

UX DESIGN SPRINT 3

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OLD INTERFACE



ISSUES WITH THE PAST INTERFACE

 Out-dated design

 Complicated and overwhelming layout

 Typos and overlapping text

USER FEEDBACK

We asked people with varying levels of technological expertise to use the past interface and complete a simple task



Jake Agueirra

USF Student

“The program is convoluted and ugly. It also feels clunky.”



Yesenia Caballero

Elementary English Teacher

“Everything in the program feels bad and it looks really outdated.”



Amanda Pearce

Former UX Design Student

“This design does not look like it’s from 2010, it looks like something from 2002.”



Malkia Peterson

Graphic Designer

“Everything is too big, there is no hierarchy and no order.”

Average time

3.5 minutes

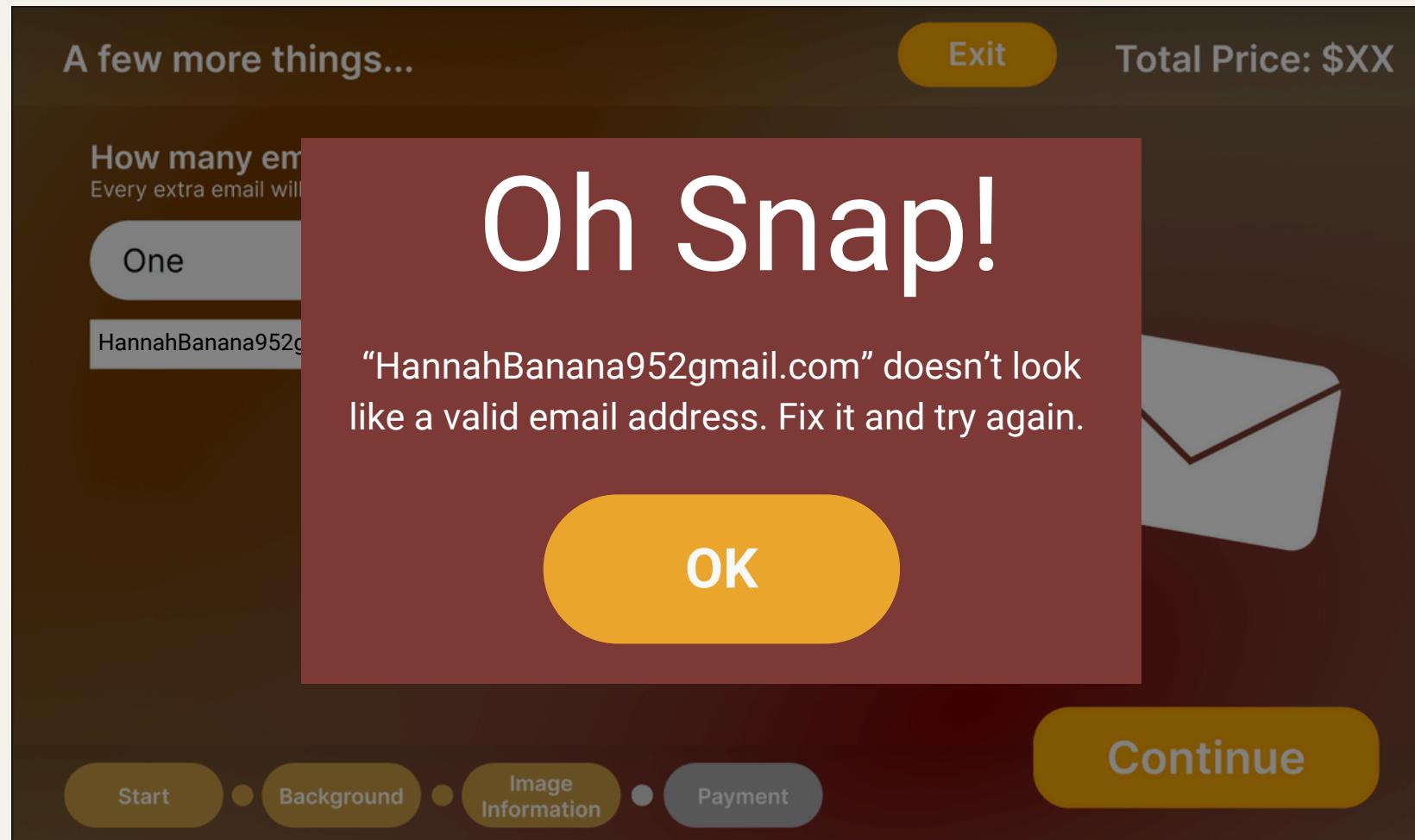
Task: Use the kiosk to select a background, 5 prints, 2 emails, and a cash payment method

VIOLATED HEURISTICS

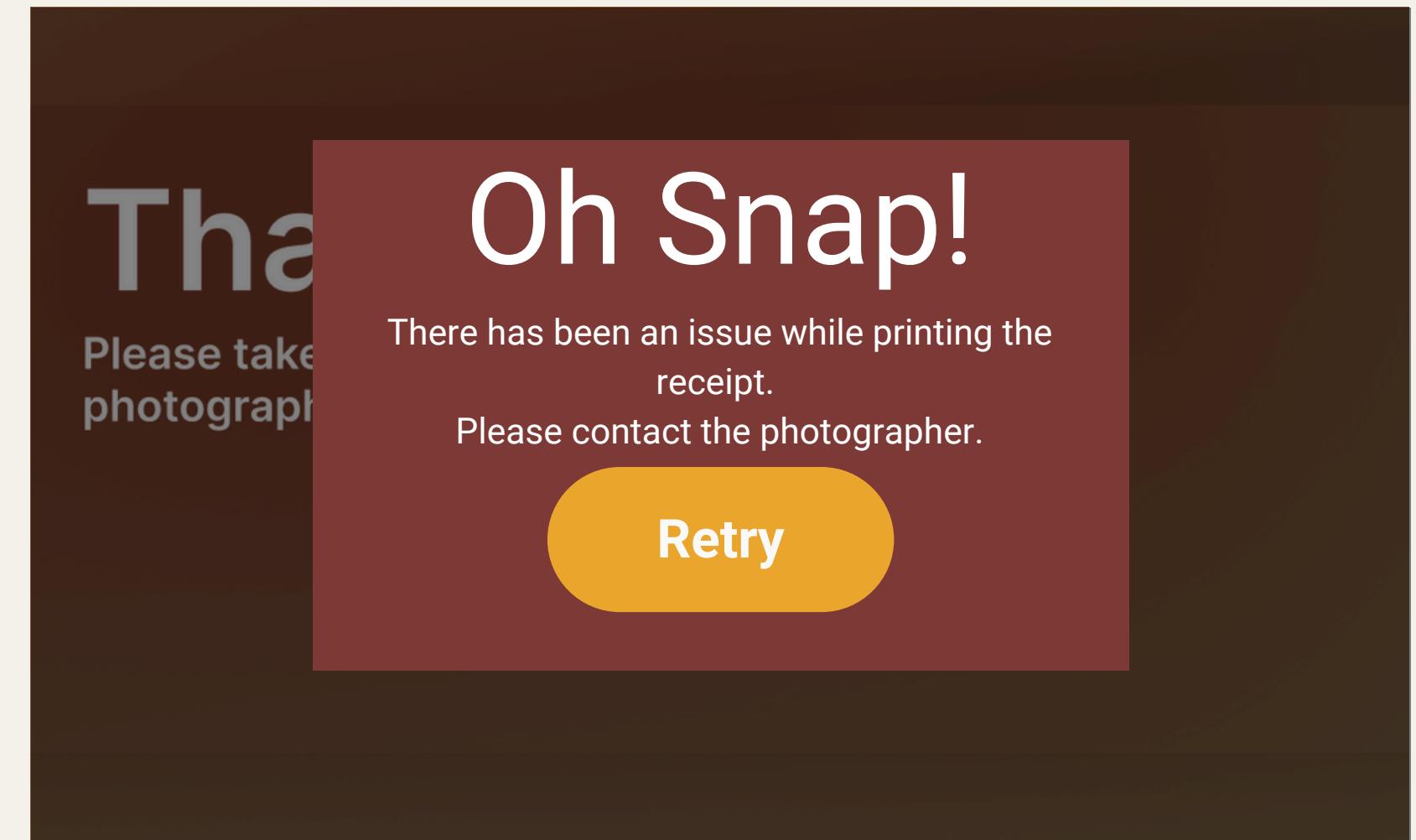
The ugly, the ugly, and the ugly

- Heuristic 8 - Aesthetic and Minimalist Design
- Heuristic 5 - Error prevention
- Heuristic 4 - Consistency and Standards

SCREENS

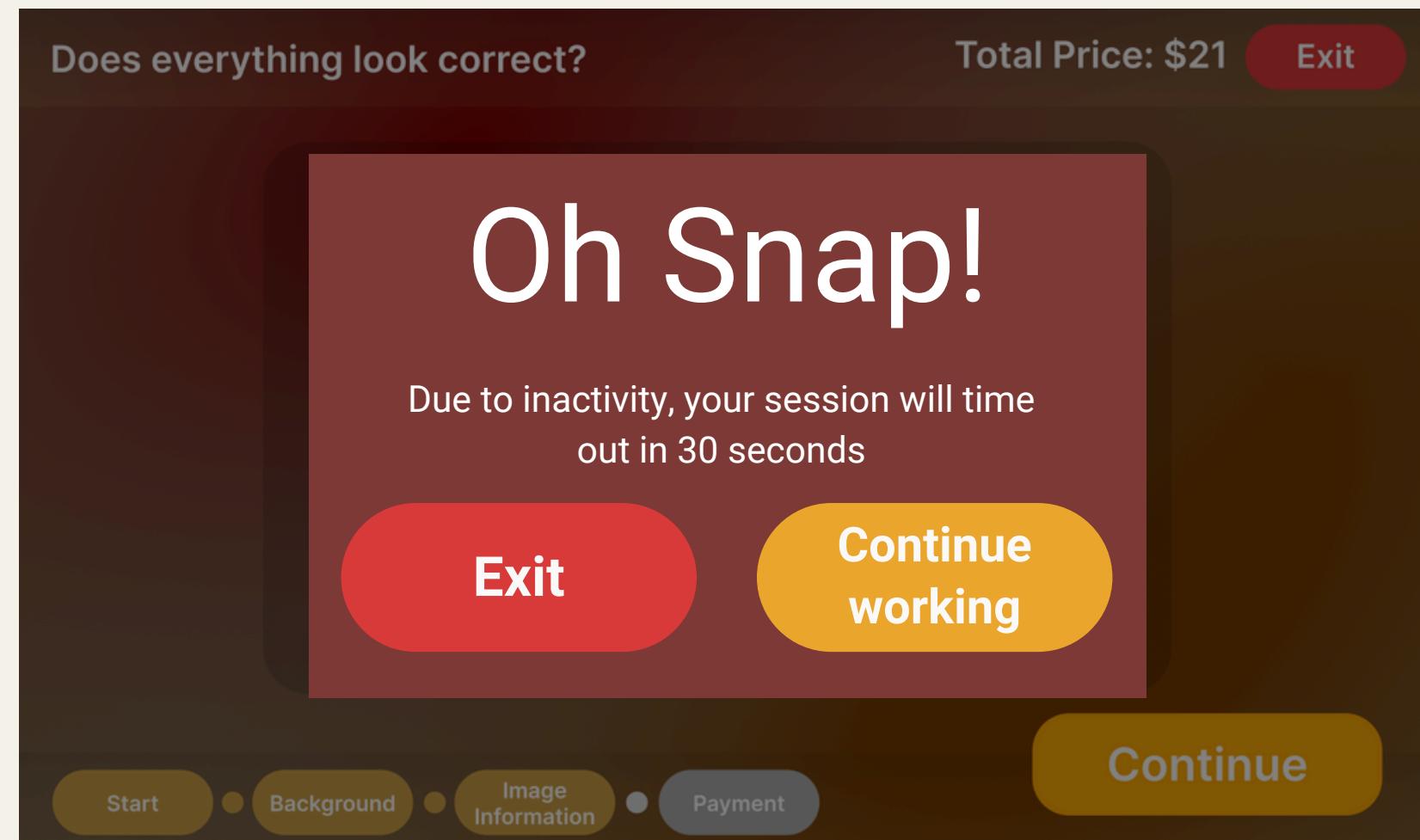


If the user accidentally enters an invalid email, an error message will pop up on the screen and prompt them to correct their email.



If the printer jams or runs out of paper while printing a customers receipt, an error message will pop up and prompt them to get the photographer.

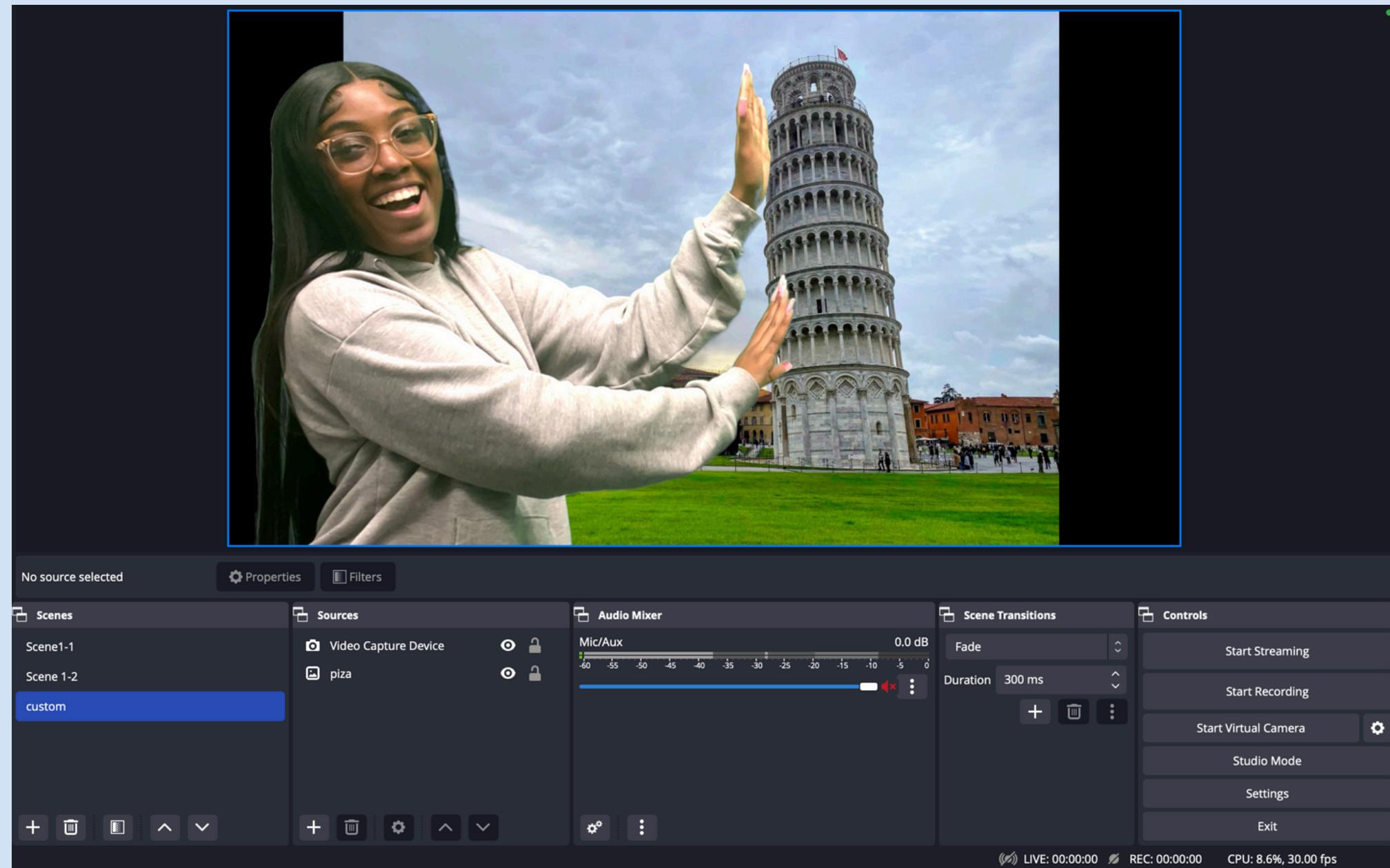
CONTINUED



If there has been no interaction in 2 minutes,
this popup will appear to give users a warning
that they will lose their progress

PREVIEW

We will be using OBS for customer previews as they are taking pictures

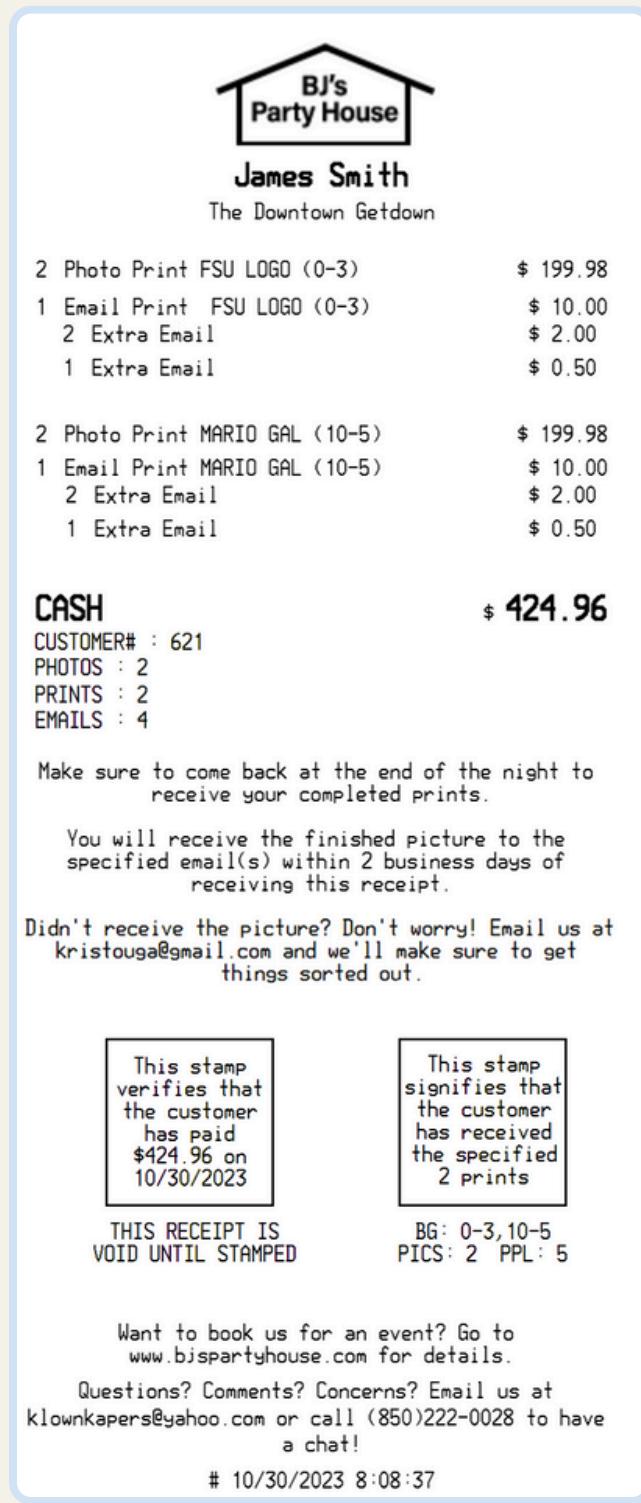


TECHNOLOGICAL EQUIPMENT

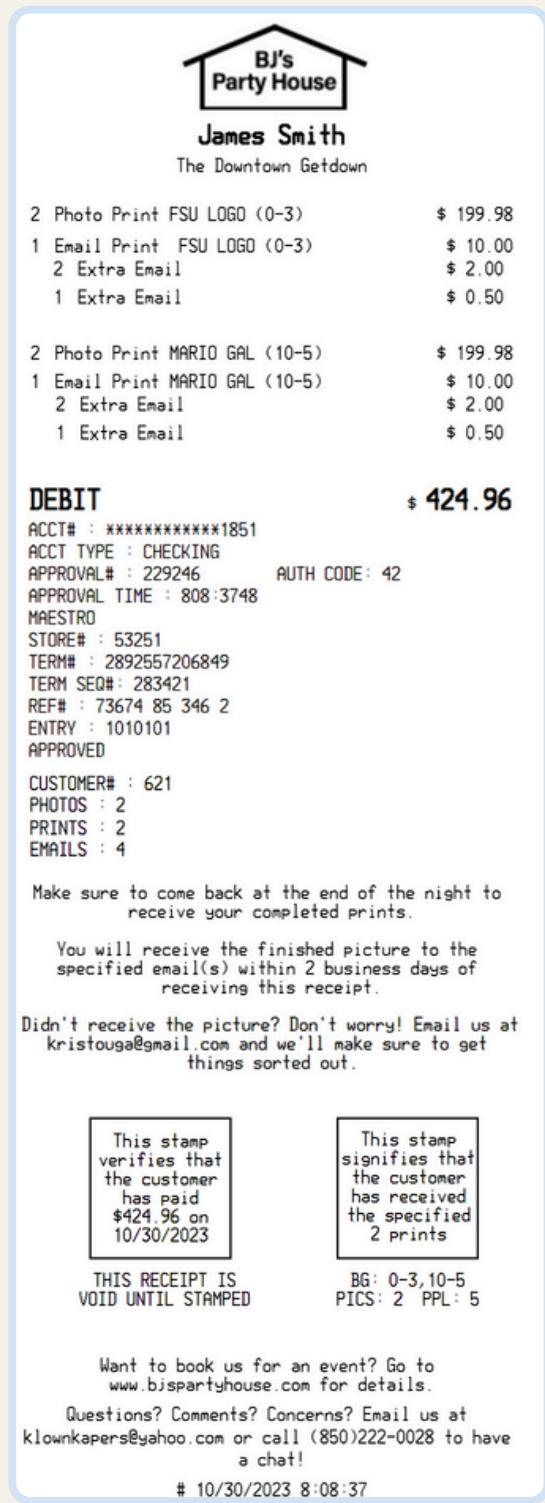
Equipment	Price	Link
2 computers	\$360	Walmart
1 touchscreen monitor & Keyboard	\$129.99, \$19.99	Dell
Receipt Printer	\$16.75 - \$20	Walmart
Webcam	\$19.59	Amazon
Card reader	\$70 - \$379	Swipe4free

RECEIPTS

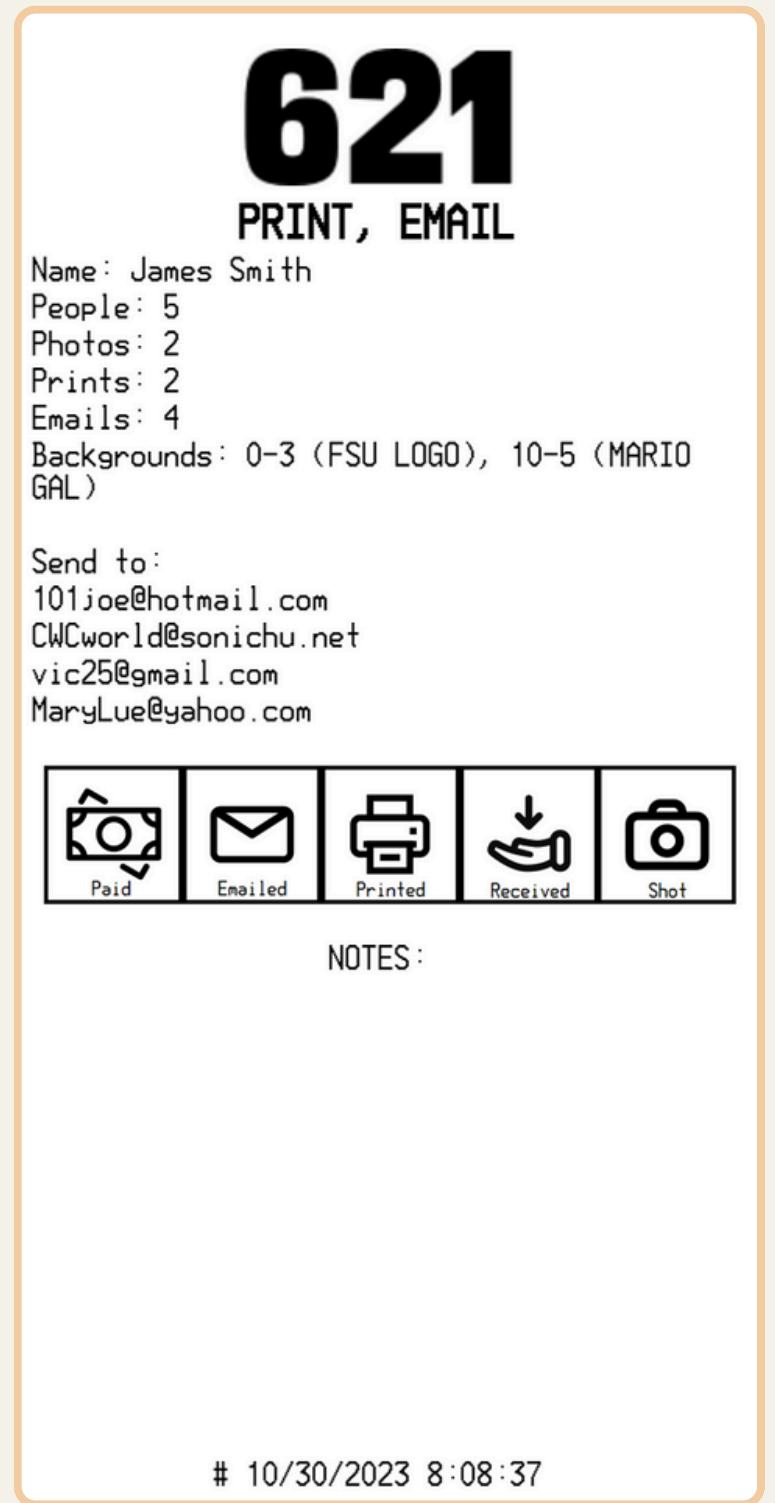
Cash



Debit



Cameraman



Printer & Paper



DESIGN DECISIONS

Decision	Justification	Hueristic	Source
Drop down menus	Allows multiple options to be present without crowding the interface	Heuristic 8 - Aesthetic and Minimalist Design	Nielsen Norman Group on drop down menus: https://www.nngroup.com/articles/drop-down-menus/
Orange color theme	The color orange evokes joy and creates an inviting feeling	Heuristic 8 - Aesthetic and Minimalist Design	National Library of America color study: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7027086/
Progress Bar	Shows progress and allows someone to go back and change things	Heuristic 1 - visibility of user status Heuristic 3 - User Control and Freedom	10 Usability Heuristics, Nielsen Norman Group: https://www.nngroup.com/articles/progress-indicators/

DESIGN DECISIONS

Decision	Justification	Hueristic	Source
Customers can preview background during session	Customers can pose and interact with selected background, better experience	Heuristic 6 - Recognition rather than recall	10 usability heuristics
Black text on white background	Best practices for accessibility	Heuristic 4 - Consistency and Standards	10 usability heuristics, Study on dark text on light backgrounds: https://accessibility.psu.edu/color/contrasthtml/
Using photo and mail icons	Visual representation to emphasize text	Heuristic 2 - Match between the system and the real world	10 Usability heuristics

DESIGN DECISIONS

Decision	Justification	Hueristic	Source
Exit confirmation	Prevents user from accidentally losing progress	Heuristic 5 - Error Prevention	10 usability heuristics
Invalid email error message & printer error	Prevents user accidentally entering wrong email and not getting their pictures	Heuristic 9 - Helps users recognize, diagnose, and recover from errors	10 usability heuristics
Music and sound effects	Audio representation to emphasize text and create inviting atmosphere	Heuristic 1 - Visibility of System Status	National Library of Medicine on Music: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7177471/

USER FEEDBACK



Hannah M. Cranston

FAMU Psych Student

“This looks good...I mean it looks like every kiosk I’ve ever used.”



Christea Cristolin

FSU Public Health Student

“It’s pretty easy to understand.”



Dorien Fertil

Current UX Student

“Better than what Lucas had.”



Diordyne Maxime

FSU Psychology Student

“It’s easy to use and it looks fun”

Time

1.5 minutes

SOURCES

- Nielsen Norman Group
- National Library of Medicine
- Penn State University Accessibility
- Swipe4free - Card Reader
- Amazon - Webcam
- Walmart - Receipt Printer
- Walmart - Computers
- Dell - Keyboard
- Dell - Touchscreen Monitor

THANK YOU

Any Questions?

OTHER TECHNOLOGICAL EQUIPMENT

Equipment	Price	Link
Camera (Refurbished Canon EOS T7)	\$379.99	<u>Canon</u>
Desks	\$182.99	<u>Wayfair</u>
Mobile wifi	\$179	<u>Amazon</u>

HOW TO

- Disable keys
- Add music to exe file