IS4300: HCI

Task analysis, use cases, personas
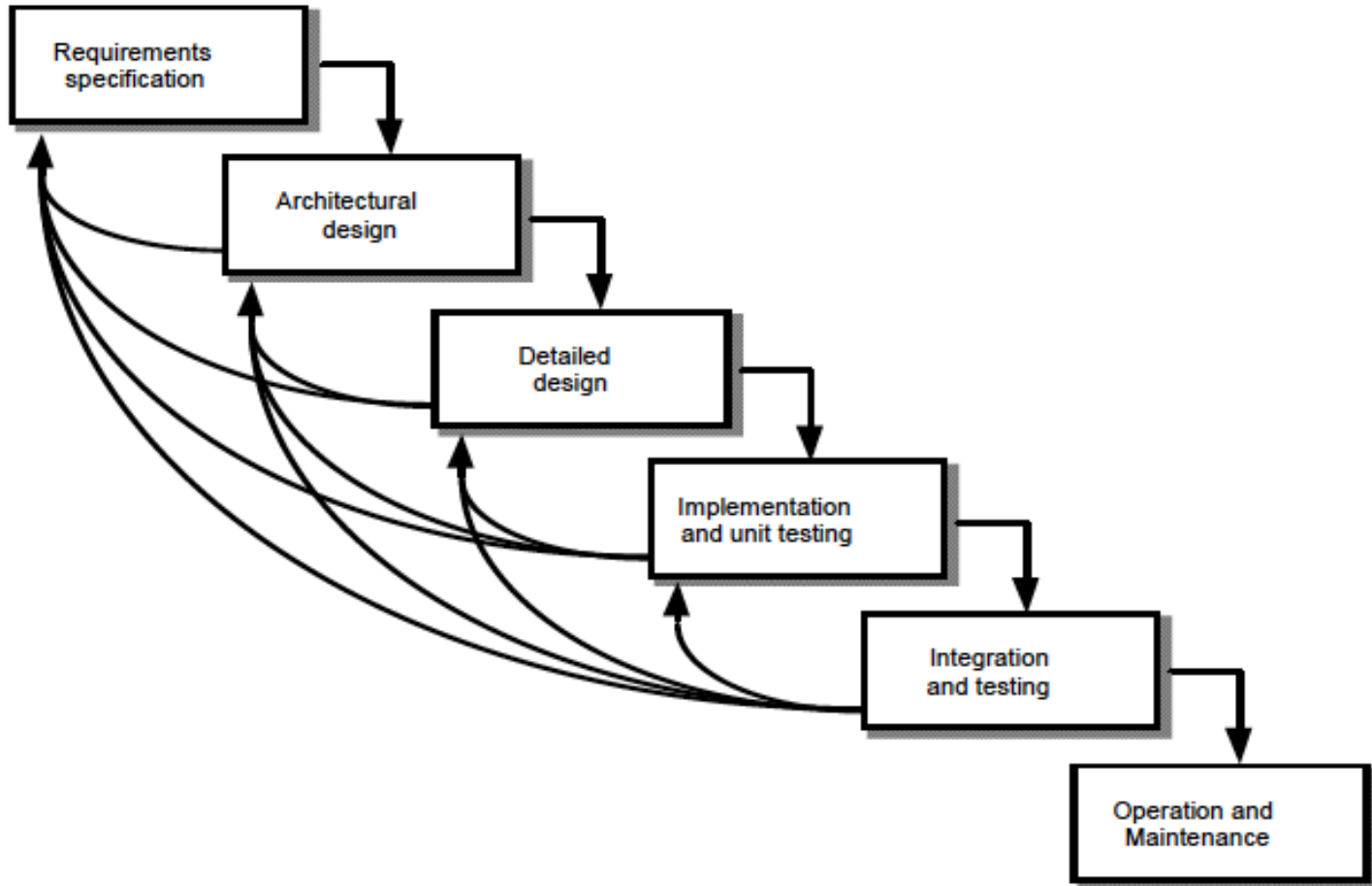
Spring 2013

Today's Agenda

- More on task analysis and scenarios.
- Go over next homework assignment
- Feedback on team projects

Talk about last week

Lifecycles for UIs

Requirement specification

Define the detailed requirements for the system you are developing

- Functionality
- Usability
- Interoperability
- User interface elements
- (Cost, robustness, compliance, etc…)

Ranges from bulleted lists to "shall" statements

Input and Output

Gather data about what users need to do or accomplish

…then…

Represent data for interpretation and use in design decisions (can be in the form of task analysis, personas and use cases)

Task Analysis

- Learning about, analyzing and describing how people do their (current) jobs/work/tasks
- Examine users' tasks to better understand what they need from system and how they will use it

Classes of Stakeholders

Primary

- End users

Secondary

- Receive output or provide input

Tertiary

- Directly affected by success or failure

- Facilitating

- Involved with design, development, maintenance

Use Cases

Which is one way to conduct task analysis, the way you learned about in the last readings and class.

- Personas
- Scenarios
- Use cases

A persona for a redesign of myNEU

- Alice D, age 23
- Northeastern Freshman IS Major
- Alice is a sports fanatic who would love to work for ESPN some day.
- When she's not studying or going to games she loves touring Boston and taking pictures.
- She goes to MyNEU primarily to check sporting events.

Example Task Scenario

Sally Harris is a high school sophomore who has been researching black holes for the past 3 months…

She is a bit worried about the space and materials provided to everyone. This year she has explored some new methods-for example, an Authorware simulation that illustrates her theory of black hole formation. …

As she studies her simulation, Sally thinks of a way to turn the lack of computer support into a "feature": She will create a sequence of visualizations that can be flipped like a deck of cards to show the animation.

Use case

SEARCH AND REPLACE

A user realizes he mis-capitalized a word everywhere in his document, so he tells the word processor to search for all occurrences of it and replace them with the corrected word.

- Abstracted from task scenario
- Not personalized

Homework 4: Wireframing

- Generate an appropriate task scenario(s), persona(s), and use case(s) to find a single or small set of problems you will address.

- Create a wireframe of an interface that will allow your persona to accomplish the goals from the use case. Use any technology you would like to create your wireframe.

Next steps for this class

- Today: work on your team project. I'll come around and give feedback.

- Continue working on team project assignment 2. It's due before the next class.

- Start team project 3. It's due in a week and half.

- Start homework 4: Wireframing. Due in two weeks. (We'll cover more useful material for this assignment in the next class.)