Personas

Information

- Ideas
    - Student making copies, cost money maybe
    - Staff member making copies or printing something
    - Could take place in a library or office
    - Think about the potential issues people face using a copying machine in the current day. What tasks are difficult to accomplish given the wide variety of features and buttons on the interface?
- Copying machines are widely used in business, education, and government sectors. Churches and other small groups may also use the technology to distribute flyers or advertise their group to the general public. In general, though, modern copying machines are used by hierarchy structures in which information is spread through communication and meetings. Copy machines are often used to create duplicates of the original document scanned, often to distribute across an office or to the public.
- Roles
    - Professor
    - Salesman
    - Student
    - Advertising agent

Personas

- Persona 1 - Professor [Matthew Turk - 54]
    - Personality {Considering professors come from various backgrounds, these personalities may be difficult to define if you try to consider a realistic individual.}
        - Visits machine often
        - Uses consistent settings
        - Typically reaches copy/page limit
        - Varying backgrounds & accessibility
    - Needs
        - Accuracy
        - Create many copies
        - Different paper layouts
        - Efficiency
        - Reduced errors & run time
        - Different languages?
        - Accessibility features?
    - Personal Goal
        - Create copies of important documents to distribute to class or fellow workers. The individual will mainly use the machine to create assignment copies or tests for their students.
- Persona 2 - Salesman [Gregory Dunhi - 32]

- o Personality
  - Quick to Act
  - May be impatient, but depends on mood
  - Trusting
  - Experimental
- o Needs
  - Efficiency
  - Reduced errors & run time
  - Send scanned documents
  - Black & White, Color
  - May want remote printing/scanning
  - Different materials
- o Personal Goal
  - Create copies of important documents to distribute to others, whether this be to advertise something or to pass information. The user may also want to scan and send a file of their document to a given email or destination.

Test Scenarios - Persona 1

Test Scenarios - Persona 1 (Professor)

- Scenario 1
  - o Process
    - You are creating 24 copies of an assignment to pass out to your class. The assignment is made up of 3 pages, and it will be using the normal format style for documents. You wish to sort the copies in the original order of the paper for each copy and will be double siding the content. You plan on using an 8 1/2 x 11 paper, portrait stapled on the top left. Your user ID is 1001.
  - o Observations - Watch the user for any key mistakes or habits they show
  - o 5 Questions
    - i. Would you prefer more options to select from when creating copies?
    - ii. Was the GUI understandable? If not, please describe which feature was confusing to comprehend.
    - iii. Do you think the UI is of a readable size, considering it will be implemented and used in a copy machine? Are the buttons big enough, or does there need to be changes?
    - iv. With the settings available, do you think that different materials will still work and be manageable under this UI? Will this general layout be enough, or do you think specific options should be available depending on the material?
    - v. If you could make any change to the tool as it is, what would you do?
- Scenario 2
  - o Process

- There is a document you would like to scan and send to your organization's email. The paper contains some important announcements for the school, and the higher ups want to review and mass email the information to the college. You were asked to send the email to [Test Email Here], or to send to your personal email and then send the scanned document to the appropriate destination.
  - Observations - Watch the user for any key mistakes or habits they show
  - 5 Questions
    i. Do you think that the UI should be changed to make scanning more obvious, or was the process self-explanatory?
    ii. Should the copy options be removed when the user wants to scan instead of copy?
    iii. Do you think the UI is of a readable size, considering it will be implemented and used in a copy machine? Are the buttons big enough, or does there need to be changes?
    iv. With the options and layout available to you, do you think scanning different materials and sizes will make an impact on the program? Should there be options for scanning, such that the screen changes depending on the action chosen?
    v. If you could make any change to the tool as it is, what would you do?

Test Scenarios - Persona 2

Test Scenarios - Persona 2 (Salesman)

- Scenario 1
  - Process
    - You need to create copies of a flyer to hand out to passing customers to advertise the newest sales at your store. The flyers have vibrant and varying colors, so it is crucial that the copies keep their original look. You are currently working on a sales project, so you plan to initiate this action using remote copying. The flyer is an 8 ½ x 14 paper, 1 side, 1-page document. The sorting and stapling options are irrelevant, as you are only printing one page. Your ID is 1005. You will need to create 35 copies for the time being.
  - Observations - Watch the user for any key mistakes or habits they show
  - 5 Questions
    i. Was the process at an acceptable level for production?
    ii. Did you manage to complete the process in an efficient time? If not, was the task itself too difficult or was the program the cause of your issues?
    iii. Based on the scenario provided, are these features a crucial part of a copy machine? If the tool did not contain these features such as color choice and remote copying, would you still find the machine to be acceptable to use?

    iv. Do you think the UI is of a readable size, considering it will be implemented and used in a copy machine? Are the buttons big enough, or does there need to be changes?

    v. If you could make any change to the tool as it is, what would you do?

- Scenario 2
  - Process
    - You just finished filling out the report of sales for the day, and you need to send the numbers to your higher ups. You plan on using the copying machine to scan and send the file to their respective email addresses. You were told to send the information to [Test Email Here], however, you may also send it to your personal email to review and then send to the respective email just mentioned.
  - Observations - Watch the user for any key mistakes or habits they show
  - 5 Questions
    - i. Do you think that the UI should be changed to make scanning more obvious, or was the process self-explanatory?
    - ii. Should the copy options be removed when the user wants to scan instead of copy?
    - iii. Do you think the UI is of a readable size, considering it will be implemented and used in a copy machine? Are the buttons big enough, or does there need to be changes?
    - iv. With the options and layout available to you, do you think scanning different materials and sizes will make an impact on the program? Should there be options for scanning, such that the screen changes depending on the action chosen?
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Assignment Summary & Potential Issues

- The UI and interactions created serve their purpose well, considering the options and choices needed when working with a copying machine. While not all possible options are listed, the most basic and necessary features are there and thus fulfilling the program's purpose. Something that may be improved upon is the coloring, font sizing, and process in which the user scans or copies documents. The actions themselves are simple and handled decently but could be standardized if such requirements exist. Otherwise, the program simply needs to be polished and improved upon to include more features which may be desired for unusual scenarios such as different materials, more sizes, and remote access.
- Accessibility features are not considered entirely, and while the button sizes and fonts do the job, it may be necessary to include an audio feature or some way to better organize the options that follow similar structures to modern copy machines. The program itself contains the appropriate methods and functionality, although may need to be modified if newer features were to be integrated causing the copying and scanning process to bug out.
- The user system is simple and straightforward. However, a real machine would want to keep track of the history for each user even after turning off. The periodic limits and counting were simplified down to an all-time count, while the login itself could be better made where the options screen is removed entirely to only show a login area before the user enters an

appropriate ID. Also, the program creates a new user when an ID entered does not match a preset user. This can be altered to only accept valid IDs, which should be implemented before used in an actual copying machine to prevent random people from accessing the copy machine's features.

- Overall, the program achieves the goal it set out to accomplish. While there can be improvements to the design and compatibility, the program itself works well enough to achieve its objective. The only prominent issue that may need resolved before moving forward is the handling of data and storing users so that we can fully implement the periodic limit for each individual using the program/machine.