

User Interface Design & Evaluation

PRACTICAL VI

Scenarios (Scenario-based Design)

Aims:

In this practical students will gain experience in the following:

- examining problems from the user point of view
- understanding an existing domain regarding key tasks users undertake in an existing domain
- writing problem scenarios that describe things users do in the real world
- writing activity scenarios that propose possible solutions referring to the activities that the user would undertake with piece(s) of technology
- performing claims analyses to understand the current advantages and disadvantages of the domain and of proposed solutions

Practical Instructions:

In this practical get into your persona groups:

Read the whole practical first before you start!

Divide the group into roles. Some members of the groups will be people who currently visit international museums and exhibits around the world (preferably, it should be people who have actually visited museums in the past). The other members will be the UI design professionals.

Assume that you have all been brought in by a major museum in Shanghai to help solve some problems they have been having with their collections. The museums have people from around the world visiting the museum to see exhibits, and they wish to be more inclusive in the way they provide information.

1. Here is some known information about the museum provided by museum staff and excerpts from visitor feedback:
 - all items in exhibits have a number associated with them; this number can be used to either refer to an audio guide entry or a print guidebook for more information about the item

- some exhibits have small plaques that detail more information about the items contained within the exhibit; these plaques are always in Chinese and English with relatively small font sizes (50 pt)
- English and Chinese guidebooks and audio guides are always substantially more detailed than alternative languages
- some exhibits have very small objects that are very popular (such as Iron Age jewellery), however they cannot be seen easily when there are many people around (or very tall people in the front)
- some exhibits have objects that are damaged by light (such as Roman manuscripts) and as a result must be kept in the darkened chambers; patrons of the museum complain that they have trouble identifying objects and making out their details

Your task is to write at a **problem scenario** that describe how people would do the task(s) now, without the system that you are proposing. This might involve non-technological means, support from older technologies (physical guidebooks), a combination of technologies etc.

For the scenario use the lecture notes and note if you have missed any key elements in the scenario.

Produce tables outlining the claims analysis for features within each scenario – indicate each claim and whether it is a positive or negative claim.

Now re-write the scenario as an **activity scenario** – introducing the system you are proposing, but only mentioning it at the level of the whole activity, not the specifics of how the user will interact with it. You can mention technology; however, you should not be mentioning specific button presses, gestures or other interaction styles.

For your activity scenario, repeat your claims analysis. What positive claims have you managed to keep and what negative claims have you eliminated? Do you think you have avoided introducing any new negative claims?

In your activity scenario identify some key interactions that the person has with technology. For these interactions, propose what interaction styles might be appropriate to support that interaction and how they might be used.

Lastly Include a use-case action table for requirements & appropriate use cases (see lecture slides)

Note: Use your developed personas (you may add new ones if you like or change them)