Human Computer Interaction, 2024 Fall

Homework 2

User Research / Contextual Inquiry: Web based Ticketing Service

1. **General Requirements**

    A. Describe the overall objective of the application (2~3 paragraphs or more)

    B. List major functional requirements (4~6 or possibly more)

    C. List major <u>UI</u> requirements (more than 4)

        i. Functional

        ii. Non-functional

    D. List other considerations (any)

        i. Operating environment and usage contexts

        ii. Devices and platform

        iii. Target user group

        iv. Standards and particularly important guidelines

        v. Others

2. **User analysis and User Requirements (based on your target user group as listed above)**

    A. Conduct user interviews (2-3 people) from your target user group. Record a short video of the interview (hide the interviewee).

    B. List or detail the major user requirements? (3~4 or more)

    C. In particular, from above identify cognitive/ergonomic requirements (more than 2)

3. **Scenarios and interaction/task modeling**

    A. Construct at least 3 usage scenarios. Use Powerpoint or any drawing software and annotate important issues.

B. Construct a rough interaction model for 2-3 major tasks.

C. Apply the GOM method to one of the task and estimate the rough task completion time.

4. Presentation video

A. Make a 10-12 min presentation video about above.

Notes:

- Note that you may not be actually implementing some parts of the project (especially the advanced AI part could only be simulated). Feel free to use your imagination as what kind of innovative functions you might consider (but do not write a science fiction and go too far).

- Explain or justify your decisions or output, if possible.

Submit – by Oct 20, 11:59 pm

- All documents/files (zipped) and named properly (e.g. yourname-hw2.zip)

  ■ Word or PDF: Requirements/User Analysis

  ■ Powerpoint: Scenarios, Interaction models

  ■ Interview video (mp4)

  ■ Presentation video (mp4) – Selected videos may be played in class.