FAQ page allows for passengers to access information post check-in without having to ask questions, therefore time is saved through minimization of misunderstandings.







HF #3: Automated robots can be used 24/7, so time that would be used for shift changes between employees and breaks is saved.

Part 2: Wireframing

Normally, wireframing is used as a prototyping tool for a new user interface design that you are developing. However, in this assignment, you will create a wireframe based off a finalized user interface design (reverse engineering). The interface is shown below. Your wireframe will be both low and medium fidelity. You can use a pen and paper sketch or the free, open-source Pencil software for the low-fidelity wireframe. For the medium-fidelity wireframe, you can use any software tool of your choice. Your choice of tool will not affect your grade.

WATERLOO
LEARN


SYDE 162 - Spring 2021


 Kiemute Oyibo 

Course Home Content Grades Connect ▾ Submit ▾ Resources ▾ Reports Course Admin Help

SYDE 162 - Spring 2021

UW Mental Health Widget ▾





NEED HELP? 

Are you or a friend in need of mental health support?

[Click here for mental health resources](#)

Updates ▾


 **287** New Assignment Submissions

 **226** Ungraded Quiz Attempts

Announcements ▾

Test 2, Check-In Survey and Make-Up Video for Monday's Unrecorded Lecture

▾

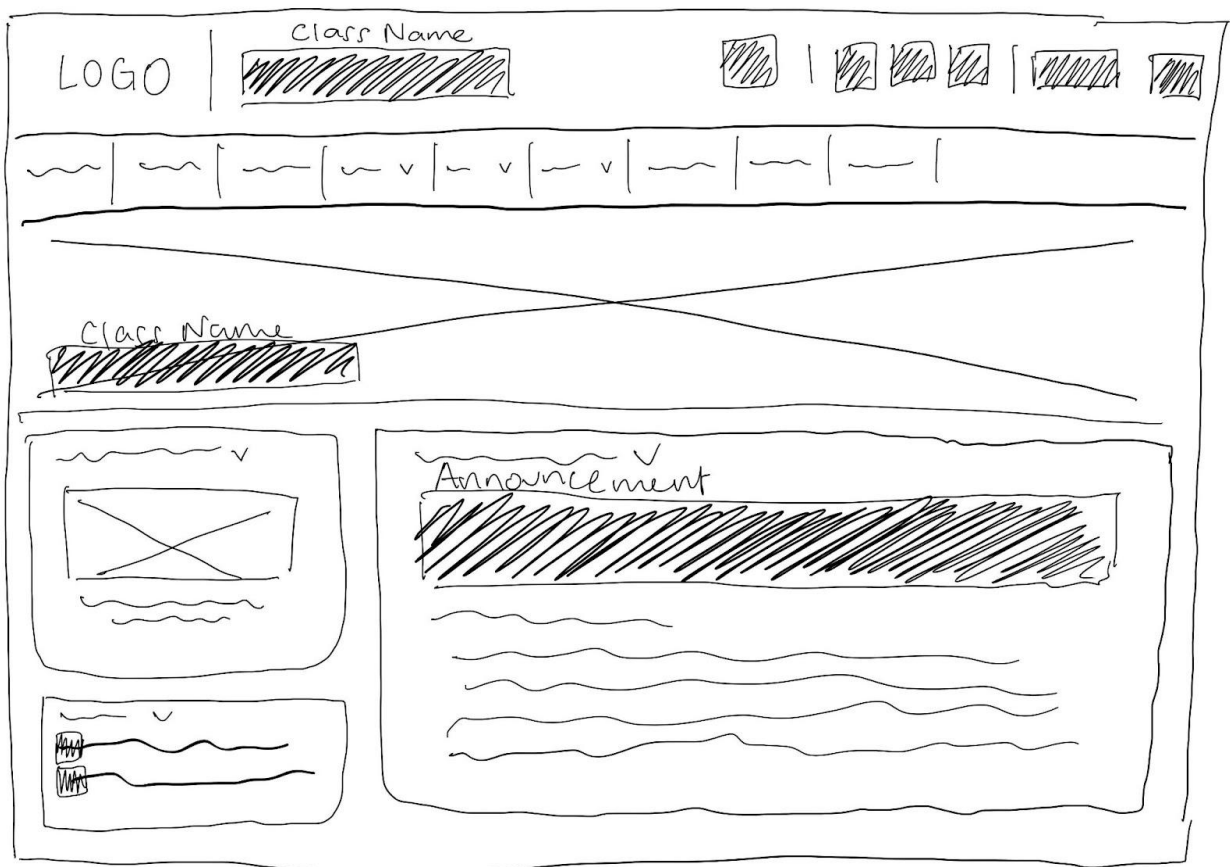
Kiemute Oyibo posted on Jun 30, 2021 5:00 AM •  Edited

Hello Everyone,

As we approach the end of Week 8, I want to remind you that Test #2 has been scheduled for Monday, July 5 by 12:00 am EST . The test has been pushed forward because some of you requested it. The deadline to write Test #2 is Tuesday July 6 by 11:59 pm EST. There are no assignments this week because we have Test #2 coming up on Monday.

Meanwhile, I have created a second survey to get a sense of how SYDE162 is going now that we have completed over half of the course. The first survey was very helpful in learning about your perceptions of the online learning experience.

Low Fidelity Wireframe:



Medium Fidelity Wireframe:

