

SENG 310 Assignment 2

In this assignment, TAACT's prototype is evaluated after a cognitive walkthrough on the use cases.

Part 1

Use case 1

1. Yes, the user will know what to do and will see the control of his or her action.

In this use case, the user's goal is to locate the building for his midterm on campus and to know the fastest route to the destination. The user will know what to do intuitively, because the app has a good conceptual model of the interface that is similar to a map book for campuses. The UI flow is consistent with the user's intent; moreover, the control of actions are easily visible and identifiable. In the interaction of Use case 1, at the first stage, a search bar is shown in the middle of the main page with a prompt above it. Next, the desired campus map is clearly shown in the majority portion of the screen with a search bar located at the bottom. After the targeted building being searched, the map of the building and its neighborhood is shown, with text information with a "Directions" button at the bottom. Last, after the "Directions" button being clicked, the map with the shortest route from the user's location to the targeted building is shown, with text information at the bottom.

2. Yes, once the user finds the control, the user can easily recognize it produces the effect he or she wants. For example, once the user sees the search bar, he or she can easily know what it does. This is because the search bar has a good signifier. Within the search bar, there is an icon of a magnifier. Moreover, there is even direct text displayed beside the icon to avoid any kind of misunderstanding. Another example is that when the user sees the "Directions" button, he or she can quickly determine its functionality. This is obvious since there is direct signifying text message placed on the button.

3. Yes, the user will understand from the interface feedback whether the action was correct or not. After the desired campus or building being searched, the map of the corresponding search is immediately shown on the screen occupying a significant portion of the screen. In addition, when the "Directions" button is clicked, the map with the graphical shortest route from the user's location to the targeted location is shown immediately with text information at the bottom.

Use case 2

1. Yes, the user will know what to do easily and see the control of action quickly. In this use case, the user's goal is to find the campus emergency number and call it. Since the user used the application before, it is very likely that the user has seen the "Campus Emergency Line"

option in the menu. Hence, the user knows that the campus emergency number is in the application. Moreover, the interface makes it easy for the user to see the control of action by having visible control with good signifiers. In Use case 2, the user first enters a map of the campus the user previously entered with a search bar with a Hamburger button at the bottom. After the user clicks the Hamburger button, an option menu is lifted up immediately. The “Campus Emergency Line” option is shown clearly in the menu. After the user selects the option, a message pops up with the phone number and the “Call” and “Cancel” buttons.

2. Yes, the user will likely to recognize that the control executes the functionality he or she desires, once the user finds the control. This is due to the well-designed signifiers, For example, the Hamburger button signifies the option menu. Also, each option in the menu is indicated by direct text. For a university student that has used smartphones and interacted with mobile applications for years, recognizing the functionality of the Hamburger button and the options in the menu is quite obvious and intuitive.

3. Yes, the user will know if the action is correct or not from the interface feedback. In the use case, after the Hamburger button is clicked, the menu with options is shown immediately. Then, after the “Campus Emergency Line” option is selected, a message of the phone number with the “Call” and “Cancel” buttons pops up.

Part 2

1. I think the current personas and use cases do represent certain types of real users. However, the two personas have a major similarity, that is, they are both university students. I would recommend TACCT to include a persona that is not a University student. For example, a parent visitor who is visiting his or her son or daughter studying at the University, a guest lecturer who is giving a lecture at the University, or a non-student person who comes to the campus for a seminar would be a good choice for a new persona that models another type of users. That is, a persona who is not a university student who has never been on the campus before, and based on the persona to develop corresponding scenarios and use cases.

2. I have two major recommendations both regarding the search bar. First, in some state, the user interface shows two search bars in the screen as shown in Figure (a) below. This can be confusing, since the user might not know what is the difference between the two search bars. Having one search bar consistently would be more user friendly and avoiding frustrating the user, hence, providing the user better user experience. Second, the location of the search bar is not consistent as shown in Figure (b) below. It changes its location in different states, and this opposes the design principle in Norman’s “The Design of Everyday Things”. Therefore, locating the search bar at a fixed place would have a chance to enhance the user’s experience.

Figure (a)

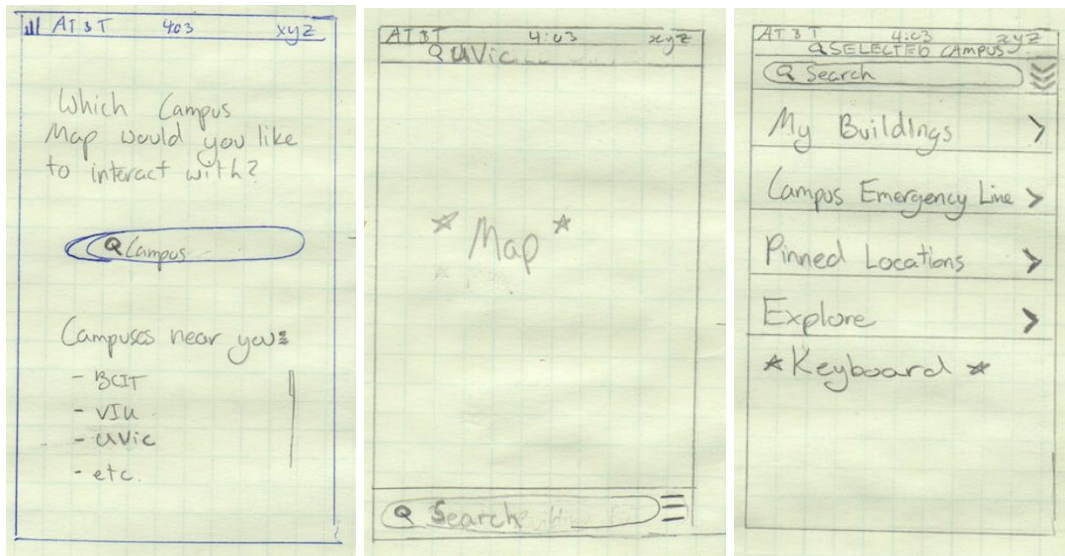


Figure (b)

