COGS 120 Notes

Lecture 2 (10/1/2018)

Team can choose from 3 design themes:

Enhancing family, health, or recreation.

**Cannot** do todo lists, notetaking apps, time tracking apps, etc anything that keeps track of logistics. Can incorporate them as features in app but cannot be main focus. Keep PG-rated.

**Needfinding**-finding out what people need (through participant observation).

Ex: Observing truck drivers using data entry devices. Observed that truck drivers have large hands with work gloves (small buttons = bad). Redesigned to make larger screen and buttons; more heavy duty.

“You can observe a lot just by watching.”

Observation technique: be an apprentice; play role of novice.

Scheduled interviews facilitate depth.

“A little bit of silence is golden”: don’t be too jumpy/eager, allow participants time to answer.

**Avoid** questions like:

What they would do/like/want in hypothetical scenarios

How often they do things

How much they like things on an absolute scale

Binary questions

Follow up.

Do trial run first (gives practice, catches bugs).

Audio/video pros and cons.

Photos are powerful reminders (photos+notepads can approximate fidelity of video/audio).

Gems:

You’ve uncovered a surprise or found what is missing.

You can explain why people do unusual things.

Etc.

Goal: Develop a point of view. Some kind of view on the problem; **not** a solution.