

## Needfinding

I asked a peer outside of class to interact with the “Can-Tastic Smart Sorter” interface that I previously researched. I set my laptop in front of the user, typed the URL to the game in the browser, and allowed the user to take over from there. I first noticed that the user barely read any of the text on the top of the screen. The user noticed that the game was from the City of Palo Alto—close to where she lives, but glanced over and ignored the rest of the text. The user immediately clicked the “play” button. I saw that the user was clicking the objects in the game, instead of clicking and dragging them. However, the user began to drag after clicking objects two times failed. The user quickly got the hang of dragging the objects into bins, but not always into the correct bin.

The user had a lot of comments while using the game, which I wrote down as she played the game. Since the user is a design student, she had many comments about the interface’s aesthetic. The user mainly commented about how the interface is organized and looks cluttered. After observing the user and hearing user feedback, here is my list of user needs:

1. Needs to be able to identify objects
2. Needs to have clear instructions on how to play the game
3. Needs to have instructions featured inside the game, not out of the game screen
4. Needs a way to drag or click the objects into proper bins
5. Needs to read an error message to guide users
6. Needs to see content in an organized manner
7. Needs to learn educational facts, not just play a fun game
8. Needs to be able to recognize waste objects that look familiar to the campus
9. Needs to know how long the game is
10. Needs audio sound effects or music to make game more engaging



### Can Tastic Smart Sorter

#### Comments

- "This is dramatic"
- don't like type treatment
- title from level is distracting
- encouragement / cheering = good
- graphics could be more kid friendly
- weird uneven / awkward shape border
- would rather click
- did not explain instructions
- glanced over instructions - make it part of game

#### User behavior notes

- reacted to audio positively
- glanced over instruct.
- misplaced 5/10 objects
- did not know to only click or drag objects at first
- was distracted by layout & level #s in middle of screen

### PBS game

#### Comments

- What's with ~~the~~ colors! Ugly, too loud
- play now button
- font is not pleasant to look at
- character looks creepy - not friendly
- random "fun facts"
- bad picture - doesn't encourage composting
- interface only takes up corner of screen
- outdated aesthetic, clip art, neon colors
- not responsive, weird window sizes
- (+) explains how to play game
- too distracted by weird noises
- instructions weren't helpful
- difficult to make microbe happy/satisfied
- reminds Cyberspace on PBS
- more of a challenge than other game
- took too long to make microbe happy

#### User behavior

- was distracted by too much info
- did not notice play to start button at first
- had difficulty figuring out what to do
- was generally confused by game
- instructions & aesthetics
- did not want to play again
- became restless while playing