

Task matrix

Helping new users navigate Joy-con drift

Abstract

Overview of new user guide components with a task matrix of diagnostic procedures for the Nintendo Switch

Ayaan Ali

Overview

The general user (as identified and categorized in the audience analysis) is a young female adult with a reading grade of 10. This audience is presumed to have bought the Nintendo Switch in order to play *Animal Crossing: New Horizons*, a social simulation game that enjoyed a recent bout of popularity on social media during the months of social distancing (March - present day). The appeal of the game lies both in its capacity as a socialization tool (users can share screenshots on social media, visit other islands, and share resources with friends) and its low intensity gameplay. Considering the long hours spent by these new players socializing and tending to their islands, they are highly likely to experience the 'Joy-con drift' encountered by the first group Switch users. In order to encourage new Switch owners, we can publish a user's guide that addresses system and Joy-con maintenance. This guide will function as a simple first-stop reference for a novice audience that might be intimidated by the plethora of online 'how-tos' and tech-sites that are not affiliated with Nintendo. By catering to this novice audience, Nintendo will increase user loyalty and re-establish itself as a definitive voice.

Tasks

The major tasks that will be addressed by the user guide are as follows:

- Playing on the console for the first time
- Charging the console and joy-cons
- Diagnosing system problems

The first task (console set-up) is instrumental for this audience because they will have likely bought the Switch for the first time after seeing screenshots online and other players sharing resources or updating others on their island's progress. Since *AC: NH* encourages longer gameplay, the user guide must also include a section on properly charging both the console and the joy-cons (attached or detached). The final task (diagnostics) will have users run a system check on the console and joy-cons, and manually clean the detached consoles before calibrating the motion controls.

Subtasks

The "Playing on the console" task will be further divided into two subtasks: 1. Navigating the home page, and 2. Setting up a Nintendo account. The "Charger" task will be comprised of two subtasks: 1. Charging the console while joy-cons are attached, and 2. Charging both console and joy-cons separately. The "Diagnostic" task will be divided into three subtasks: 1. Calibrating the joy-cons and 2. Attaching/detaching the joy-cons, and 3. Cleaning the joy-cons and console.

Procedures

The procedures for "Diagnostic" instructions are outlined in the task matrix below. The procedures are meant to take the general user through all the steps of diagnosing and solving joy-con glitches and 'drift'. Since the general user is new to the Switch, all procedures flow from clearly defined subtasks (calibrate, detach/attach, clean).

Tasks	Performer	Procedure	Environment	Starting Point	Goal	User Requirements
Calibrating the joy-cons	General user	Update controllers	User's home	Both joy-cons attached to console and fully charged	User running a system update and updating the joy-cons	Pictures of: <ul style="list-style-type: none"> Console with joy-cons attached Home screen Systems settings screen System page Controllers and sensors page
Calibrating the joy-cons	General user	Calibrate control sticks	User's home	System update completed with both joy-cons updated	User calibrating the control sticks of the joy-con	Pictures of: <ul style="list-style-type: none"> Controllers and sensors page Calibrate control sticks option
Calibrating the joy-cons/detaching the joy-cons	General user	Remove the joy-cons from the console	User's home	Control sticks of both joy-cons successfully calibrated	User removing both left and right joy-cons from the console	Pictures of: <ul style="list-style-type: none"> Console with LCD screen facing user Close-up of small black release button behind the joy-con Button pressed with arrow indicating to user to slide joy-con up simultaneously Detached joy-con
Calibrating joy-cons/ Cleaning joy-cons	General user	Clean the removed joy-cons	User's home	Both left and right joy-cons removed from the console	User cleaning both left and right joy-cons with microfiber cloth and cotton swab	Pictures of: <ul style="list-style-type: none"> Microfiber cloth and cotton swab Joy-con and console rail cleaned with microfiber cloth Crevices between the railings on joy-cons and console cleaned with cotton swab
Calibrating joy-cons	General user	Calibrate motion controls	User's home	Both left and right joy-cons cleaned manually	User calibrating motion controls while both joy-cons are still removed	Pictures of: <ul style="list-style-type: none"> Console with joy-cons removed Controllers and sensors page Calibrate motion controls option
Calibrating joy-cons/attaching the joy-cons	General user	Attach the cleaned joy-cons to console	User's home	Both joy-cons removed and cleaned with motion controls fully calibrated	User attaching the clean joy-cons to the console	Pictures of: <ul style="list-style-type: none"> LCD screen facing user Right joy-con with + symbol positioned at the top Left joy-con with – symbol positioned at the top Railings of each joy-con with their corresponding console railing