

## Practical: Users and activities

Having been introduced to HCI, UX and the PACT framework, this practical develops your critical awareness of users and activities.

### Task

Your team has been asked to develop a new user interface for the University's library. The director of the library has been aware for some time that the large catalogue is not being utilised to its full potential by end-users. Before design can take place you have been asked to undertake a user analysis to determine what users and activities should be considered.

### Templates

Using the following templates provide your solution.

	End-users and Stakeholders			
Characteristics	Type 1: Student	Type 2: Tutor	Type ...	Type M
Type 1: Full-time				
Type 2: Disabled				
Type ...				
Type N				

	End-users and Stakeholders			
Artefacts activities	Type 1: Student	Type 2: Tutor	Type ...	Type M
Activities 1: Book search				
Activities 2: Borrow book				
Activities ...				
Activities N				

### Considerations/hint/tips

- Take some time to review the library catalogue noting the user interface
- Start by brainstorming individually
- In your group, compare your initial analysis with others
- Identify and note similar stakeholders and key users of the user interface
- Produce a concept map of user types and make decisions as to which key users should be represented in the form of a taxonomy
- Produce a concept map of activities and make decisions as to which key activities should be represented in the form of a taxonomy
- There is no one solution so you are expected to produce multiple options
- Produce a set of recommendations supporting your argument for which option best

### Questions to consider

- What kinds of people would use this system/product/service?
- What are the user characteristics?
- Can different **user classes** be distinguished? If so, what are the characteristics for each user class?
- Please keep the documentation, as you will need it in future practical sessions.

### References

Benyon (2019) Designing User Experiences: a guide to HCI, UX and interactive design, Pearson, UK.