COMP3511/9511 Human Computer Interaction

Tutorial and Laboratory 2 (Week 1)

Agenda
- Stakeholders Exercise – *30 minutes*
- Personas/Scenarios – *50 minutes*
- Accessibility Exercises – *40 minutes*
- Wrap-up/Assignment Questions

Aim
In the first part of the laboratory, you will obtain a bit more practice learning how to write and design scenarios and personas using stakeholders. You will also spend some time thinking about users and stakeholders.

In the second part of the lab, you will be examining accessibility. Using the Web Content Accessibility Guidelines (WCAG) 2.1, you will assess Moodle for issues. We will then discuss the issues of accessibility you have found, and you will reflect in your design diaries on the process.

Background Reading
Personas
Three Important Benefits of Personas, Jared M. Spool,
https://articles.uie.com/benefits_of_personas/

Accessibility
Preece (2019) Beyond Human- Computer Interaction, 5th Edition:
- Chapter 1 Accessibility, Section 1.6 p17-18;
- Chapter 7, Section 7.2.19 Brain-Computer Interfaces p250-189.
- Chapter 12, Section 12.4 Concrete design (p445);
- Chapter 12, Case Study 12.2 Deaf Telephony p455-456;
- Chapter 16, Box 16.2: Evaluating for Accessibility p.557-558

Web Content Accessibility Guidelines (WCAG) 2.1:
https://www.w3.org/TR/WCAG21/

Determining Stakeholders Exercise
15 minutes

Interaction design and usability are all focused on the user and the needs of the users, it is therefore imperative that we begin to understand just WHO the user is. There is always a large and varied number of people that have a stake in the development of a successful product, called stakeholders.

In this exercise:

- You will try to determine the stakeholders for a small number of different systems.
- Please use your OneNote design diaries for this exercise.
- For each of these systems, write down two different users for each category of stakeholders (primary, secondary, tertiary and facilitating)
- The systems you will be considering are:
    o Moodle Learning Management System (on any device)
    o Deliveroo (on any device - PC, laptop, smartphone).

Persona Development Exercise
30 minutes

In this exercise we aim to refine our understanding and our ability to develop personas. Please keep in mind that usually personas are based on research, such as interviews and other methods, to establish the target audience of the particular application. However, in this case, we will base a persona on a student – so something very familiar to you. We will consider a redesign of Moodle.

In this exercise:
- Discuss what a persona is (your tutor will lead a discussion of what a persona is)
- Discuss how to structure a persona (your tutor will discuss the structure of a persona)
- Develop an example persona, based on a student using Moodle to complete their coursework. We have chosen this particular case, as you have great insight into who the target audience is and what their needs and requirements are. Use your private design diary OneNote space to write your persona. Your tutor will choose a few random personas (without using your name) and place them into your tutorial OneNote collaborative space so you can discuss with the class the personas written.

Scenario Development Exercise
20 minutes

In this exercise we aim to refine our understanding and our ability to write scenarios. Please refer to Preece, Section 11.5.2 p408.

In this exercise:
- We will discuss what a scenario is (your tutor will lead a discussion of what a scenario is and how it compares/succeeds a persona)
- How to structure a scenario (your tutor will discuss the structure of a scenario)
- You will now develop a scenario yourself using your private design diary OneNote space. Your tutor will choose a few random scenarios (without using your name) and place them into your tutorial OneNote collaborative space so you can discuss with the class these scenarios.

Using the persona you created in the above exercise, now create a scenario about a student who is using Moodle to complete their coursework. Think about the student's goals when using Moodle, and provide a 'plot' to the persona.

For the scenarios:
- Remember to name the person and provide their age (as per your persona). In the narrative, provide some discussion of their goals and the context of their work.

This **must** be done in your design diary OneNote space. Your tutor will be able to provide some feedback on your scenario.

Universal Accessibility
40 minutes

In this exercise we will:
- Use the Web Content Accessibility Guidelines (WCAG) 2.1: https://www.w3.org/TR/WCAG21/
- Consider the importance of accessibility

You will now use Web Content Accessibility Guidelines to examine the Moodle website. Find three ways in which Moodle does not meet the Accessibility Guidelines and make a note of these with screenshots for examples in your OneNote private design diary. Your tutor will choose a few to share at random and will then lead a discussion:
- Consider a person with a physical impairment that prevents them from using a mouse device. They may only be able to use a joystick in the up and down directions. How would they enter text into a computer?
- Consider a blind or visually impaired computer user. What sort of support do you think they would need when using a computer with a graphical user interface?
- Consider the accessibility features that are provided by the operating system you typically use.
- Now consider the persona and scenario exercise that we had completed above. Did you consider a student with a disability? How would you modify your persona and scenario to do this?

Marking and Assignment Questions

- If you have any issues or questions regarding Assignment 1, please use the Moodle forum
- Your tutor will now mark off your design diaries for this week. They should contain the exercises that we have just completed.