

Course Code: IxD 5106

Course Name: Introduction to Interaction Design

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## Assignment 1 – Experience Interactions! - 5%

### Part 1: Identifying Interactions – 2.5 Points

#### 1. Use of Campus Compass

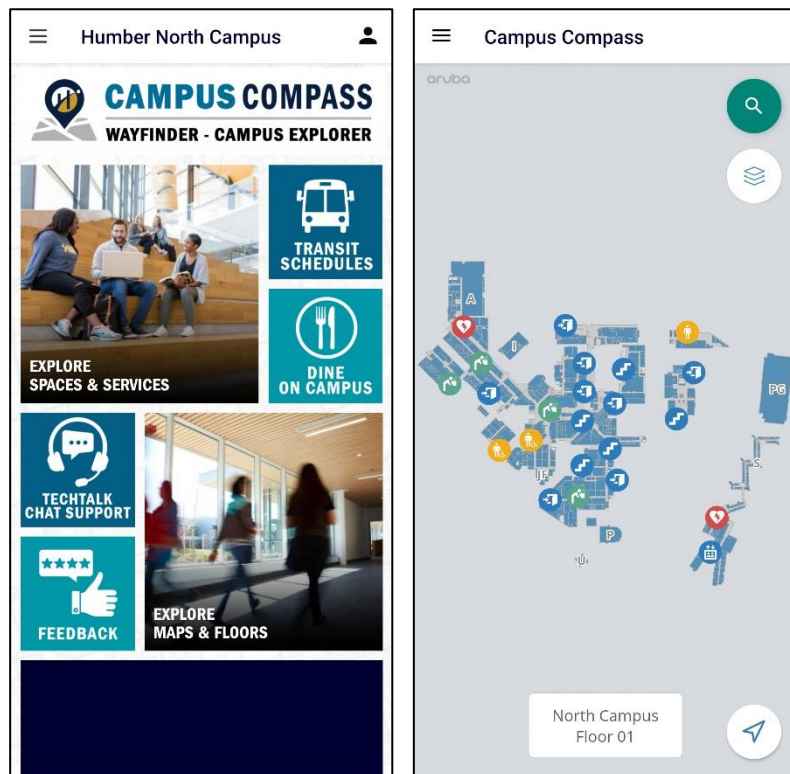


Figure 1. Campus Compass showing me the exit of the campus

**Context:** This was my first week at this new college and I could not attend the orientation so I could not learn a little about the location of the places on campus, that is why I asked some classmates and they told me and recommended to download the Campus Compass application which has several tools to find different classrooms, restaurants and places on campus, from Thursday September 7<sup>th</sup> I use it every time I come to campus as it allows me to locate myself and go to my classes quickly without getting lost along the way.

**Product:** This is an application developed for teachers, students and anyone who wants to locate the college facilities. The application is very friendly and intuitive, I feel that it has the necessary information and can be downloaded for iOS and Android devices. This application presents several services through buttons in which you can see the map of each of the floors, location of restaurants, chat support and even

bus schedules. It also presents a support channel with which I can have a live chat with a worker who can give me guidance and help with my technological questions or any type of questions.

**Actions:** I used my Android mobile device on which I opened the Play Store application and searched and downloaded the Campus Compass. Once I clicked on it, I realized that it has a splash screen and I realized that it has several logos that describe its purpose, the picture are nice and significant, after researching and playing a little with the application I realized that it has an option to search for the classrooms and through the GPS it will indicate the path to my destination; however, the function that shows me the way only works in the college facilities.

**Thoughts or emotions:** When I was on my way to college I was very worried about not finding my classroom, that is why I tried to use the application before arriving at the facility, when I tried to look for the classroom the application froze or only indicate the classroom but not the way, this worried and frustrated me since I did not have much time to find the classroom. Once in the facilities I opened the application again which worked perfectly, I felt calm and confident because it directed me correctly to the classroom, I really liked the way it represents the rooms as well as how it illustrates my movement even though I have to say that on several occasions I had to stop because the GPS took a while to refresh, this did not bother me because at least the application had more knowledge of where I was than I did.

## 2. Download of Planit App

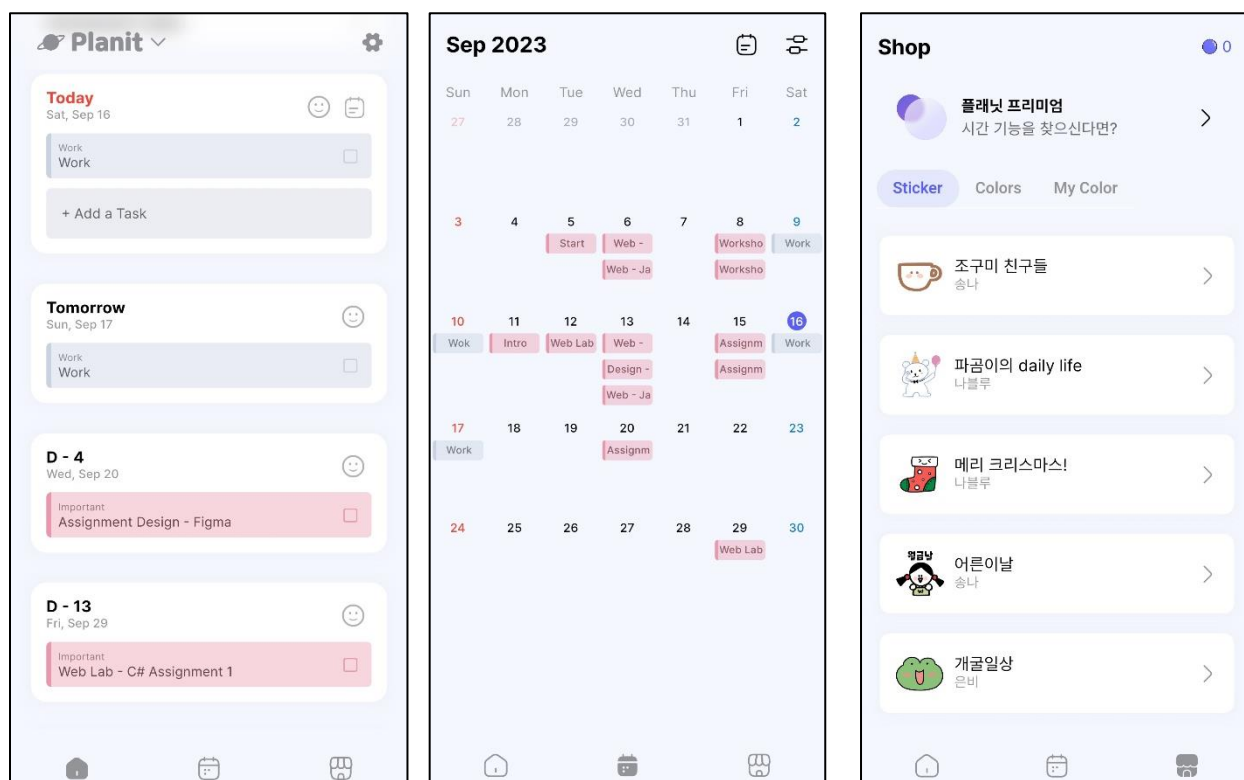


Figure 2. Adding and reviewing my tasks for the month of September

**Context:** I have a bad memory so I have to write down all my things to do such as trips, tasks or even daily activities, that is why my girlfriend recommended me the Planit App so I could set up and leave reminders

so that it would be easier to remember; she was telling me a lot about how easy and pretty it was designed so I downloaded it on Friday September 8<sup>th</sup> to give it a try.

**Product:** This is an application that shows a calendar and each of the users can leave notes on different days, it allows you to generate new groups as well as highlight them with different colors to make it easier to see them and find the activities. It also has a tool with which you can place stickers but unfortunately this is paid, the free version only allows the use of a few stickers.

**Actions:** She told me that it only existed in Korea, so it took me a while to find it when I downloaded it. I liked the start logo since it is a planet and once, I logged in I realized that the colors are pastel, I liked the interface and after a little time I understood how it works; however, one bad thing is that it is only in Korean since I could not find the English version.

**Thoughts or emotions:** After she insisted to me after several days to download it, I was excited to see if it was as good as my girlfriend recommended it to me, so at first I was excited and intrigued about what I could do with this application, after downloading it I found with a linguistic barrier since I do not speak Korean, at first I did not give it importance since I liked how it worked, however after several hours I got tired of translating each sentence so I got frustrated and angry since I could not interact correctly with the application due to lack of knowledge of the language.

### 3. Use of iPad



Figure 3. Restarting iPad due to new software update

**Context:** I have had an iPad since 2018, it is quite old, but it is in very good condition. Generally, when my cell phone battery is almost at 0%, I use this device to watch movies, watch YouTube or to chat on Instagram; however, the battery is having problems as well as Friday September 8<sup>th</sup> the iPad pop out alerts because it asks me to update the device. Since it is a device that I use almost daily, I update it very often but this time it told me that my version is too old for the new version.

**Product:** This is a 6.6-inch silver sixth generation iPad; I have always thought that the design of Apple products is friendlier and simpler than other operating systems. I really like the details that Apple devices have, they are very beautiful to look at, and the typography and operating system are phenomenal. iPads are multipurpose and I generally use them for my daily tasks although I know that their performance can be even greater when used for graphic design use.

**Actions:** When I use the device, I detailed the design of my iPad and I realize that iOS devices always tend to have the same details of metallic or light colors as well as rounded corners, this allows the device to be easier to grip. When I used the iPad, I also realized that the wallpapers are very characteristic of the Apple brand as well as the typography and the navigation between web pages or applications. After using my device for most of the night I kept thinking about how well the hardware and software was designed. After watching the movies, I checked my email and saw the great event on the new iPhone 15 it would be presented.

**Thoughts or emotions:** Apple devices may not be cheap, but I still think that the design and dedication of Apple developers is essential since they not only seek to attract attention for their beautiful designs but also to have an easy and efficient interaction with the machine. Whenever I have one of their positives in my hands, it makes me happy that the investment I made is very well invested and I feel safe because of its security system (it is one of the best in terms of cyber-attacks).

#### 4. Use of Instagram video call



Figure 4. Using Instagram video call option to talk to my loved ones

**Context:** I use Instagram every day and everywhere, whether to consume content from the people I follow, such as chatting, uploading photos or also to call my friends, it is currently one of my favorite applications because it allows me to do several things at the same time, in addition, it presents the video call option which I use very often. Little by little I have become addicted to this application, causing me to log in every time I use my phone. In the past, WhatsApp was my favorite application to chat, but since I came to Canda, Instagram is my favorite.

**Product:** This is an application in which you can share, edit, and post both photos and videos, currently it is one of the most popular since it allows you to do everything in just one application, so much so that it currently has a posting option “reels” which are mini videos. Its design is very intelligent since this “reels” option is in the center of the screen, in this way it draws the user's attention. Through tags you can tag your friends as well as the place you were. Finally, it presents a tool to make a call with video or without video with your friends which I feel is very useful.

**Actions:** During the day I use it constantly since many people share their lives through photos and videos, but the option that I use very often is the video call option, since at night I call friends and my girlfriend to be able to talk and share some time before going to sleep. It has great video quality and allows me to exit the application without closing the call, which is good to be able to do an activity at the same time.

**Thoughts or emotions:** I do not know how long I have had this application but I have been able to see how it has been changed and how its design is much more innovative which is to be expected, I am very happy and I do not find any problem with Instagram, I feel that it was very well thought out and it gives me curious about their next change in addition to the creation of threads which is linked to the Instagram account.

## 5. Use of Redmi’s wireless earbuds



Figure 5. Opening the case of my earbuds to listen to music

**Context:** I use these headphones on a daily basis since they are the ones that allow me to listen to music in the comfort of my home as well as when I am commuting to college or to another place, like all headphones it fulfill the function of playing music, answering calls and many more; however, its main purpose is to play music in high quality and for several hours. Mine are from the same brand as my cell phone, but it does not have many functions like the iPhone.

**Product:** My headphones are wireless headphones that have the mute option, this option cancels the noise around me and allows me to listen to music in a better way. My headphones only have two touch options with which I can pause and resume songs. Despite their few touch functions, I decided to buy them since the sound quality and design are good. Since their design are different from those found on the market.

**Actions:** Since I paired them with my cell phone a long time ago, the only thing I have to do is take them out of their case and put them in my ears, once I have them in my ears I can touch them 2 times to resume the last song I was listening to or 3 Sometimes I skip songs, something I use my headphones when I am cooking while I leave my cell phone on my bed, I am surprised that despite the distance the connection is quite good. In case I want to activate the silent mode, I just have to keep my finger on the headphones,

and it will immediately activate the system, allowing me to play music without hearing the people around me.

**Thoughts or emotions:** It makes me very happy that despite the years they continue working correctly and I like that many people ask me where I bought them and many of them liked the design; however, I feel that little by little the battery is dying as well as sometimes they have connection problems especially when I am on the subway. The other day I tried some AirPods and I was fascinated by the design. Since then, I feel that I like the design of Apple headphones much more since the style of my headphones are a little old.

## 6. Use of Microsoft Teams

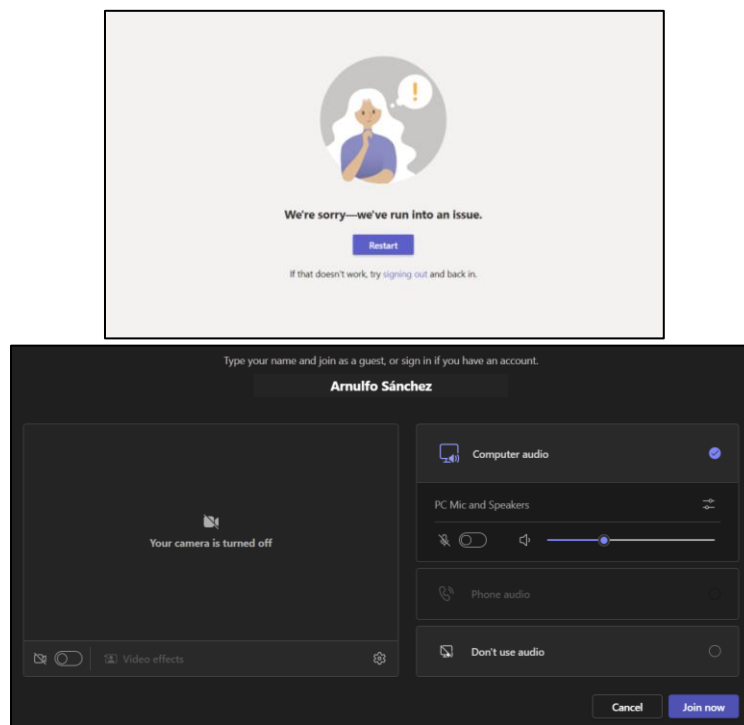


Figure 6. Opening Microsoft Teams application to join my online class

**Context:** This tool is used by the college to transmit virtual classes, in which you can share the screen and activate the microphone as well as the video camera. A very essential option is the translation option which allows you to read what the professor is saying in real time. I use it at home every Tuesday since I have two virtual classes.

**Product:** This is a tool that allows a large number of people to meet, in my case I use it to take my virtual classes, which are transmitted by this tool. In past years I had used it, but I feel that the way it shows each of its options is more innovative since they are easier to find, and I feel that it can be better than the zoom tool.

**Actions:** It is very easy to use and easy to download. Additionally, it presents an online version which allows you to use it without downloading the application. Among its options, the most important and most used is the transcription option since sometimes it is difficult to understand what my colleagues are saying. This is why I turn on the transcript to read the comments. Once the user opens the application,

they must give permission to access the camera and microphone. If the user does not have access, they will not be able to share their opinion or open the camera since their authorizations were denied. After accepting the authorizations, the user must give the user a name and then they will be directed to the room where the class or meeting will be discussed in which they can raise their hand or type in the chat.

**Thoughts or emotions:** It is a powerful tool that allows me to take my classes from the comfort of my home. One good thing is that many professors record the classes allowing me to watch them once they upload the video to the Blackboard platform which allows me to rewatch the content of the lesson. The transcription option is very important since it allows me to read the conversation which will make me fully understand what is being discussed in class. I like the purple color on which the application is based, and I like the methodology in which they made the option to raise the hand since it shows a number indicating the order in which the hand was raised, its purpose is to generate an order of questions or class contributions.

## Part 2: In-Depth Analysis – 2.5 Points

Select one of the interactions you documented in your journal. This will be the interaction you analyze in detail.

- **Use of Instagram video call**

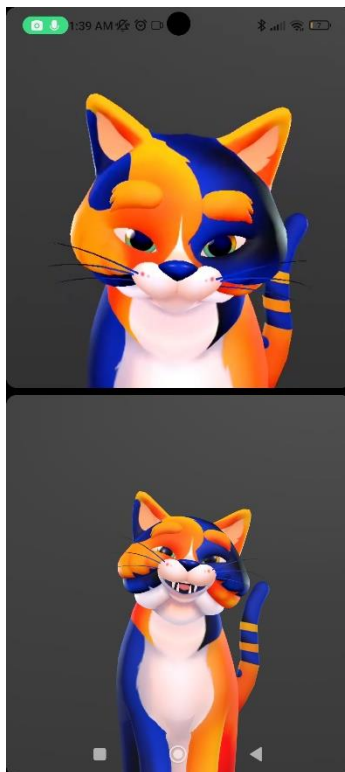


Figure 7. Using the filter function when calling my friends and/or family

**Goals or tasks:** Its function specifically is to interact with all the people I follow, for example friends, family, etc. The way it does this is through images or videos as well as video calls. Nowadays it is not necessary to send text messages since it has become a trend to share everyday life through this type of application

(Instagram, Snapchat, Facebook, etc.). One of its functions is to share and upload videos as well as chat and keep your followers informed through dynamics or photos of your daily life.

**Steps or stages:** In general, many people check their cell phone once they wake up, it has become very normal to sleep next to the cell phone as well as to use it as soon as we wake up.

There are several stages in the use of this application, one of which is when the person is bored and only wants to see content from several people on a single platform.

1. When a person is in a state of boredom, they open the application first.
2. Check if they have any notifications or messages.
3. Go to the top to see the stories.
4. Click one by one until they find some information or photo that they like.
5. As soon as they get bored, they return to the main screen where the user can review all the videos and photos that were posted.
6. This cycle is repetitive until the user changes activities or gets bored of the content that they consume in the app.

Another stage is for people who use it in their diary as a communication channel, the steps are very similar to the previous stage, however the interaction with their friends or followers is added in a personalized way.

1. Once the Instagram application is opened and used, the user can go to the chat area.
2. In this area the user can talk to several people at the same time through messages or video calls.
3. Instagram allows you to send images and delete them after they are opened, thus allowing a security channel for its users.
4. While the user chats or calls their friends, they can continue using the other options of the application without any problem or bug.
5. Once the user wants to exit, the application lets them exit without any problem, but it will send them a notification every time someone texts to them or calls them via video call.

Another interaction that many users have is to have 2 accounts, this is used to have a public account in which you can upload general content and another more private one in which you only have close people or for the purposes of only uploading photos. **In many cases this is used as a portfolio method by architects, photographers, or artists, in this way they keep their personal and professional accounts separate.**

Another stage or methodology is for people who have their accounts linked professionally since they are not in charge of consuming content but rather uploading content.

1. First, they must have an account in which they can attract the attention of their clients with images that stand out and are attractive to the consumer.
2. Once positioned in the market, they constantly upload content to show their new products, articles, etc.
3. They carry out activities with their followers to retain them and generate an environment of communication and attachment.
4. These accounts are in charge of holding events in which they invite artists, causing more people to visit and thus expand their brand.



**Interface, feedback mechanisms, and user inputs:** The user interface is fundamental in this application since it presents several options, however all of them are showed on the same screen, that is why it does not have many levels of depth, everything is very close and easy to search, thus allowing its use regardless of the age of the user, in my personal opinion I have seen older people who even know much more about the application than me. This makes the app very inclusive; a very fundamental idea could be the use of ASL since I do not think it has this feature. Regarding feedback mechanisms, as every important and top application presents with communication channels in your account in which technical support can communicate via electronic or telephone to solve your problem, I have not heard of any problem other than account cloning and account theft, I have heard of some cases the technical support has always been available to help.

As for user inputs, it has a lot since it allows you to like photos and videos, follow new people, make calls, hide/open the camera and microphone as well as the use of music and filters in your images, videos and calls.

**Usability and user experience (UX):** Since the creation of the Instagram application, it has fulfilled its purpose of entertaining and giving life to a digital world for its users and over time Instagram has been able to adapt to the current world through the expansion of its tools that allow it to meet the goal of being able to upload content and consume content. In terms of the product experience, I think it is very targeted since it presents many functions in which different types of users can use the application. This is allowed since the application is modeled based on the interaction with the user because it will be able to illustrate personalized content. The user experience with this application is reflected in the large number of people who continue using this app (Instagram) in addition to the fact that more and more people create accounts in order to be part of this world of Instagram. This relationship allows us to see that the user's satisfaction with the application is high and the way its design was carried out was fundamental.

**Reflection:** This is one of my favorite applications and it is essential in my daily life, not only because it takes me out of my boredom when I am at home or commuting but also because I can know about the lives of my friends as well as the people I know. I feel that this application will continue to be one of the most important and downloaded in the world for many years more since it allows interaction with people in different ways, such as viewing the profiles of friends and famous people, publishing content of our daily life, sharing images that were published by friends and family as well as the view of funny images, this is a very important point since in many cases the most content I consume are memes, in this way this application allows me to have fun and have a pleasant moment when I am not doing any activity, its purple, red and yellow color design is very good since they make a good match in addition to having a black and white system depending on the cell phone configuration. A fundamental aspect for me is communication with my loved ones. On many occasions we send each other publications, photos, or information on the channels we created in Instagram chat. This way I can stay in touch with my family and friends; I also use its video calling option a lot since I generally call my girlfriend using this method. This application allows me to communicate with her for several hours without additional price with the only requirement of being connected to the internet. Through this communication channel we can talk and see each other and sometimes we use filters to annoy each other which I find very funny and cool. The purpose of Instagram was very basic in its beginnings but now it is an application that can offer a large amount of content. Its design, in which it allows you to find and interact easily allows it to continue being one of the favorite applications among technological users.