MS-HCI PLATFORM

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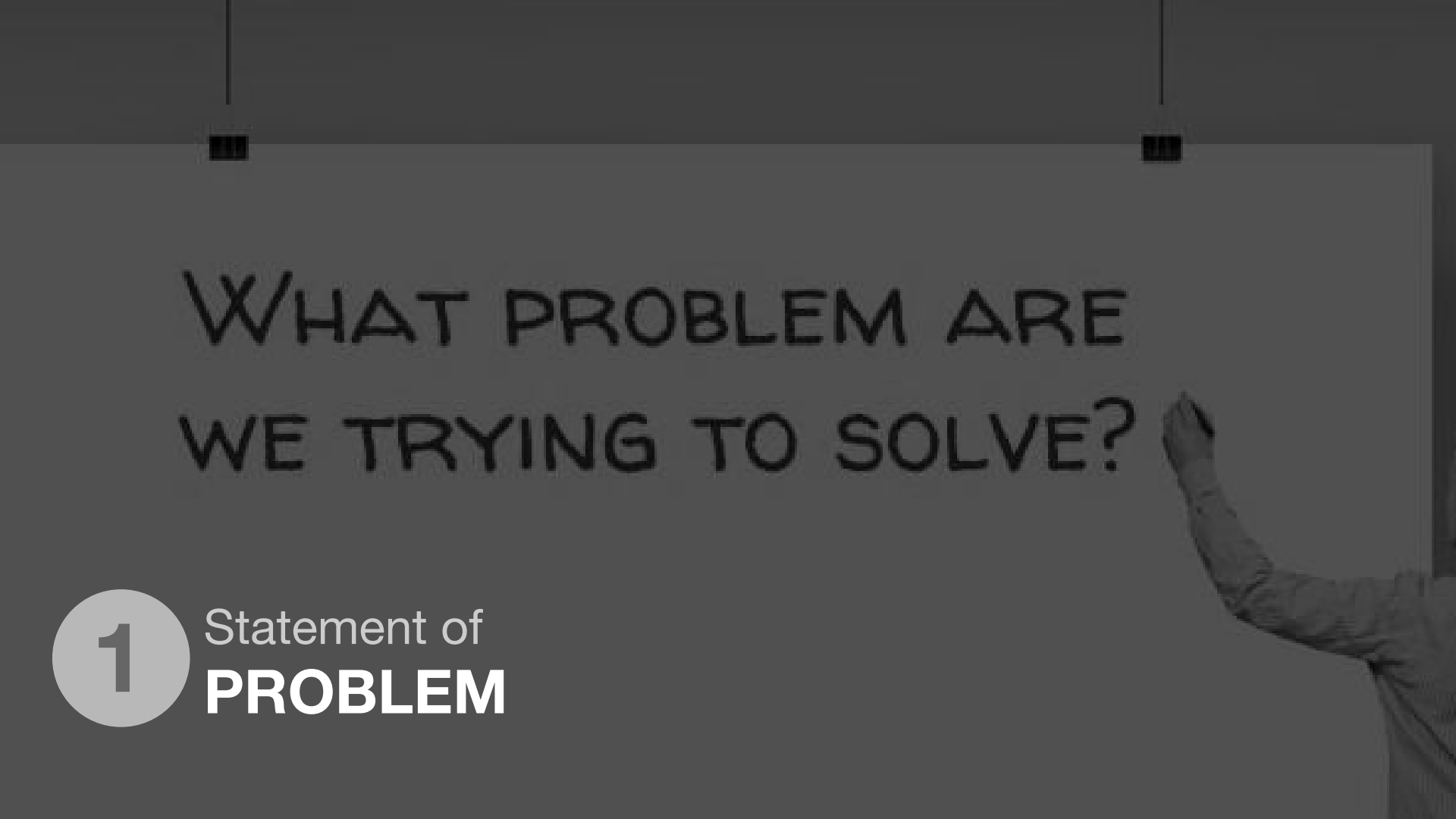
THINGS TO COVER

1. Problem Focus
2. Research Methods
3. Findings
4. User Needs & Design Concepts



1 Statement of **PROBLEM**

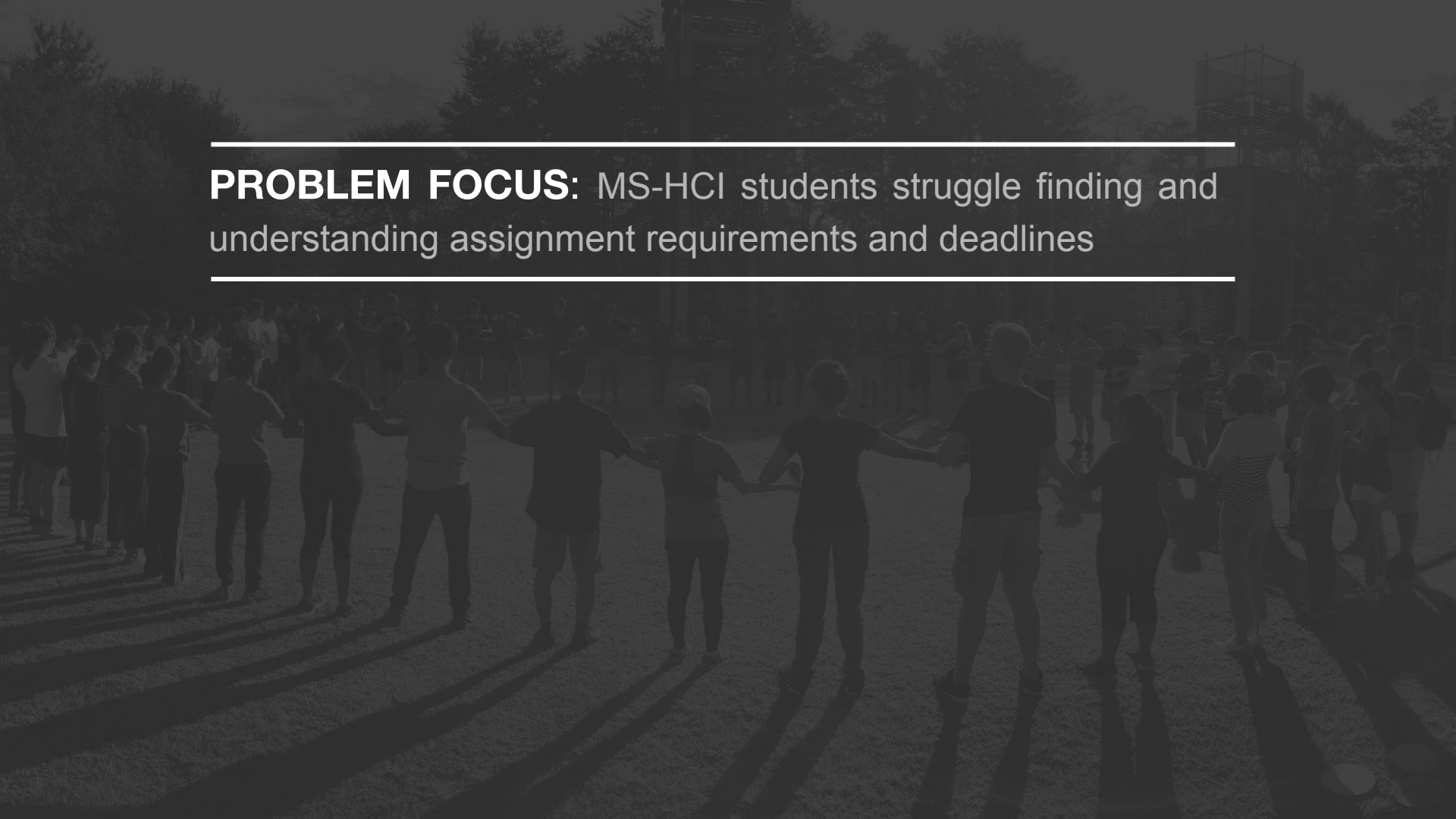
DISCOVERING PROBLEM AREAS

6 Interviews

Context, Needs, Issues

INTERVIEW ROUND #1

*"I feel like [for assignments] I **spend more time** trying to **understand what I have to do and when** I have to do it, than actually doing it"*



PROBLEM FOCUS: MS-HCI students struggle finding and understanding assignment requirements and deadlines

Research

METHODS

2

RESEARCH METHODS

1. Interview Round #1: 6 Users - Context, Needs, Issues
2. Literature Review
3. Competitive Analysis
4. Interview Round #2: 6 Users - Assignment Management Experience
5. Survey

INTERVIEW ROUND #2

*“I wish I could just look **one place** and **find all the requirements and deadlines** [for assignments]. Life would be better… Like rainbows and puppies all around”*

INTERVIEW ROUND #2

*"When I ask someone to **clarify assignment requirements** I often get **conflicting answers**. Everyone is asking classmates and Professors or TAs and there aren't unified answers that everyone can see so **people aren't on the same page**"*

Affinity Notes for 2nd Round Interviews

BACKGROUND

ETHNOGRAPHY

RUIC
ME Wan
Di
Jian Ruan
CHIN
CH
CHINA
INDU
DE
INDUSTRIAL
DE
GE&CS
1ST
STUI
1ST YEAR
STUI
1ST YEAR
22 y
O
24 years
25 years
old
fresh
1 Year
Experience
1 year
related
experience

Comunication

Unnamed area

Wechat (with Chinese)	In Person(live near each other)	use slack on laptop, not mobile	Dropbox(project partner prefer this tool)
Skype business(discussion; intership)	QQ(transfer file)	E-mail(submit design files)	email
In person (most things decided in meeting-->research)	dropbox	Whatsapp (everyone is familiar with it)	In person communication
Google Drive	Wechat (with Chinese)	Whatsapp (partner preferred)	

When I don't understand assignment requirements I text students

Half of the time I ask other students for help understanding requirements or deadlines

40% of the time I ask other students for help understanding requirements or deadlines

It's almost always helpful when I ask other students about assignments

Goal

Learn research based design	Seek Career position
Conduct his own design ideas(maybe through capstone project)	clearly know what want kind of class he would like to take?

Experience a different life

Conduct his own design ideas(maybe through capstone project)

Present Life

Do homework all the time	academy only	When I hear about an assignment I look for the guidelines
Hardly have time to follow up his interest(sth. like Japanese design)	too much time homework	
3-4h/week table-tennis	overwhelmed	
1-3 times video game/ game stream	I rarely ask professors/TAs for help understanding assignments	
When I don't understand assignment requirements I look on T-Square	I usually wait until the last day to start an assignment	
When I hear about an assignment I add it to Wunderlist		

CMS/how to complete assignments in previous experience

Process of registration(classes is clear(and information is complete)	blackboard	mainly used for register classes and track grades	Apple Calendar is easy - can color code - has reminders
Don't support tracking homework information	similar but more user-friendly	get frustrated by some details(can't find the button going back back to the previou page)	Apple Calendar is hard to input stuff
Other function: recommended classes, grades, completed courses, exchange program and etc.	All courses at undergrad university user Blackboard (CMS)	email	Wunderlist alway has 1000+ tasks pending -- it's tough to mark things as done
CMS of undergraduate university is more logical	Used Outlook, Trello, Jira, and Asana at previous job	dropbox(very few)	
Submit via email	Undergrad we had a LMS called backpack - was super simple - all deadlines in homepage	In class presentation/poster/ actual product	

When I don't understand assignment requirements I talk to other students

Problems

confusion	communication	miss task	stress
ask partner	can't respond immediately	happened once(but he thinks it's not important)	don't feel it (but it's not an ideal life)
seldom			
ask TA(in per communication)	keep on searching related information when have confusion	forget a survey. But never forget again because he starts using to-do list	a little bit, but it's managable
Ask prof/ta			
1-2/week	Discuss the gist in the meeting	submit it immediately when complete it	very much
have class-->in person communication with TA			
respond within 2 hours	modify the report in turn	Asana has a steep learning curve	don't have time take a break
don't have class-->email TA			
don't open the notification for slack	In time(usually within 5 min)but could be better	I've forgotten to submit part of an assignment because of other parts	The most stressful part of assignments is Figuring out what's expected
Prefer to ask TA(because classmates don't understand too)			
There's not one website/app to find all	TA/ prof will respond within one	30min-half a day	The most stressful part of assignments is

Process of completing of completing homework

hear from it

In class(but can't remember details)

In class | friends

t-square | I look at the syllabus for assignments

All the things

Keep track of it

E-mail notification

When I hear about an assignment I add the deadline to my Apple calendar

T-square

When I hear about an assignment I add it to trello

t-sqı

t-square

I use Any.Do to track

Sometimes

scheduling

slack(inefficient, use a week to schedule a meeting)

to-do list

a sowtware that everyone can circle their leisure time

At first, write many details

design

Then only record important things(still will use it)

Class materials

download

save new document in the responding file

Prefferd to open the file on original location, paste the direction to word

save new document in

context

basement-->study room

library

partner/ alone

library

design

Ideal life

1-2 days to explore his own interests

3-8h recreation /week

half a week to learn "useful" things

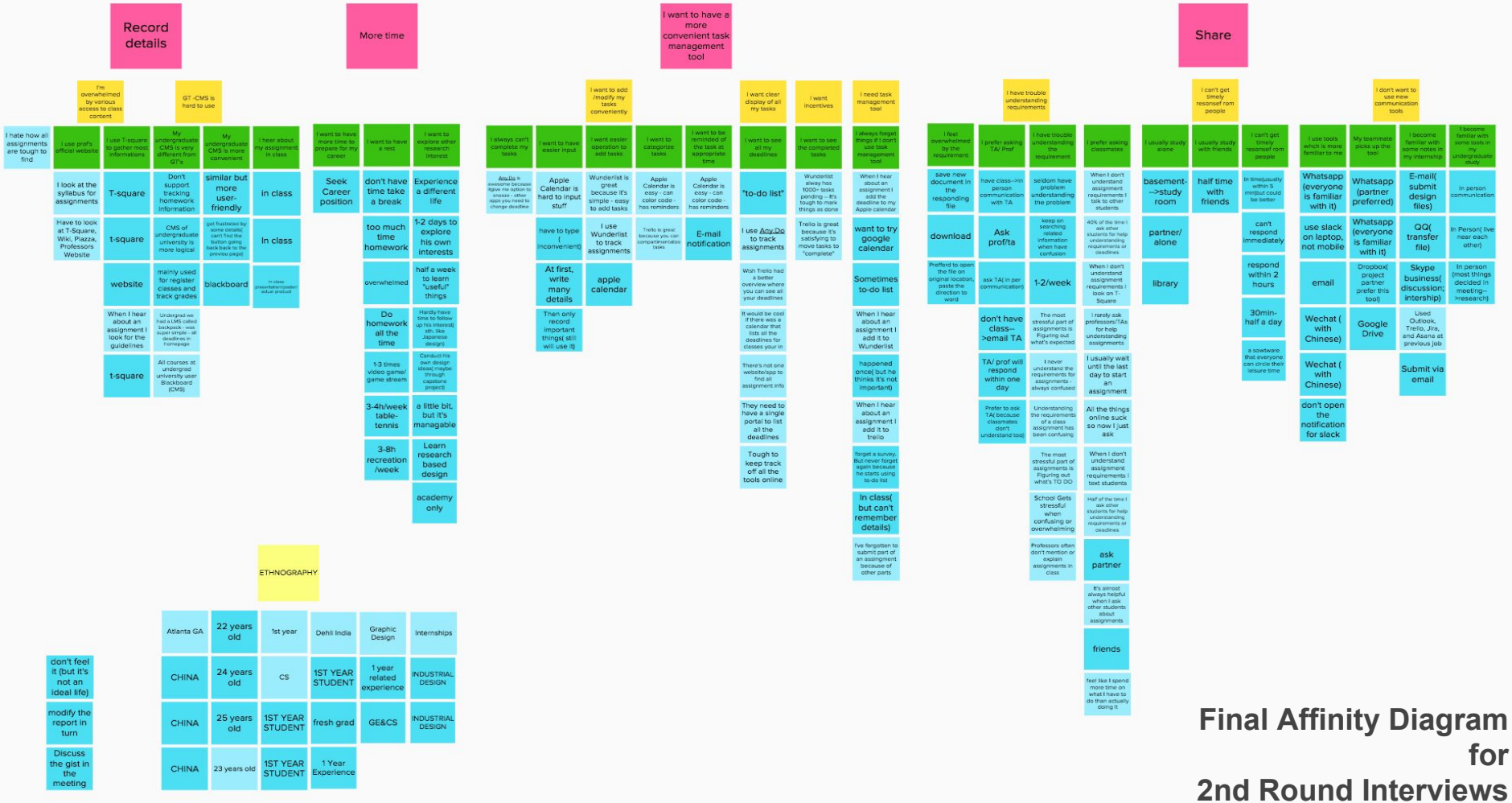
Wish Trello had a better

Trello is great because it's satisfying to move tasks to "complete"

Trello is great because you can compartmentalize tasks

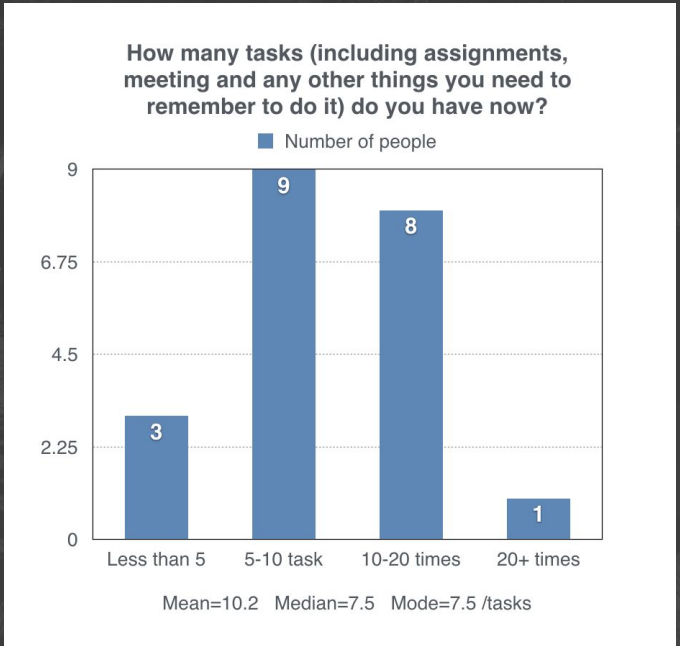
Wunderlist is great because it's simple - easy to add tasks

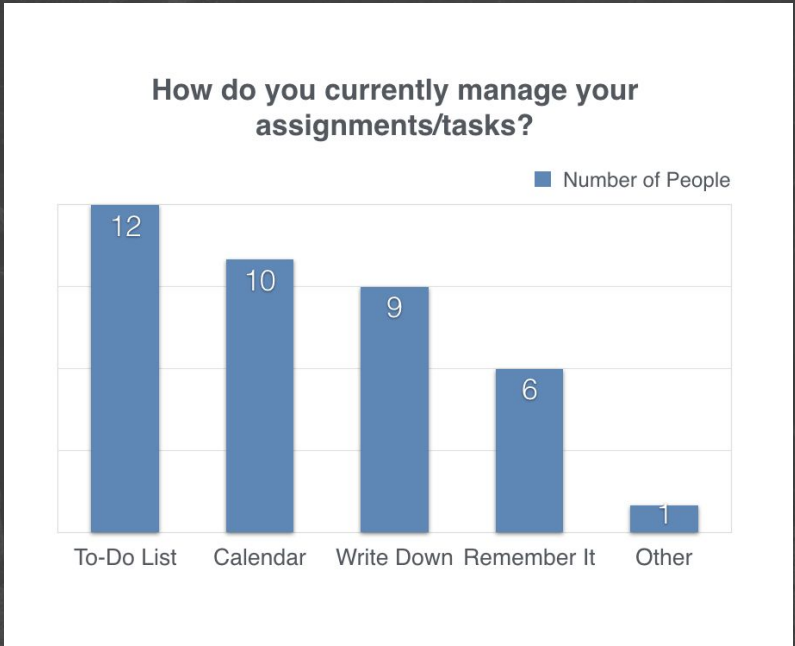
Any.Do is awesome because



Final Affinity Diagram for 2nd Round Interviews

SURVEY DATA ANALYSIS

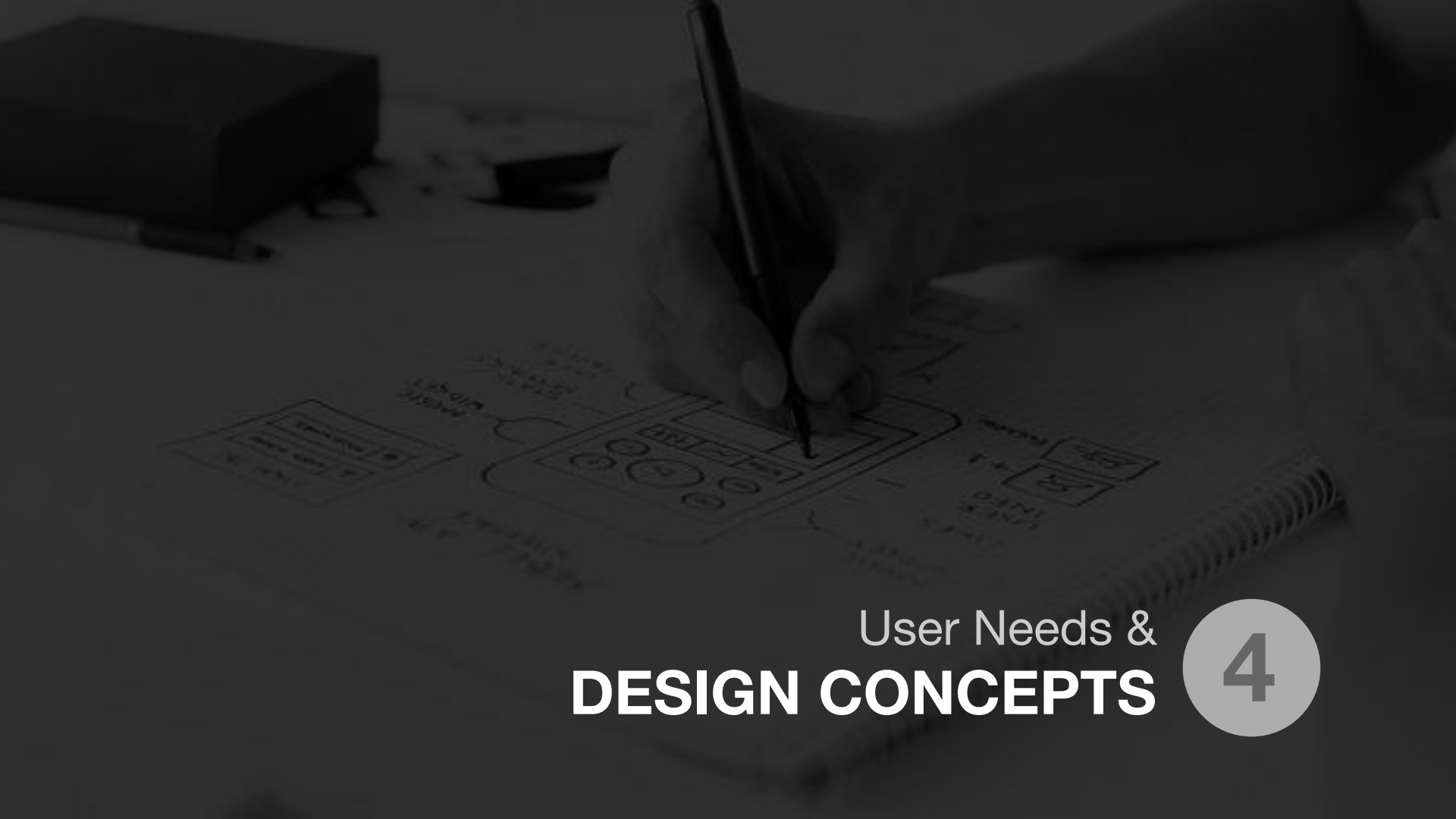




3 Research FINDINGS

FINDINGS SUMMARY

1. Overwhelming amount of assignment info sources
2. Ambiguous assignments
3. Conflicting sources



User Needs &

DESIGN CONCEPTS

4

USER NEED

1. Consolidation of Assignment Information
2. Easy Adding and Modifying of Tasks
3. Shared Communication
4. Customization and Prioritization Display of Tasks
5. Incentive Mechanism
6. Reminders

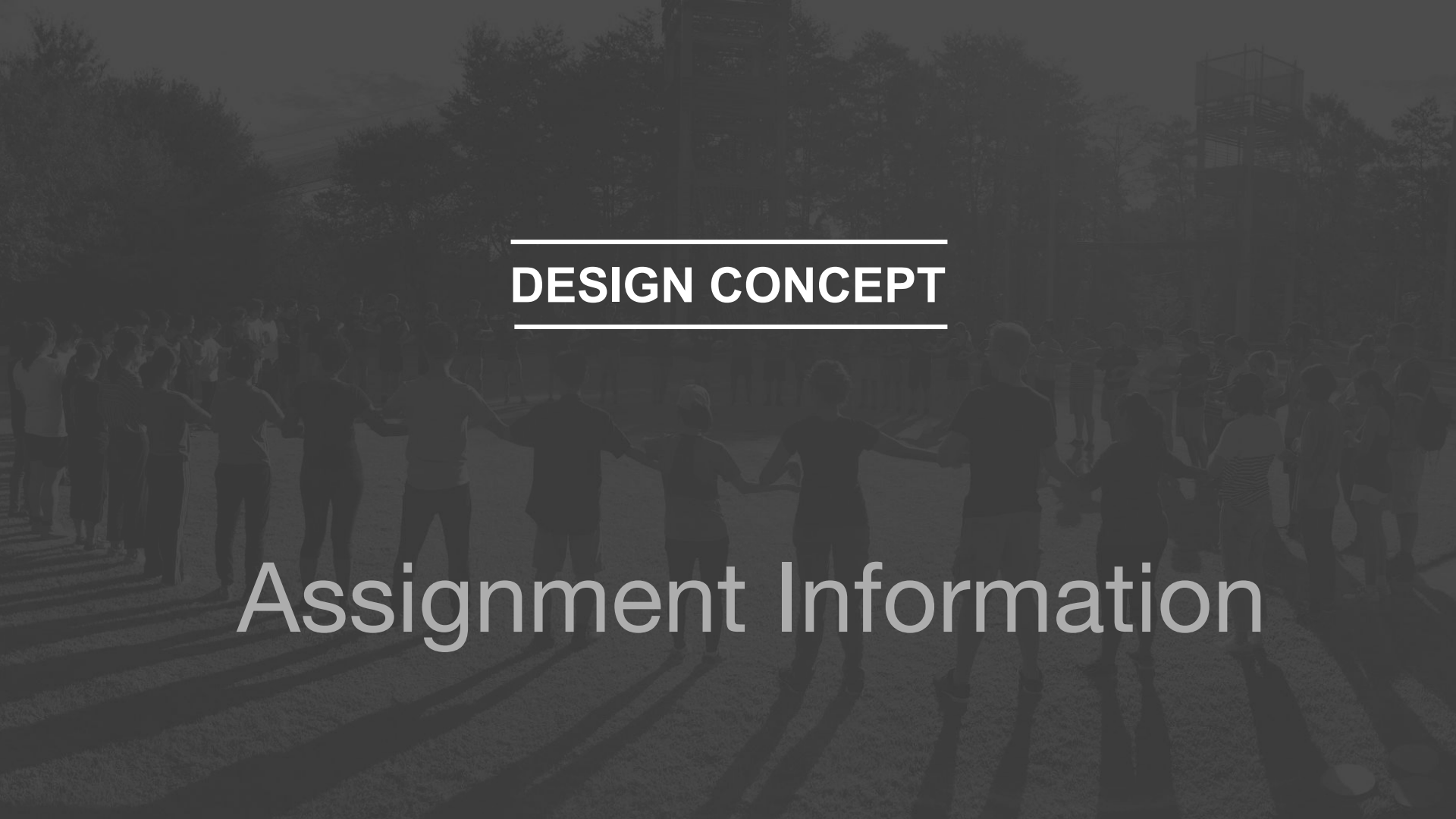
USER NEED

1. Consolidation of Assignment Information
2. Easy Adding and Modifying of Tasks
3. Shared Communication

DESIGN CONCEPT

Shared To-Do Lists

DESIGN CONCEPT
Subscribe to Lists



DESIGN CONCEPT

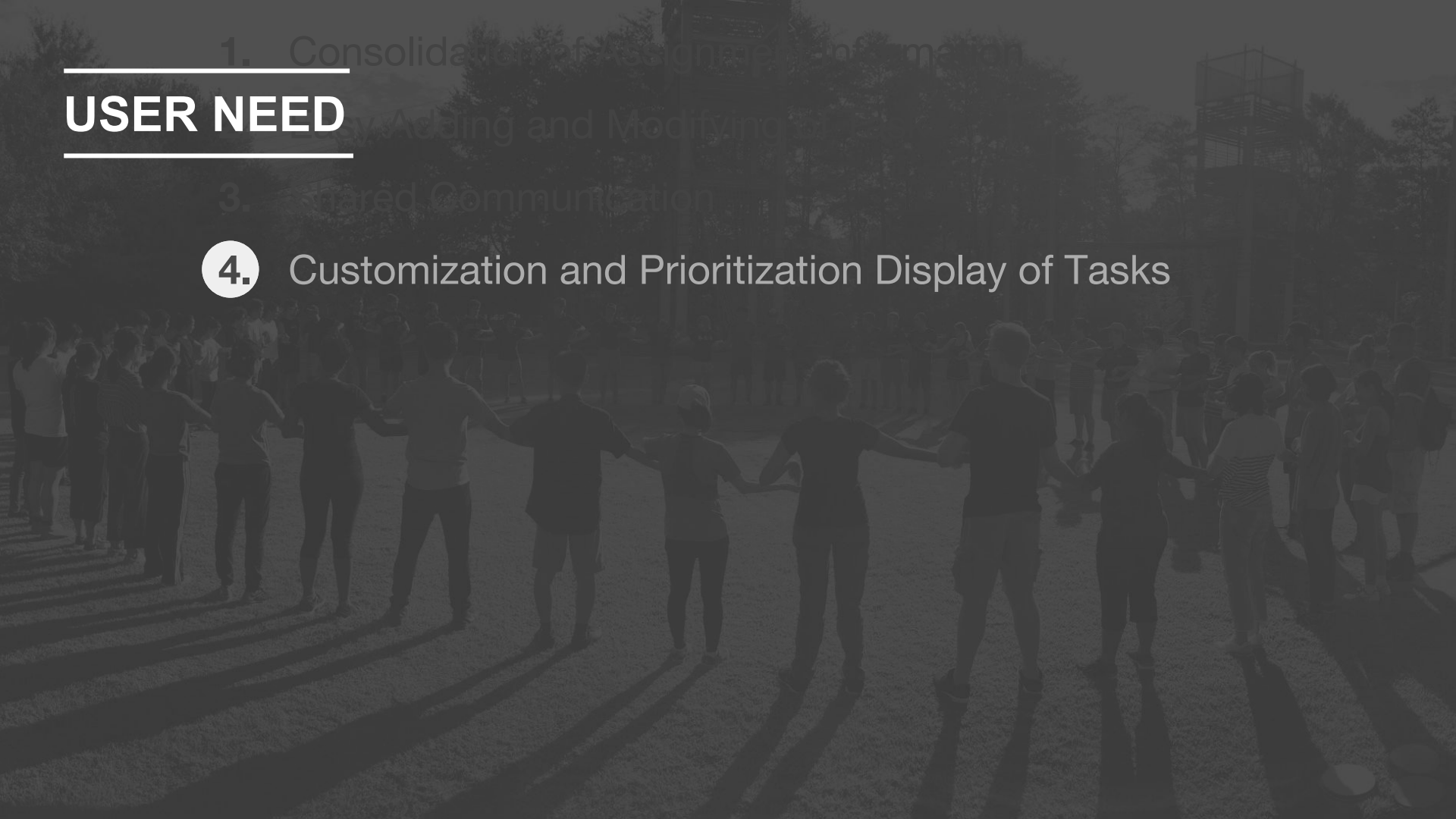
Assignment Information

DESIGN CONCEPT

Comments

USER NEED

4. Customization and Prioritization Display of Tasks



DESIGN CONCEPT

Priority

USER NEED

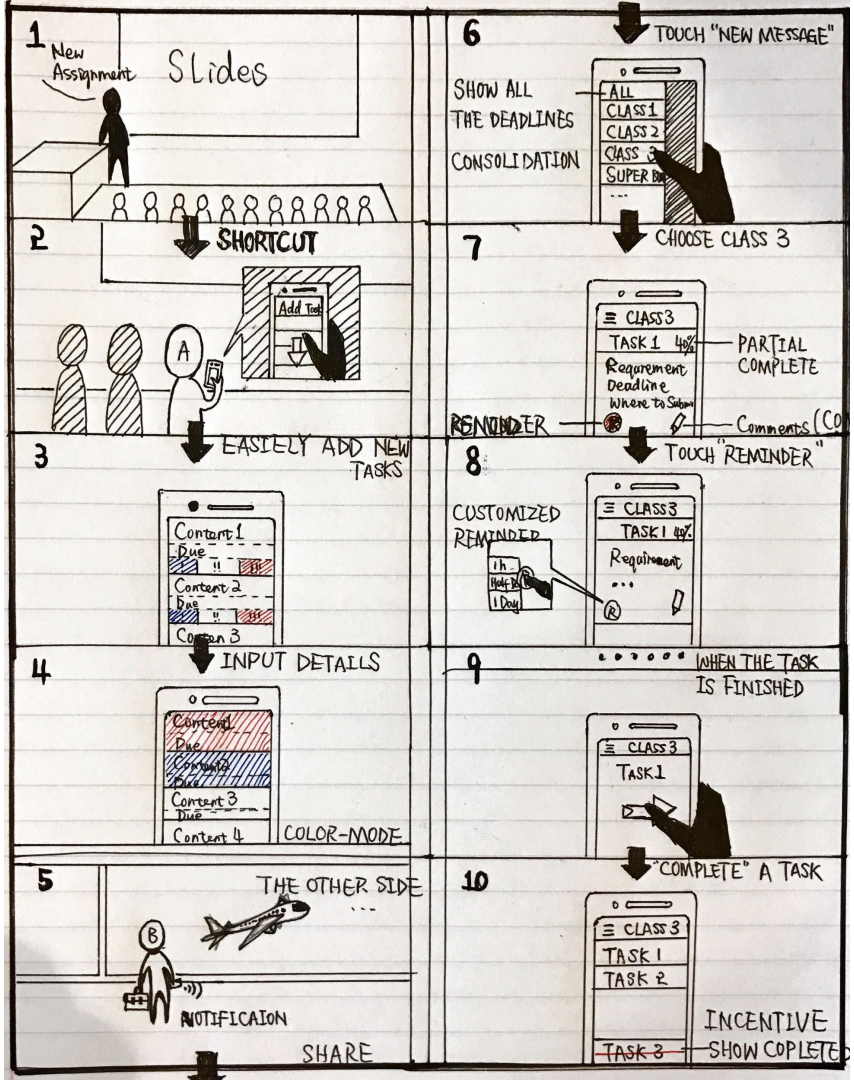
2. Easy Adding and Delivering Tasks
3. Shared Communication
4.
5. Incentive Mechanism

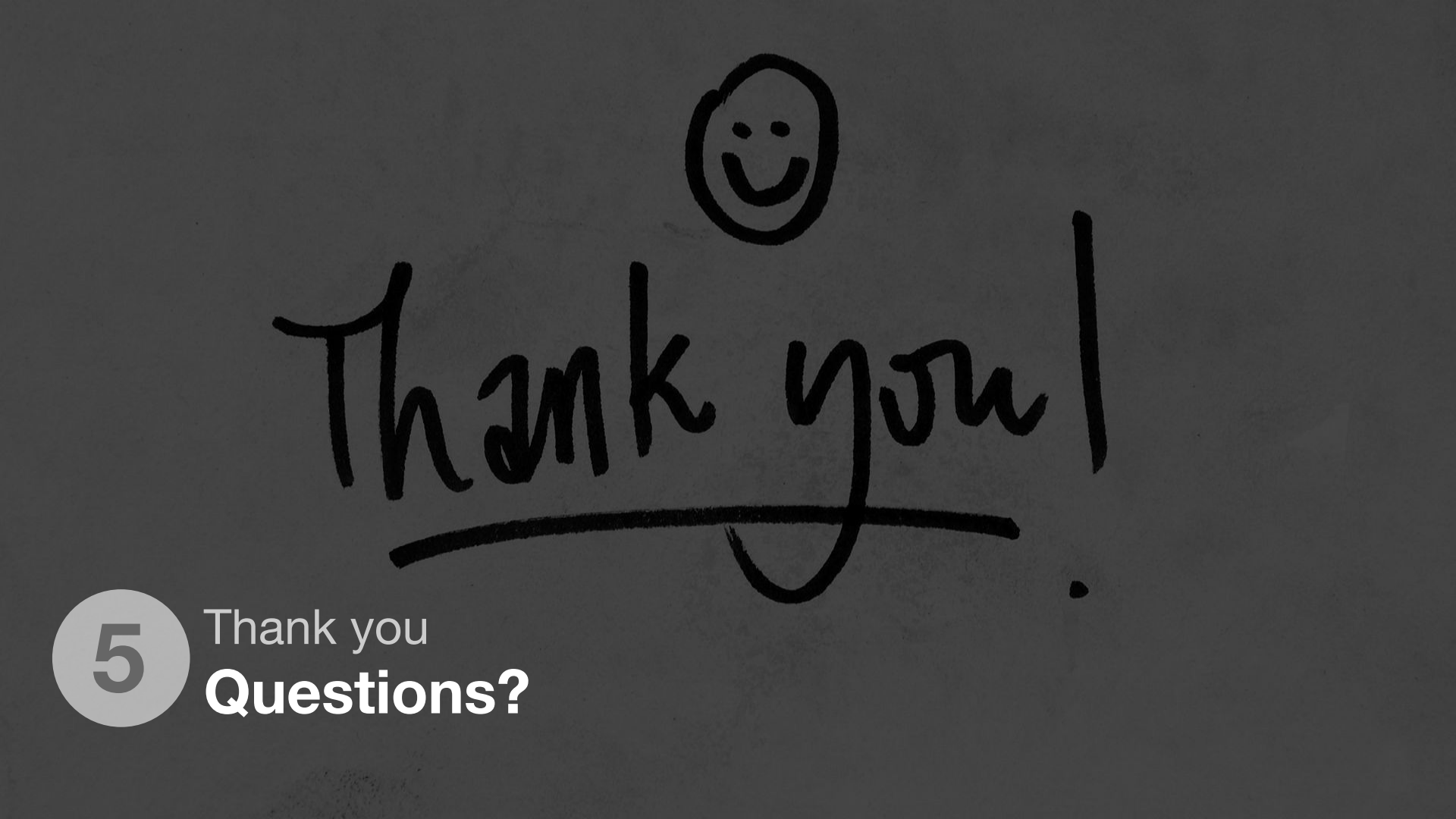
DESIGN CONCEPT

Completion

DESIGN CONCEPT

Completion Percentage


1
New Assignment
Slides
2
SHORTCUT
Add Task
A
3
EASILY ADD NEW TASKS
Content 1
Due
Content 2
Due
Content 3
4
INPUT DETAILS
Content
Due
Content 2
Due
Content 3
Due
Content 4
COLOR-MODE
5
THE OTHER SIDE
B
NOTIFICAION
SHARE
6
TOUCH "NEW MESSAGE"
SHOW ALL THE DEADLINES
CONSOLIDATION
ALL
CLASS 1
CLASS 2
CLASS 3
SUPER BO
7
CHOOSE CLASS 3
CLASS 3
TASK 1 40%
Requirement
Deadline
Where to Submit
PARTIAL COMPLETE
REMINDER
Comments (CO
8
TOUCH "REMINDER"
CUSTOMIZED REMINDER
1 h
Half Day
1 Day
CLASS 3
TASK 1 40%
Requirement
9
WHEN THE TASK IS FINISHED
CLASS 3
TASK 1
10
"COMPLETE" A TASK
CLASS 3
TASK 1
TASK 2
TASK 3
INCENTIVE
SHOW COPLETE



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Thank you

Questions?