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CONCORDIA UNIVERSITY
DEPARTMENT OF
COMPUTER SCIENCE AND SOFTWARE ENGINEERING

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QUIZ 2

Name:

ID:

INTERFACE REQUIREMENTS

Answer All Questions
Answers should be properly justified

Consider a Search interface for an operating system to achieve the goal of finding one of the following types of information:

- *Document files* (one or more file types of PDFs, word processor files, spreadsheets, or presentations), containing the user-specified keyword(s) in their names; or, optionally, in their contents, or
- *E-mail messages* containing the user-specified keyword(s) in their subject; or, optionally, in their body, or
- *Media files* (one or more file types of pictures, audio, or video) containing the user-specified keyword(s) in their names.

This is typically achieved by performing the following in an appropriate order: select the *information type* (Document/E-mail/Media), enter the keyword(s), enter/select the *search criteria*: all desired file types (PDFs, word processor files, spreadsheets, presentations, pictures, audio, video) and whether to optionally search in the file contents (if possible), and perform the search to display the result.

- (a) [1 mark] What is the common characteristic among all typical users for this interface? Why?

They all are able to use a computer. They have knowledge of the technology and use it in their daily routine. what? -1/2

- (b) [1 mark] Would you use personas to document the user characteristics for this interface? Why or why not?

Yes because not every user has the same proficiency and do not perform tasks of the same complexity. Personas would be great to highlight the varying needs of the different user groups. completely irrelevant -1

- (c) To establish each of the following requirements in user-centered design, state which technique (questionnaire, interview, direct observation, researching similar designs, analyzing existing documentation) is the most appropriate and why.

- (i) [1 mark] Should the user be allowed to specify multiple information types for a search?

Direct observation because it will allow to understand the workflow of the user and the type of tasks he would use the system for. This would establish if this feature is useful to them. And worthy why? -1/2

- (ii) [1 mark] Should the user be allowed to enter the keywords as comma separated words or as regular expressions?

Questionnaire. It will be quick and simple to find what they are the most comfortable using and if they know regex. This could be quickly answered in 1-2 questions. Fast and cheap. *why? -1/2*

- (iii) [1 mark] How would the user prefer the result to be presented (grouped by date, grouped by file type, show only file name, show file name and the lines within the file containing the keyword, ...)?

Interview. Since you try to get an idea on what they would like to have and what would be beneficial to them, the interview would be a great way to directly ask every user type about it. *why? -1/2*

- (d) [1 mark] As an expert designer, would you require the user selects the information type (Document/E-mail/Media) before entering the keywords, or in arbitrary order? Why?

I would require entering the keyword first as you obtain relevant results with the keywords only. The information type acts like a filter and since it is not the main parameter of the search, it should be after. *why? -1/2*

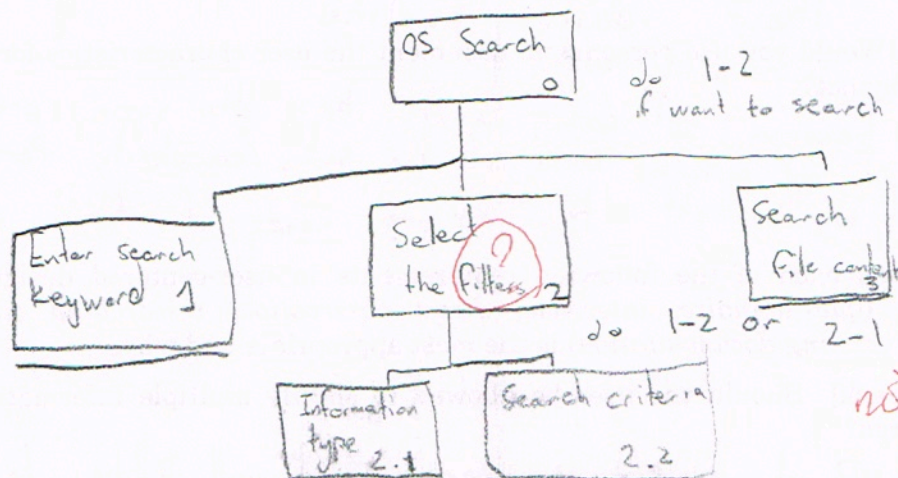
- (e) [1 mark] As an expert designer, would you require the user selects the information type before the search criteria, or in arbitrary order? Why?

Arbitrary order: both of these act as a filter on the search results provided by the keywords. The order would depend on what the user is looking for. It should not have a specific order. *completely irrelevant! -1*

- (f) [1 mark] Would you use an use case or a hierarchical task diagram to document the requirements of this Search interface? Why?

I would do a use case to document the requirements. The hierarchical task diagram only shows the breakdown of task with very few details. A fully dressed use case can explain the whole interaction with a high level of details. It is more complete and detailed. You want that for your requirements. *irrelevant! -1/2*

- (g) [2 mark] Draw the hierarchical task diagram for this Search interface clearly indicating all the subtasks and the order in which they should be performed.



not the given task! -1