

COMP3511/9511 Human Computer Interaction

Tutorial and Laboratory 1

Agenda

- Introductions – 15 minutes
- Web Site Review and Heuristic Evaluation, Usability and User Experience Goals, and Design Principles Exercise – 60 minutes
- Redesign of the Doorbell System – 25 minutes
- Wrap-up and Marking – 20 minutes

Aim

The aim of the first lab is to familiarize you with the heuristics and design principles that you have covered in the first week of lectures, by applying these principles to evaluate a website. In the first section of the lab, will have your tutor go through the different heuristics and design principles and show an example of applying them to a website. This is a small-scale exercise of what you will be doing in your Assignment 1. You will then go on to do this with another website. This is also an opportunity for you to learn the different aspects of OneNote, which you will be using as your design diary. You will then be asked to redesign the doorbell system that I have recently encountered. Please make sure to use your OneNote design diary to complete all the exercises in class. Your tutor will be marking the design diaries at each class.

Introductions

15 minutes

Your tutor will lead you through an introduction exercise playing a bit of Zoom Bingo – please turn on your cameras if you can, as it really helps to interact and engage with the tutorial and the material.

Heuristic Evaluation, Usability Goals, User Experience Goals, and Design Principles Exercise

60 minutes

In this exercise:

- As a class, we will discuss what makes an interface (in this case, specifically a website), good and bad.
- As a class, we will be looking at:
 - Ticketek: <http://ticketek.com.au>
- Your tutor will discuss the different principles and show you an example of applying some of these to the website above. We will consider whether the site provides a positive or negative user experience.

- Then, you will take the time to look at **ONE** of the following websites:
 - Coles Online: <https://shop.coles.com.au/>
 - The Iconic: <https://www.theiconic.com.au>
 - MSY Technology: <http://www.msy.com.au>
 - Yale School of Art: <http://art.yale.edu>
- In your OneNote design diary, establish whether the website you selected provides a good or a bad user experience, what are the issues that you have found? How would you rate these from good to bad experience?

In the first lecture, you were introduced to the concepts of heuristics, usability and user experience goals, and design principles. These all play a part in delivering positive user experiences and making websites and interfaces “user friendly”.

Choose one website from the above choices and now consider some reasons as to why a particular website interface is good or bad. Each reason must be accompanied by a screenshot, which is annotated and placed in your OneNote design diary. For the negative examples, you should provide commentary as to how these can be improved. Please provide at least five examples. Your tutor will be marking these.

As you go, try and link your observations to the design principles, heuristics, user experience goals and usability goals that you have been introduced to in lectures. Further information on the heuristic principles can be found in Interaction Design 5th edition,

- For Design Principles: Section 1.7.3 (p26-32) in Interaction Design (Sharp, et. al 2019). Also, further details in Chapter 1 (Norman, 1998)
- For User Experience Goals: Table 1.1 (p22) in Interaction Design (Sharp et. al, 2019). More information on User experience goals, Section 1.7.2 (p22-26) in Interaction Design (Sharp et. al, 2019)
- For Usability Goals: Section 1.7.1 (p19-22) in Interaction Design (Sharp et. al, 2019)
- For Heuristics: section 16.2.1 (p550-560) in Interaction Design (Sharp et. al, 2019)

Redesign of the Doorbell System

25 minutes

Recently, I went to visit a friend, who lives in a multi-story building with many apartments in each. She is in apartment 7E. When arriving at her block, I was faced with using the following intercom to ring the doorbell:



Figure 1: You are first greeted by this screen... what would you change on Screen 1?



Figure 2: You then progress to this screen, once you press anything on the keyboard... I had entered the 0 to fill in the three spaces.... What can you change on this screen to make it more intuitive?

In this exercise, you will use your knowledge of usability principles and heuristics to redesign this screen – what would you do differently to make it more efficient to ring the right apartment and to know what to do? Use your OneNote design diary to sketch out a few ideas, which we will then discuss as a class. You can either sketch directly into the digital diary, or you can sketch on a piece of paper and attach the image to your design diary page for this week. Your tutor will look at your work and lead a short discussion into some suggestions that students have made.

Wrap up and Marking

20 minutes

Consider and reflect in your OneNote design diary:

- Reflect on what you learned today?
- What was the most important piece of information that you learned?
What topic do you need to go back and review?