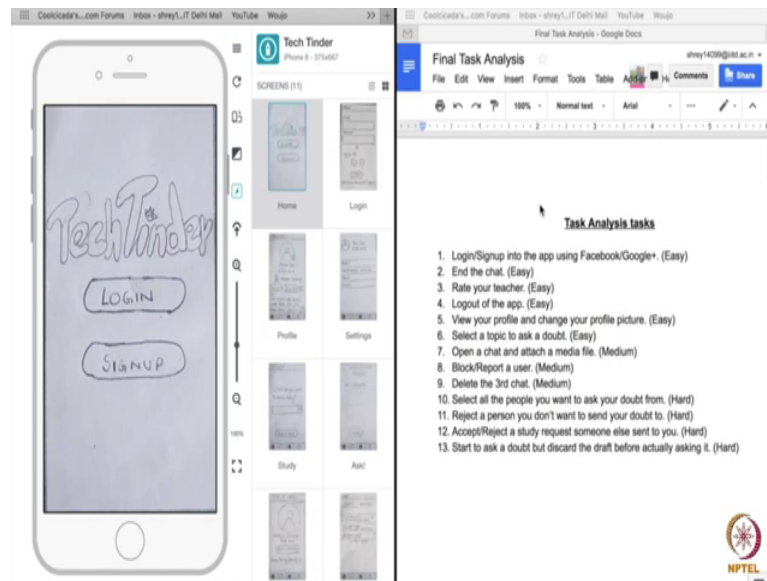


Introduction to Human Computer Interaction
Prof. Ponnurangam Kumaraguru (“PK”)
Department of Computer Science and Engineering
Indian Institute of Technology, Madras

Lecture – 15
Lab Session: Task Analysis

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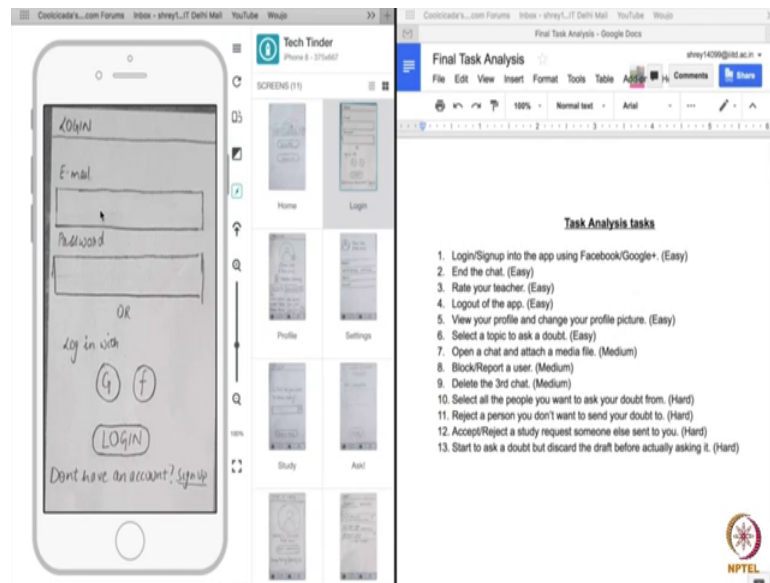


Hey everyone. So, we will now be presenting you a demo of task analysis performed on a low fidelity prototype that we have designed. Our application called tech tender allows you to find users around the campus who are experts in certain subjects that you wish to learn or wish to clarify certain doubts in.

So, I have a user here who has not seen or used this application prototype before. So, (Refer Time: 00:39) why do not you look around the application first and explore some options by yourself before I give you certain specific tasks to perform. Please try and think aloud while you are exploring the application.

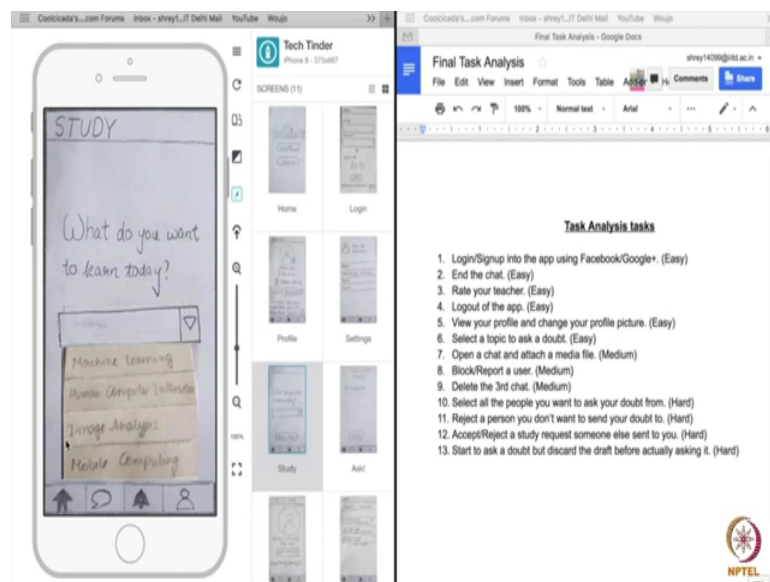
Sure. So, here I have the application in front of me, I can see a login, and a sign up button.

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When I click the sign up button It shows me a form which is right now a paper prototype so, I cannot fill it in. I assuming that I will be able to fill this in log in with Google or Face book and then I will be able to login.

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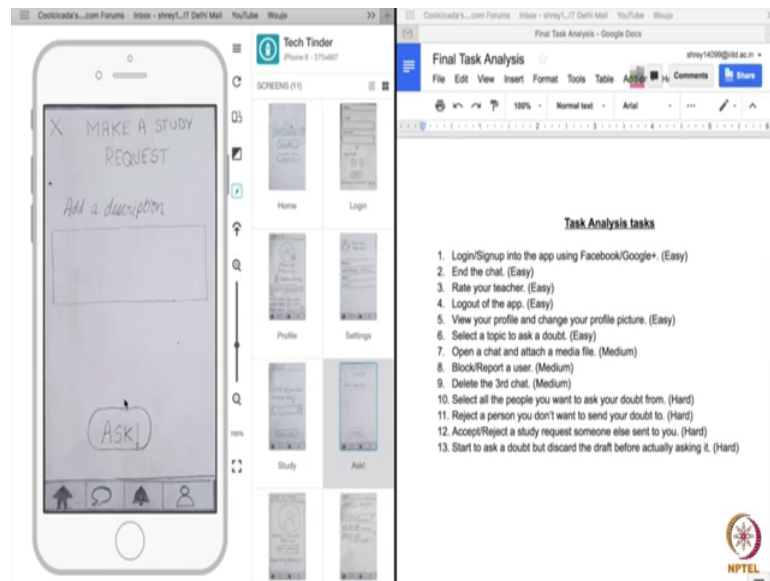


So, here I see the screen of the app with the title saying study I assume that this means that here I can select what I am looking forward to what I want to learn. And I can click here and get some subjects in the field and now I will just select/one of them.

So, consider it is selected.

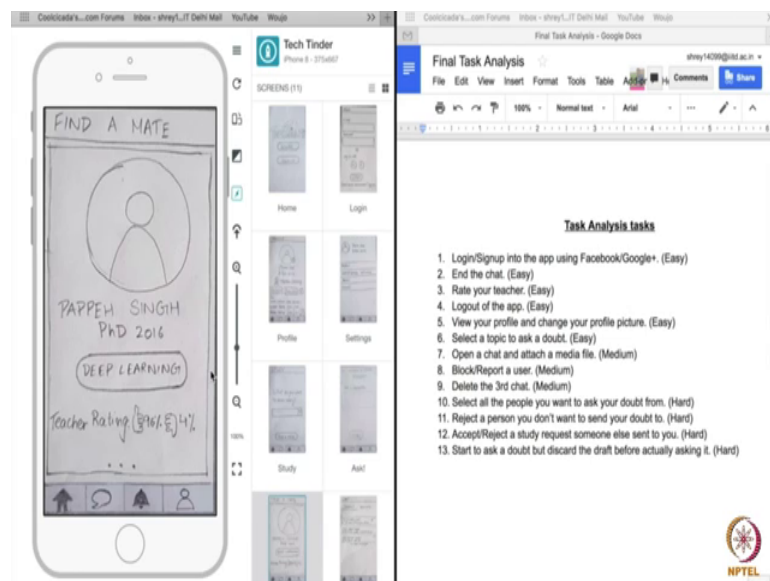
And then I click find a mate.

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So, here it says it ask me to make a study request where I can fill in some description I am assuming things like when I want to do this or what specifically I am looking for? Again I will be able to fill this in when this is a natural application and then I can make the request by clicking here.

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So, here I see a screen where I see a profile picture, and a name, and I am guessing what somebody is studying.

Right.

With the year they enrolled in, and what their experience done.

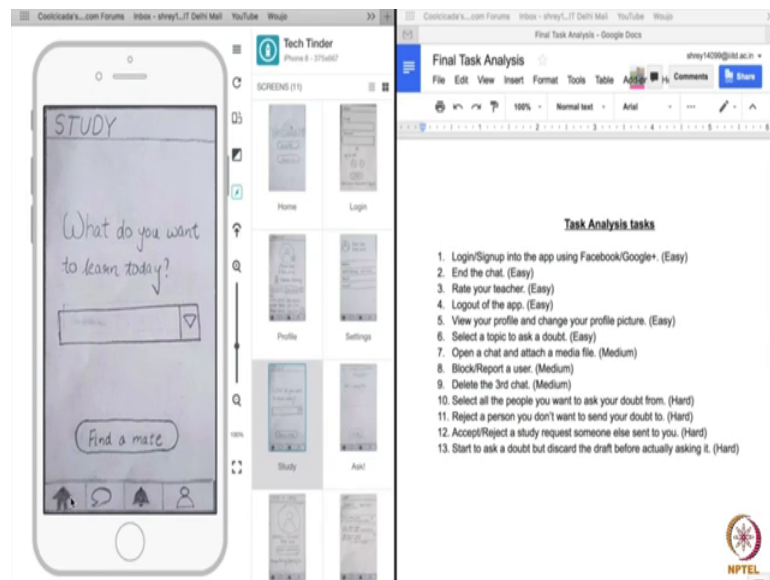
So, can you look around the apps on the application screen as well.

Sure. So, this one quick thing this teacher rating I am guessing is voted by the users and.

Yes it is voted by the users who have work with this user before who have see (Refer Time: 03:07).

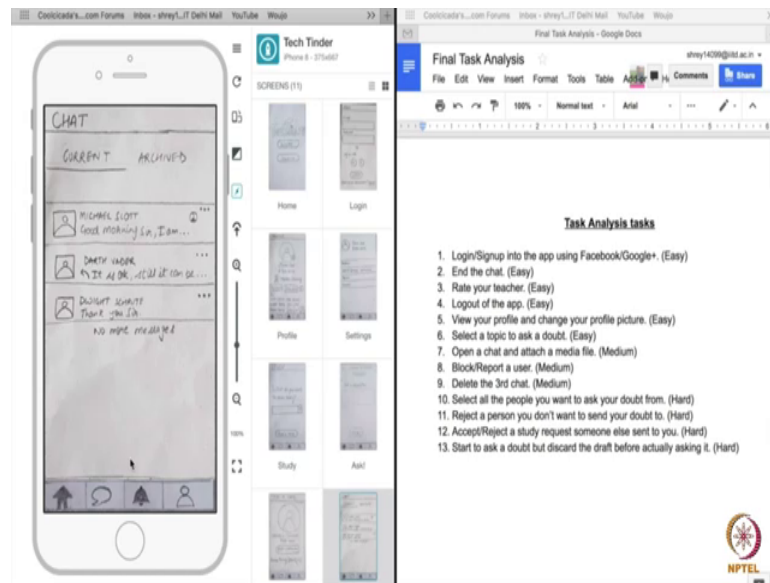
Ok sir right, right.

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Ok. So this brings us back to our home tab, so this has chat.

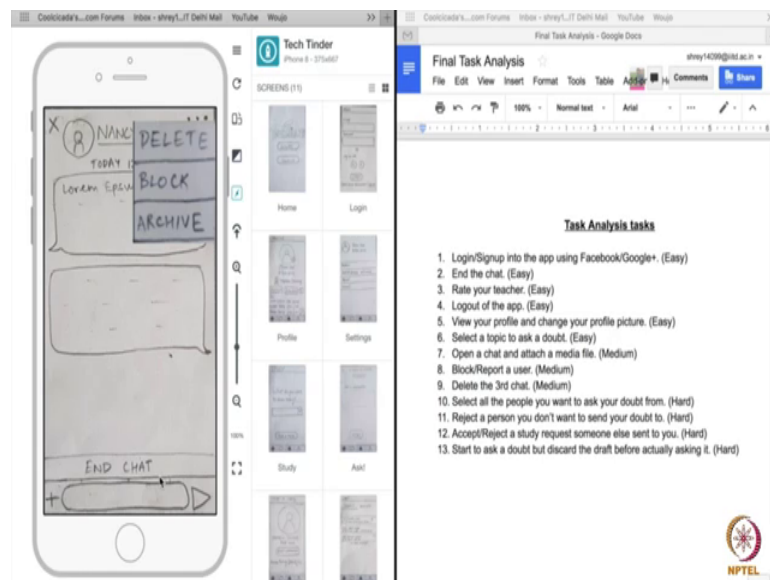
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Current and Archived. So, I can see some messages here from other people I am my guess would be that these messages are from people who have matched with.

And people who have volunteered to help me.

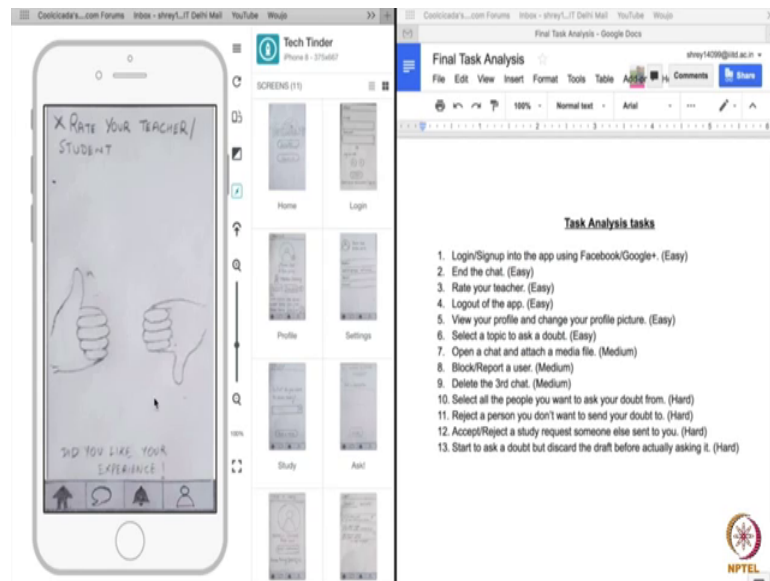
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So, this looks like a normal chat interface with the end chat option here the name the person, and this ok. So, this allows me to delete or block or archive this chat. So, what I do not is the delete here the same thing as the end chat here.

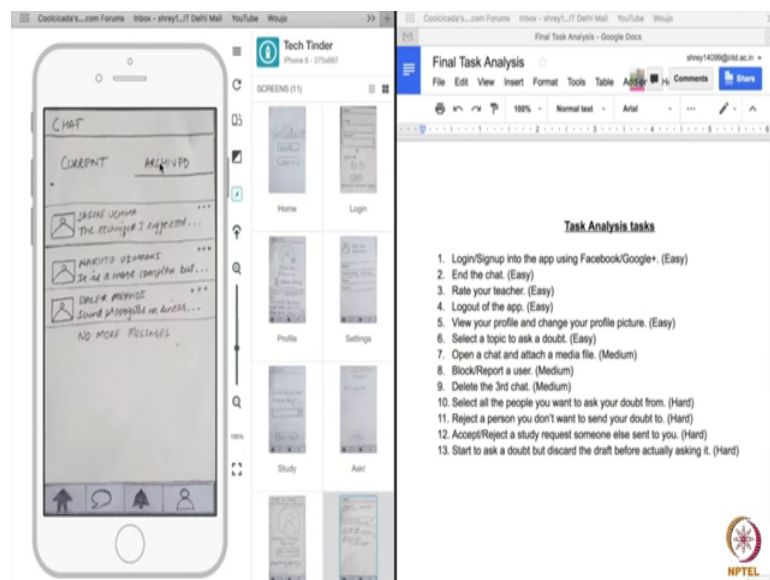
So, end chat is basically takes you out of the chat window.

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ok. Yes so, this basically asked me how the whole experience was and I can read the person here and I am guessing the rating we give here corresponds to that would be found on the profile screen, mate screen great.

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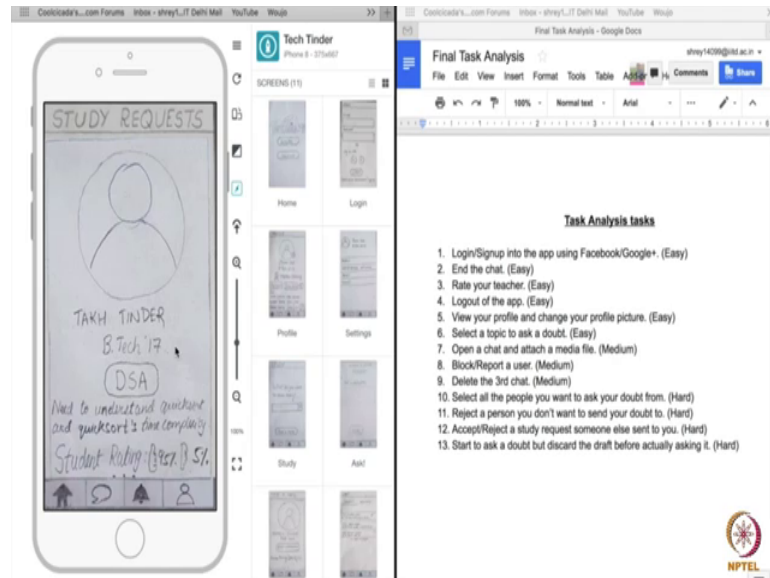
So I am not sure what archived means, but my guess would be that it is those chats that are done, I am finished with the interactions.

Right.

How I basically if I end the current chat that is what that is how I end up here.

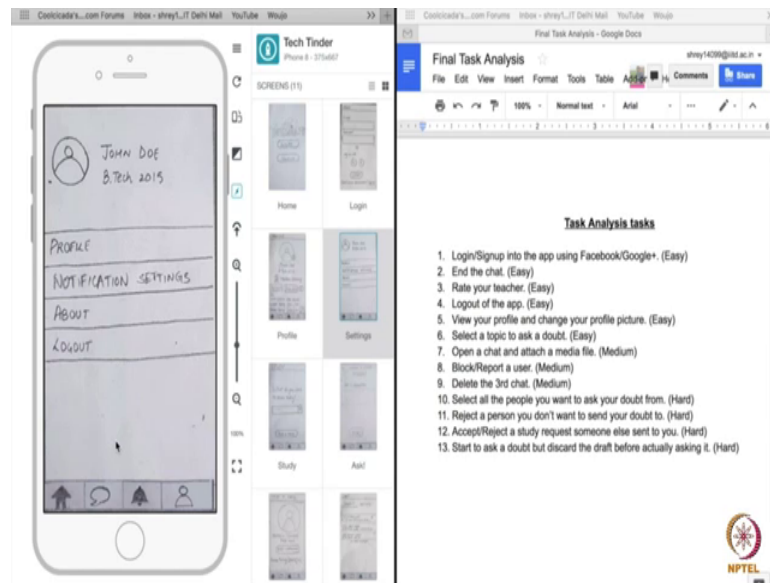
You at the back (Refer Time: 04:52) and you can do it again, but it is not an active charge.

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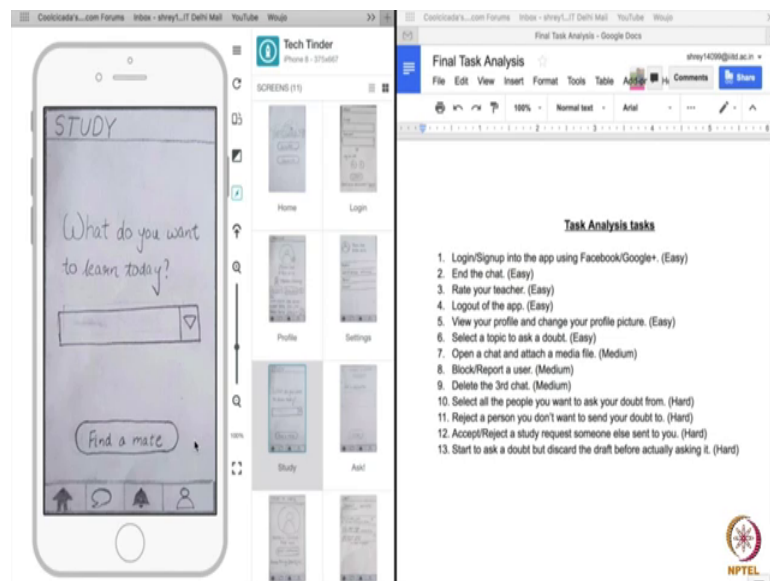
Right. So, here I can see some requests about what the who the person is? What they were studying? What they need help with and a rating for students also ok. This is very similar to what we had before this.

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And here we have a profile my name, what I am doing, etcetera ok.

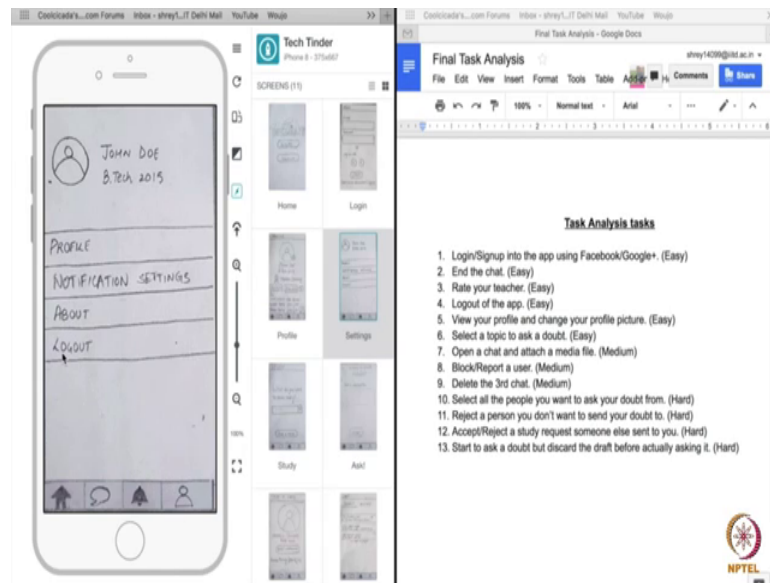
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So, why would we go ahead and give you certain specific task to perform to evaluate how easy or tough it is you are finding every task. So, we have a mixture of easy medium and hard questions to ask you. So, while going around when asking questions. So firstly, firstly let me logout of the application.

Sure.

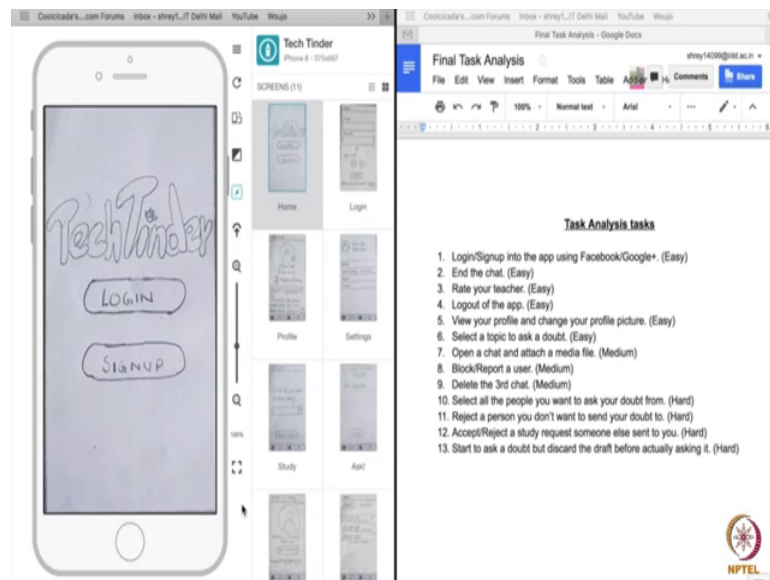
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Yeah so I see the logout, but no my profile when I can logout ok.

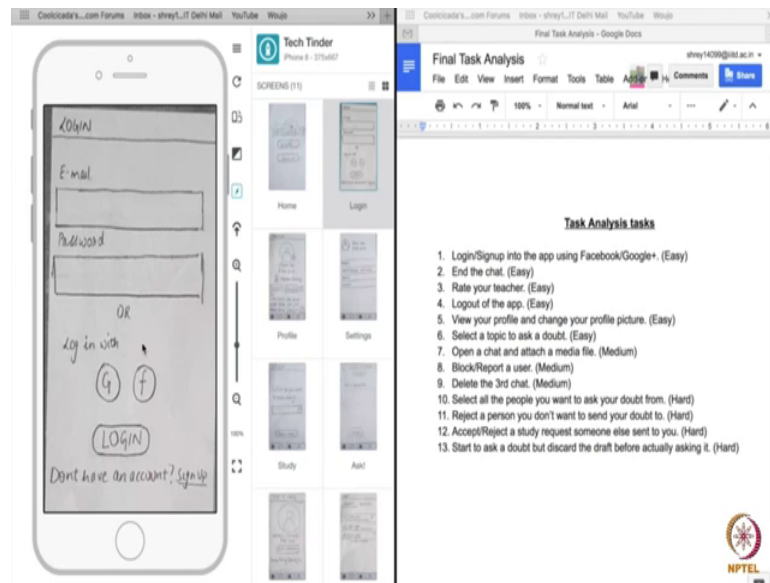
Ok.

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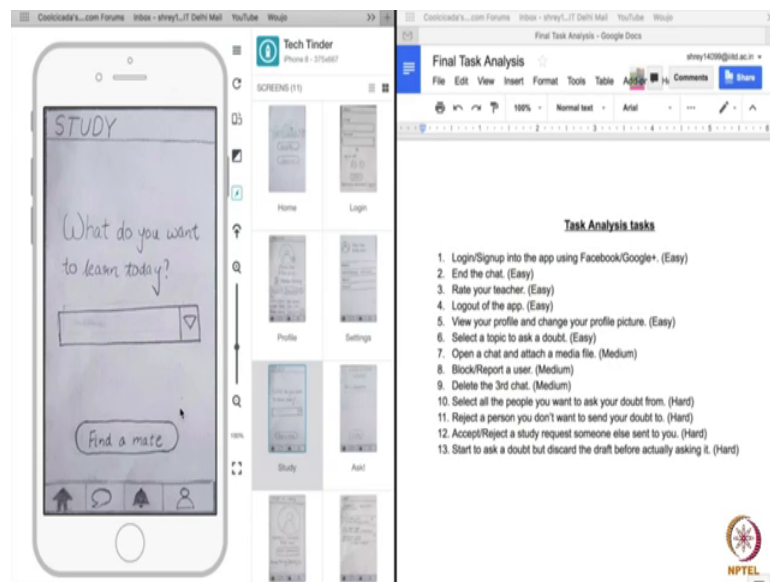
Now, can you sign up on the application using Google plus.

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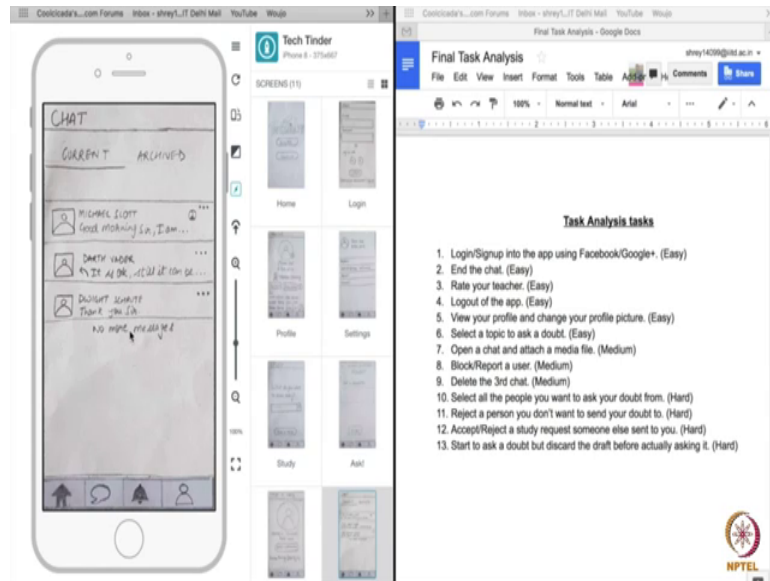
So like last time I click on the sign up button and I assuming this G is the Google plus icon and I will click on this and I (Refer Time: 06:10).

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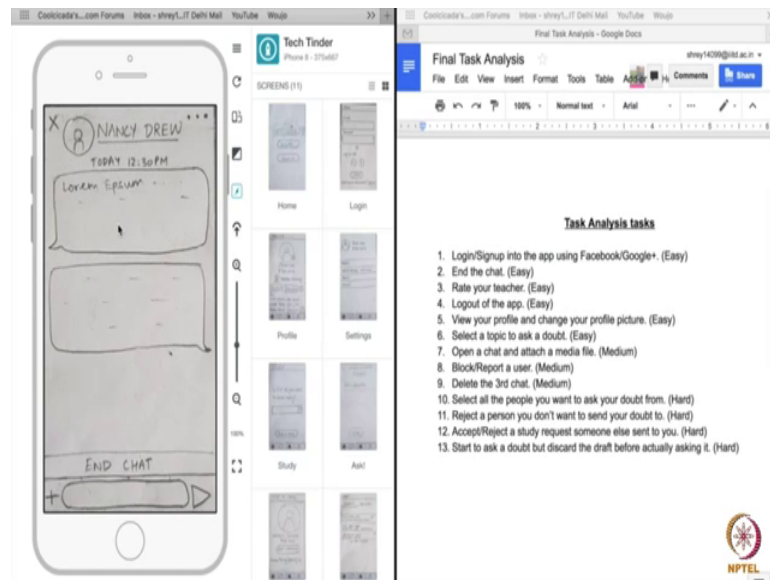
Ok. Also now can you try an end a particular chat better having with the mate.

(Refer Slide Time: 06:24)



Ok. So, I will go to the messages window. And I will go to the conversation that I am having with the person. Here I can end the chat from here right.

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Correct.

So, do you want me to read?

Yeah I want you to read the teacher as well as.

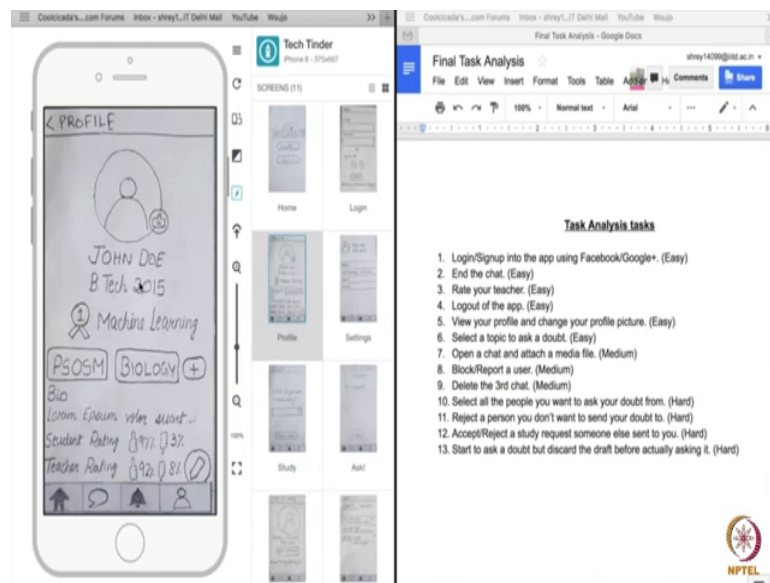
Anything or.

Yeah you can take anything.

So.

Ok. So, now, we have already done logging out of the application can you tell me how you can view your profile picture and change a profile picture in the application.

(Refer Slide Time: 07:19).



Ok. So, right this is the home button, and I will go to my profile and maybe from your ok. This is my in depth profile and I can see my skills rated ok. I think this button here should let me change my profile.

Right (Refer Time: 07:30).

So, now your next task is to select a topic to ask a doubt in that domain.

Ok. yeah so this is also the home button, and yeah so, I will just select one of these.

Ok.

And I assuming it selected here.

Yeah.

Ok.

In the real application it looks so the option that you have selected from the wrong one. Now can you open a chat and attach a media file attach an image that you want to send to a particular user an image or a video.

Ok so first I will go back to the chat, I will open up a chat here. So, I am guessing this is the only one that is accessible for this.

Right for the application.

Um And now I have to send a file so right. So, I can click here and I get the photos or audio or other option ok.

Ok. Now can you try and block and block or report a particular user that you are chatting on the application.

Ok that I am chatting with so, here I can see the people I am talking to on the messages screen and I can maybe click on this and block them.

Yes.

Ok and click block.

Yeah.

So, it will.

Yeah this is the prototype, but assuming that you have application that (Refer Time: 09:22) blocking. So, and can you go ahead and delete the third chat that you are having.

Ok. So again here and delete.

Right. So, I leave them move on to the chat end the details.

Ok through here and delete.

Ok.

.

So, now we will do a bunch of hard task can you select all the people you want to ask your doubts from in any of the subset topics.

Select all the people.

Yes in the sense that you have to make a query to find people let us say in HCI, human computer interaction you have a query in human computer interaction and you want to find people around the campus who can help you clarify your doubts. So let us see how you can select certain people that you find are a good enough to help you with a query.

Ok. So, I am on the home screen I will look at you mentioned human computer interaction I will select this. And I will put in a request to look for people and I will add in a description here, and simply ask and I find people here. Now you said I have to select people I want to ask my doubts from. So, do I click here or so can I swipe here.

Yes.

Yes the interface is similar to be the interface on tinder wherein you have to left swipe and right swipe to either reject or select certain users. So, similarly you have to right swipe and left swipe mates with whom you wish to clarify your terms or learn a particular topic.

So, it is the right for someone who I want to work with.

Yeah.

And left for someone who I do not want to.

Yeah exactly.

Ok.

So, since we have created a doubt in a particular topic can you go ahead, and reject the person you do not want to send your doubt to.

So, again I will start with selecting an interest what I want to study. I will find some I will make a request for it and if I reject if I want to reject the person I will left swipe them.

Ok right.

So, similarly you also will have certain areas of expertise on the application and you will also get a study request from people who right swipe you and when they see your reputation on the application. So, can you accept or reject a study request someone else has sent you on this application.

So right this screen looks to be where I asked for people. So, this is where I connect with people so maybe this one ok. Yeah so this says study requests, and I have to accept or what do I need to do?

Except or reject anything.

Ok. So, right if I can see a request from this person and he wants to study DSA and he needs to understand quick sort and quick sort sine complexity. He looks to have a good student reading and I would like to accept his request. So, I think I will swipe right on this.

Right. So, as soon as you swipe right and chat window open.

Ok.

Where you can talk to the user in detail about his doubt.

Right.

Also can you start to you know start asking a doubt, but discarded draft before actually posting the request.

OK. So right I will close this and I will again select something I may have a doubt in and I will look for someone to do this. And so you want me to not ask this now.

Yes because you may having a doubt.

Ok So for this I will click on this close and

Ok. So, you have successfully completed all the tasks that we have given you in this low fidelity prototype of our application. So, now, for the benefit of the students listening into

the lecture we will go ahead and share the inferences that we have received from this one task analysis that we have attempted.

Sure.

So what we got to know from this task analysis is that firstly, the left swipe and the right swipe functionality is not very intuitive to the user who is using the application the user was a bit confused regarding how to select people to ask his doubt, how to find the mate exactly.

Secondly I think the user was slightly confused regarding the difference between deleting a chat and ending a chat. Ending a chat actually archives it, but that was not intuitive enough to the user, also the user found multiple instances of the delete, chat option to be redundant and it can create a necessary confusion.

So, essentially we have these 3 takeaways for the task analysis about how we can improve low fidelity prototype. And similarly when we perform task analysis with multiple people we get in multiple opinions we get multiple different kinds of feedback about our prototype which can further help us make the prototype more intuitive, and simpler to use for the users.

Thank you.