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CS325 Usability

Project 4.2 - Requirements Analysis and Knowledge Elicitation

Abstract: Conducting requirements analysis and knowledge elicitation in order to better know the users.

Interview #1 - Conducted by Yael
Who was interviewed: Friend, Female, Senior at UMass Amherst
Where interview took place: Franklin Dining Common
Length of interview: 20 minutes
How context related to needs: The context of the interview related to the needs being addressed, as the meeting required going to one of the locations that the system would handle, and the meeting itself necessitated the coordination that the very system is designed to support.
Three main things learned:

1. Thought it would be helpful to filter possible meeting locations (dining halls, cafes, town center, etc.)
2. Make sure that it is easy to add people to a given meetup and for them to indicate availability
3. Visuals, such as a calendar and a map, could be useful

Raw data: [The following was transcribed from interview notes.] This potential user is a college student for whom the system is being designed. They have a busy, inconsistent schedule, and are comfortable with learning new technology new systems. This this potential user does not have physical limitations. Related tasks they currently perform are texting and calling friends to arrange meal plans, as well as using schedulers with meeting times that do not support multiple locations. The task of coordinating meals is performed at least once a day. The condition this task is performed under is usually time-sensitive and in varying locations. Relevant tools include a mobile device and a personal computer. Relevant social concerns are that the system will be intuitive and thus popular and not inconvenient to use. Typical breakdowns of the task as currently facilitated through phone/text are an inability to find a compatible time and location, which leads to postponing the creation of plans.

Interview #2 - Conducted by Eric
Who was interviewed: White Female. 21 years old. Senior Communications Major.
Where interview took place: My Apartment
Length of interview: 20 minutes
How context related to needs: The interview took place with one of my roommates in our apartment over dinner. We discussed what features that she, as an off-campus student, would like to see in our system.
Three main things learned:

1. System must support the creation of groups by a user. Allowing them to share invitations with some users and not others.
2. Must make communication between users fast, natural and easy.
3. System should include a more specific locational information than just where the eatery is on a map. User suggested possible relative floor plans of eateries

Raw data: My Interviewee represents our primary user group: a college student in need of a better means to schedule meals. She has a part-time job off-campus, a campus meal-plan and a car to travel from home to campus. She is well-versed in social media and has a background in web-communications. She owns a laptop, a smartphone and a tablet. She believes that our system could potentially serve as a useful tool for college students but it's implementation was more of a concern for her. Upon informing her of our system she assumed that it would be used on a mobile device –mostly on-the-go. She believes that because we have many other, more "well-rehearsed" means of communication in our lives that our app would have to either offer a more efficient means of communication or more helpful information about an eatery. She suggested including eatery floor plans in the system that could possibly be contributed by users. She wanted the sending of a meetup to be easy and quick to launch. In terms of privacy she would want to exclude certain people from seeing meetups and she would like to be able to send meetups to certain groups of users at once. To avoid potential errors the interviewee suggested that meetup times be bound by the opening and closing times of the eatery.

Interview #3 - Conducted by Hridya
Who was interviewed: Friend, Female, Senior at UMass, Amherst
Where interview took place: LimeRed Tea-House
Length of interview: 20 minutes
How context related to needs: My friend and I decided to meet to work on our Computer Networks homework. She suggested we meet at LimeRed Tea-House so that we can have bubble tea while we worked on it. We scheduled this meetup over Facebook wherein I suggested 3PM on Sunday for us to meet, but she wasn't available at that time. However, she said 4:30PM on Sunday would work and as I was free at that time, we decided to meet at 4:30PM at LimeRed Tea-House.
Three main things learned:

1. Prefers a map as a location chooser rather than a drop-down menu
2. Concerned that hot spots would become crowded at the common meetup times
3. Privacy concern as the user will basically be entering in information about where they would be at a particular time.

Raw data: [The following was transcribed from interview notes.] The person I interviewed was a female friend who is currently a Senior at UMass, Amherst. She lives on campus and has a meal plan, which is ideal as she would be the average user our app is looking to help. She is adept at using, and owns, a smartphone as well as computer and can learn how an app works fairly quickly. She has a busy schedule but likes to meet up with friends frequently, at least once a day, to dine together. She and her friends decided the time and place to meet by texting, facebook messaging, talking while they are walking to classes etc. She mentioned that sometimes, she and her friends need to message back and forth several times before they are able to successfully set

up a time and place that is convenient for everyone to meet at. She found the premise of our app very exciting. One of the suggestions she made was to provide a map of the university for the user to choose the location they wanted to dine at, rather than give them a dropdown menu of all the choices. Once they clicked on the location, there would be a pop-up for them to choose the time that they would prefer to meet at. A few concerns she mentioned were that spontaneous meetings might render the service of the app moot, and that if all the students used the app, the hot-spots might get crowded during lunch and dinner hours. Another major concern for her was that the application would have access to the exact location she will be at, at a certain time, and this might lead to privacy as well as security concerns.

Interview #4 - Conducted by Chelsea
Who was interviewed: Male college student in early 20's
Where interview took place: In my living room.
Length of interview: 30 minutes
How context related to needs: It was around dinner time on a weekday, this would most likely be a common starting spot and time for the task this application addresses.
Three main things learned:

1. My interviewee expressed interest in a list of preferences using a weighted vote system, implicating the interest of a particular eatery for each individual in the group.
2. A visual representation of time available would be essential into choosing a time for meeting.
3. Interviewee did not seem to think the application would be of much use to him.

Raw data: My user is a college student (whom this app is designed for). They have moderate computer skills, they are comfortable with surfing the web, using a smartphone and doing basic OS maintenance (such as getting updates and running anti-virus). They have a relatively flexible schedule. They would like to pick out time using an extendable list of "Available From:[KEYPAD TIME ENTRY] To:[KEYPAD TIME ENTRY]" boxes. They would like to receive visual representation of the time availability. They would want each user to pick out eateries from a list, each eatery would come with a score, 2 being the default score, 3 meaning the user is very interested in going to that particular eatery, 1 meaning that the user is willing to go, but not enthused to, 0 would mean the user did not pick that eatery. The program would then take the maximum score over each restaurant. (This procedure was specifically described to me by the user.) The user described that he would like an interface similar to Google Maps™ when picking out his list of preferred eateries. My user had no privacy or social concerns with such an application. My user felt that he would rarely use such an application.

What Yael Did: Abstract, Interview
What Eric Did: Interview
What Hridya Did: Interview
What Chelsea Did: Interview