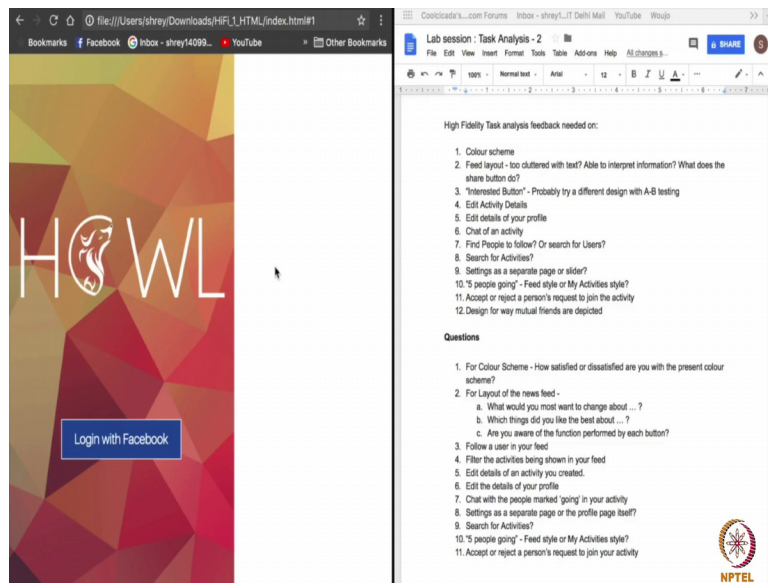


Introduction to Human Computer Interaction
Department of Computer Science and Engineering
Indian Institute of Technology, Madras

Lecture – 19
Lab Session: Task Analysis – 2

Hi, everyone.
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So, for this lab session we are going to show you a demonstration of a high fidelity of a task analysis performed on a high fidelity prototype. Earlier in this course we a demonstrated a task analysis performed on a low fidelity prototype and this time you are going to do it on a high fidelity prototype and we are going to show you what is the difference that arises in the questions that you will ask your users and the inferences that you will receive compared to the ones at we did in a low fidelity prototyping.

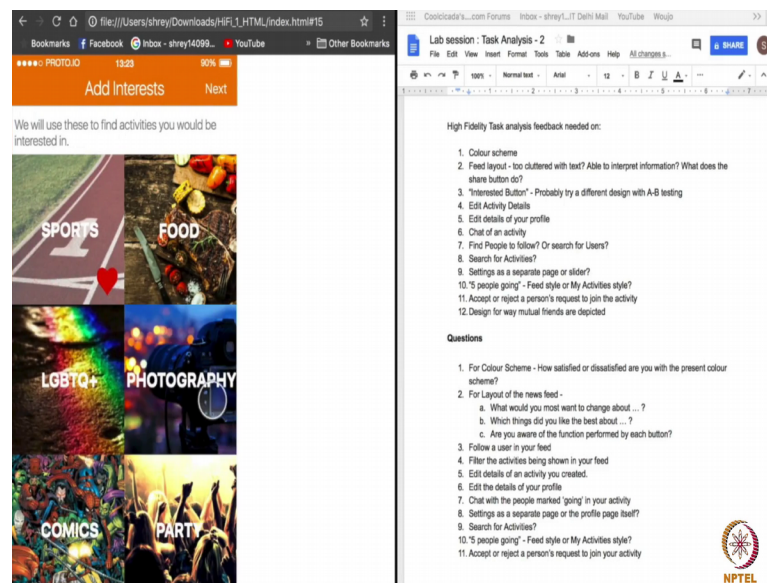
So, just to start I will give you a little background of the application; a prototype that we have here. So, this application called Howl is used to find people to connect with people with similar interest using certain activities do you want that you want to perform. For instance, let us say you were free to watch a movie in the afternoon or play tennis in the evening and you wish to search for people who have similar interests who can perform that activity along with you.

So, this application prototype we created had this use case to connect with people with similar interests. So, I have Shrey here who is going to go through the prototype, he has

not seen this prototype before and I am going to ask him certain questions that I desire to know about my high fidelity prototype. So, let us begin. So, Shrey why do not you log into the app and look around and click a few buttons and see what you can find and while you are doing that please try and think aloud to once what you can see what you feel about the elements in the UI.

Student: Sure. So, I am here on the login page and I can see a very colourful background with the (Refer Time: 02:01) the logo of the application.

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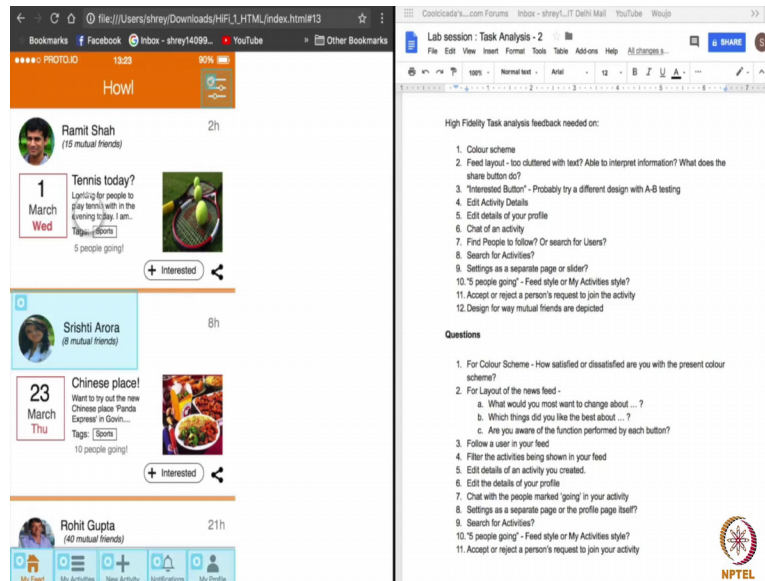


Now I will login. Ok, this page ask me to find activities that I would be interested in. So, ok, so, I am assuming that in the actual app this will be clickable.

Yeah.

Student: So, I select say sports and then I click next.

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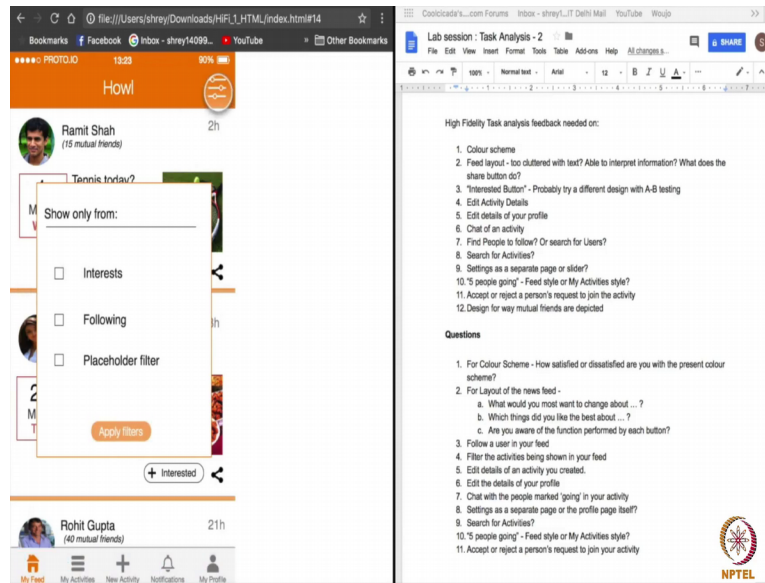


So, sure I am on a page which says, my feed, here I can see some people suppo[se]-looking for other people to do certain things. So, for instance Ramit wants to play tennis today and today being first March Wednesday and there is some information looking for people to play tennis with in the evening today I am, ok. So, tags they have tags I am not sure what you can do with that, but I can see that there are 5 people going for this. I can see there is an option I can click here if I am interested and I not sure what this button does.

Ok.

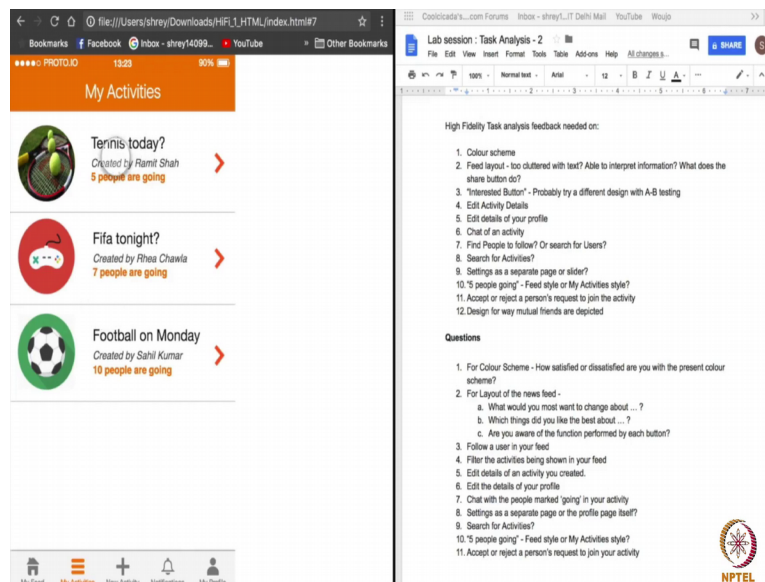
Student: So, if I click on ok, I maybe this is.

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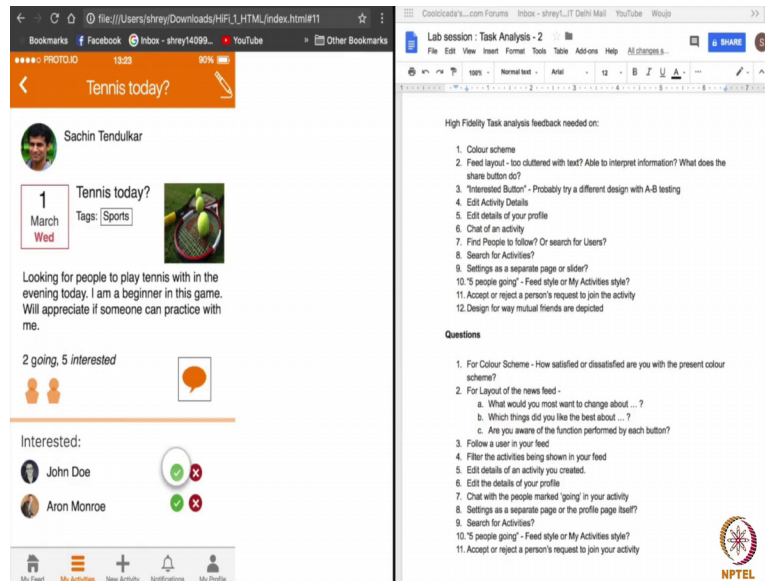
So this is filters all right. So, here I can see things like show only from interests. So, I am guessing this means I can see activities which correspond to my interests.

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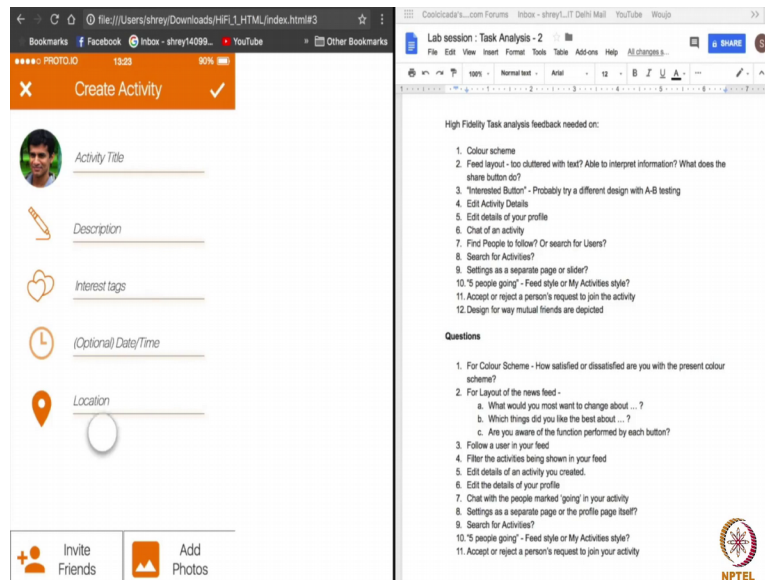
So, I will move to the second tab. So, here are my activities which I guess means that this is what I was interested in and if I click here.

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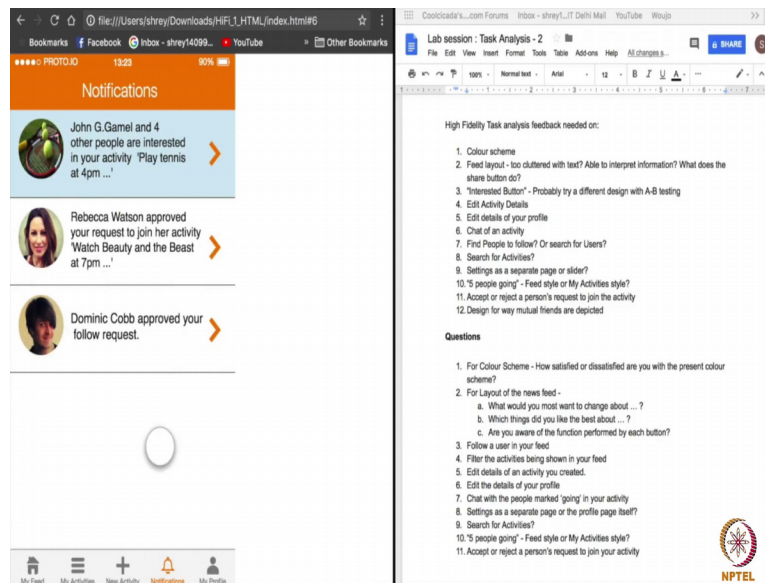
I can see so, the details for the activity I can see how many people are going and interested I am not too sure what the difference between going and interested are is right, now, but. So, here I see a chat box and here I see a pencil I am not I do not think I understand what that is, right.

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So, here I can create a new activity with the title, add what it is about, the tags now I think I am figuring out what the tags are and a time or date and a location. So, I can also invite friends or add photos.

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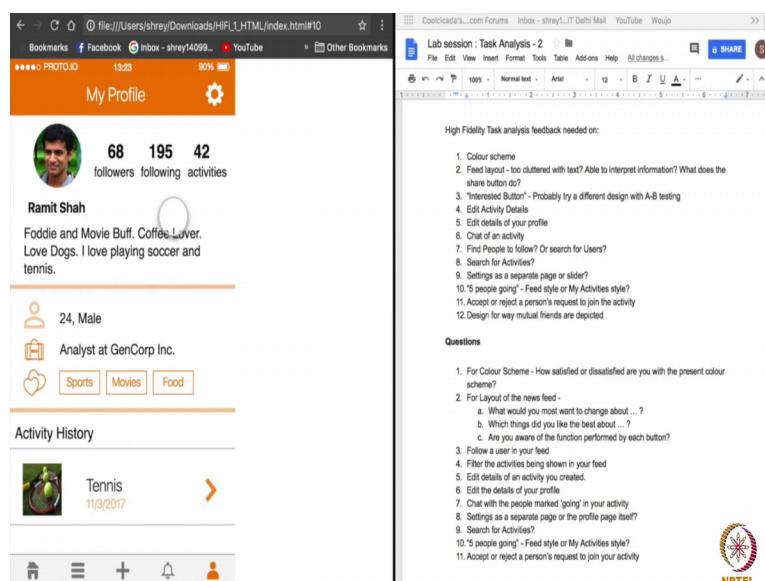


So, then I have the notifications, ok. So, four people are interested in an act in my activity oh right, ok. So, this is my activity and these people are interested and I can select them and then they would be approved and they would be going there I am guessing.

Yeah you are right.

Student: Ok, and here I can see some other notifications I try to follow this person and he approve my request.

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And, this is my profile. Here I can see how many followers I have, how many people are following and how many activities this is similar to the Instagram, UI.

Yes.

Student: here I can see some things I have written about me what I do, some tags and my activity history.

So, shall we go on and give you certain tasks to perform so we understand.

Student: sure.

Your perception of the app better so, firstly, what do you think about the present colour scheme of the app I mean how satisfied or how dissatisfied are you over there?

Student: So, I think it is a little bright and personally I like the vibrant nature of it, but I can see that some people may not like this because oranges are very I do not know for me I feel that it is a it depends on not everybody likes it that much, it is not as universally accepted, that is why I feel that.

Ok.

Student: anyway for me I like it.

Ok, ok, sure. So, what do you feel about the layout of the newsfeed, I mean is there something that you know you want to change or what were the things that you liked?

Student: So, I think over here there is a lot of text and it is a little weird and I cannot I mean I can read it, but it is a little hard to you know digest at once because there is so much text around on each post and I am not sure what this button over here does.

So, this is for sharing a particular activity to Whatsapp or Messenger if you want to share it outside the application with other people.

Student: ok. Oh, yeah that I do not think that was intuitive, I could not figure that out.

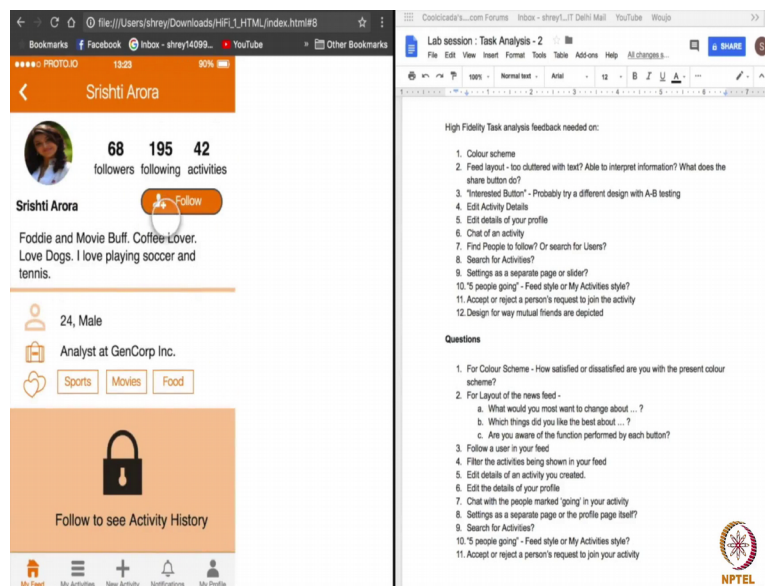
Ok. What about other buttons? Are there other buttons that you not able to understand what they do or?

Student: So, this button it took me a second to figure it out it might be neater to have like a smaller, more concise button, but which is more informative rather than just I am having a big one over here, but, yeah.

So can you follow one of the users that you can see in your newsfeed.

Student: ok. So, ok, I cannot, I will click on this one

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Yeah.

Student: and ok, I will click the follow button.

Yes.

Student: ok, right.

Yeah, in the actual application; that this will send a follow request.

Student: ok.

There also.

Student: ok.

So, you can go back ok. Can you filter the activities in your newsfeed?

Student: yeah ok. So, this is the filter button that I found earlier. So, here I can use this to filter.

Yeah so, why do not you go ahead and create an activity to do a particular task.

Student: ok. So, I will go here on the new activity. I will type in a title or description, some tags say I want to play a cricket or sports then add a location and then created.

Ok, right, good. So, let us say that you have already created an activity, how would you go ahead and edit that activity?

Student: Ok, so.

For instance let us say you created an activity to play tennis at a particular location, but you found that it is not possible to play there that evening.

Student: Yeah, ok.

So, you want to change the location to something else.

Student: So, I think I could see my history over here I will go to tennis and all right. So, maybe this pen does that and allows me to edit this.

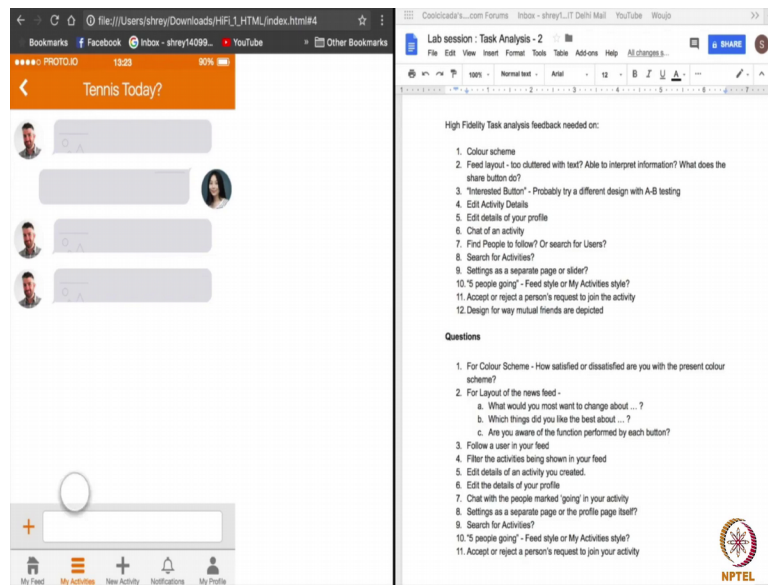
Ok.

Student: That makes sense now.

Ok. So, let us say that you have created an activity and there are certain people interested on it, how can you go ahead and chat with those people because at times you would want to you know run a background check on them or try and you know figure out certain things that you cannot do entirely on the interface.

Student: So, on this page, I see this text box the sort of button here.

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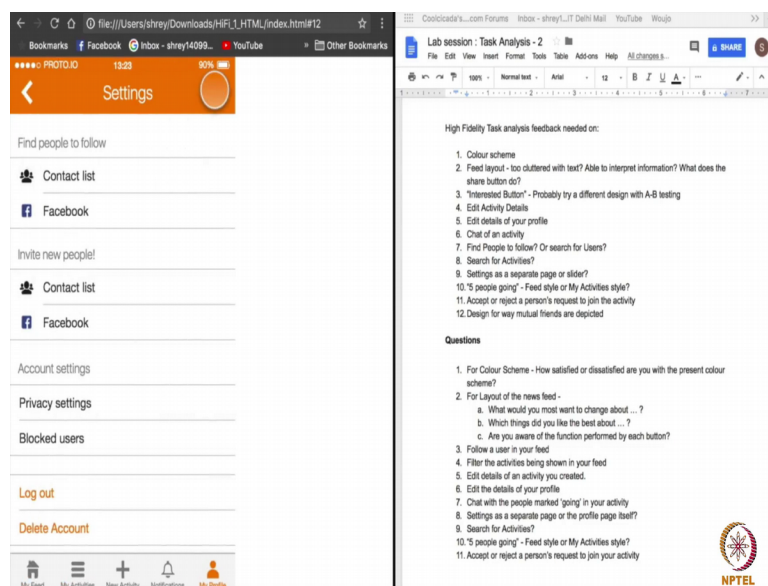


So, I think this is going to lead to the, ok, yeah. These will this opens up the chat for the activity over here.

Ok, good. So, ok, so, let us say that you have to edit the bio in your profile or like access the settings page how would you do that?

Student: So, yeah, oh not over here. So, my profile and ok, I cannot edit this through here maybe.

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So, over here would there be an option here somewhere? So, yeah I do not know how I would go about it from here.

Ok. So, you would actually when you go to the settings you can find privacy settings there, right. So, this is where you update your profile.

So, clear.

Student: Yeah, sorry. Yeah, I could not figure that out at all.

Ok, so would you want settings as a separate page or would you want to you know edit these settings from the profile page itself? Like you have a small buttons here to edit the bio or your profile picture, so, would you prefer to have a separate settings menu or have the settings in the form of a feed on the profile page itself?

Student: So, I think that having buttons on the page itself would be easier because it would be much more intuitive and since I personally was not able to figure out how to edit my details then I think that this way if there was like small buttons here to allow me to edit these it would make a lot it would be much easier for me to understand and, yes. So, I think I would prefer that way.

Ok. So let us say now you have to search for certain activities. Let us say you are free and you open this application and you want to search for particular activities that are happening around your area, how would you do that? Let us say you are interested in playing football this evening.

Student: ok. So, I am supposed to search,.

Yeah.

Student: So, no here is what I am where I am approved, I am guessing and this would let me create a new one.

Student: So, maybe it is here and so, I would say just scroll down and look for things or maybe if you said that I want to look for football specifically I would select my interests or if there was an option here where I could put in a particular say interest and then I would be able to look for it.

Ok, sure. So, one more thing about the UI of your feed, so, when you see here five people going, ten people going and when you browse through an activity that you have created you saw those people separately, right. So, which UI would you prefer here? Yeah, when you go to an activity you see.

Student: Yeah, over here.

You see this separately here

Student: Right.

(Refer Time: 13:38) are interested in the activity.

Student: Right.

And, when you go to the newsfeed you just see 10 people going, 5 people going, so, would you like to view the profile of the users here, like the activity page ?

Student: So, I think just UI wise this thing looks much cleaner.

Student: But, then there is also the aspect that I would like to know who is going for an activity.

Student: now, I do not know that is a privacy breach or not, but that is what I think it will be great to see that.

Yeah.

Student: So, I think I would prefer this one, over just seeing that there are x number of people who are going for it.

So any other comments or suggestions you would have about a design of the application or is or the or there is something around in the UI which you are not entirely sure, you have not figured out?

Student: So, the biggest issue for me was one of this button over here, the share button I could not figure out what it meant. Also I do not know what this time over here is like yeah I do not know if this is the current like the time that was posted, this says 2 hours

ago, this says 8 hours meaning 8 am in the morning. So, I do not really understand what this means.

Ok. So, thank you so much Shrey for your time and looking through the application and working for the prototype, thank you.

Student: thanks.

So, this was a high fidelity a task analysis that people found with Shrey here on this application and if you can see the differences in the questions that were there with the low fidelity prototype. In the low fertility prototype we were focusing more on the functionalities on seeing how we can refine a functionality, how we can add different functionalities, but here we were concerned more about the UI elements and the design of the application.

So, I will share the inferences that we have received from this high fidelity prototype task analysis. Firstly, the user is not entirely sure what the tags mean when he sees his news feed, he is also not sure about the share button, the share button and the tags are not intuitive to the user and it took him a moment to figure them out., thirdly the filters were also not entirely clear. The button of filters, although we thought that it is a very usual button it is a very familiar design pattern which is used in other applications as well, but the user had a bit of a problem in figuring out that the button was meant for filtering the newsfeed.

Also in the first goal the difference between users interested in an activity and the users going to an activity was not clear only when the user realized that you know if he creates an activity he can accept and rejects a person's request to join the activity only then the difference was cleared, that is something we should work upon. The edit activity button was not cleared, there was a pen there, but it was not intuitive that the pen meant editing an activity. We could probably have a button there which clearly says edit activity to make it more clear.

So, the user liked the vibrant colour design of the application and he was fine with the colours that were used in the application. The user did point out this that there was a lot of text in the activity which was looking slightly cluttered which was something that we

wanted feedback on. So, maybe we should you know do something towards reducing the description of the activity on the newsfeed.

There could be a more concise button for the interested button to show interest on activity as the user pointed out. Also editing the profile was completely unclear to the user in the settings option. The user could not figure out that he needs to go into the privacy settings to do that.

So, I think we should have settings options on the profile page itself to make it more intuitive. Also the time of an activity here 2 hours 8, hours this was a time when the activity was posted by the said person was not entirely clear to the user that is this the time when the activity was posted or is this the time after which the activity is supposed to take place. So, I think we should be more careful in making this distinction.

Thank you everyone.