

JOENSUUN YLIOPISTO

Tietojenkäsittelytieteen laitos

Usability Engineering / Käytettävyystekniikat

EXERCISES 2, Week 4

4: normal task

Contextual Task Analysis tries to observe what are the current practices and working models of users in their normal environment. Imagine that your product's goal is to replace filling a paper form and then transcribing that information into a database, by an online version. This can happen for instance when reporting an insurance case, booking a hotel or flight by phone, ordering a meal, etc.

- a. Choose some task where papers are manually filled and then stored to a computer. From a point of view of the officer who files the form, how does a task scenario look like (basic discrete user tasks), and what is the context the task usually happens?
- b. In this specific task, what could be the implications of not conducting CTA at all?
- c. Would an interview with/observation of a current user outside their working environment yield different results than conducting it and an observation on-site? If yes, what the difference could be?

Extra materials:

http://cs.joensuu.fi/pages/intra/bednarik/UE2008/d2/hazards_of_leaving_out_users.pdf

5: X task

Read the following article, answer the following questions and prepare to discuss them at the exercise session.

Article can be found in: http://cs.joensuu.fi/pages/intra/bednarik/UE2008/d2/Using_CI_to_discover.pdf
(only from the joensuu.fi domain).

In order to complete the exercise, you have to email your answers by midnight before the demos to Roman Bednarik (firstname.lastname@cs.joensuu.fi), subject: UE demo 2. Take a hard copy of your answers with you to the demo, too.

Questions:

- a. What could be the effects of not including CTA into the Usability Engineering life-cycle?
- b. Why we shall be concerned about where the CTA takes place?
- c. How does a typical Contextual Inquiry session looked like in the study being described?
- d. What were the concrete outputs of CI in the study?
- e. Besides gaining understanding of users and their task, what were the side effects of conducting CI?

6: normal task

How on earth can simple things be difficult? What are your experiences with microwave ovens and printers? Complete 1) OR 2) from the following

Either 1) describe a typical scenario of warming up frozen food in your microwave. Take a photo of microwave's interface (if you do not have microwave, you can take some existing from e.g. a web, or create an interface of your own) and use the interface elements in your scenario.

OR 2) describe a typical scenario of printing out two copies of an article on your printer or printer you use. Take a photo of printer and the print-dialogue from the computer application, and use the interface elements in your scenario.

Bring all materials to the demos.