

Exercise 5 – Mensch-Maschine-Interaktion 1

Paper Prototyping

(Group homework: You are free to choose your group of 4-5 people yourself)

Scheduling interface for a delivery service

The scheduler of a local delivery service is responsible for assigning work to the drivers. Drivers are assigned to quarters of the city where they deliver beverages and cold food on demand.

Scheduler's Requirements:

- Needs an overview of the current location of the drivers
- Needs an overview of the occupancy rate of the drivers
- Needs an overview of open orders with time of order (and maybe a warning if orders are not delivered within one hour)
- Needs an overview of new orders that have no assigned driver
- For each new order, the scheduler needs to see the location on a map and the drivers that are near
- For each new order, the scheduler needs to see the amount of ordered items (in case it is a huge amount, drivers have to return to the warehouse and pick up new goods)
- Needs different filters to choose between the drivers (e.g. show available drivers only)

1. Paper Prototype

Create a paper prototype, which enables the user to test the features fulfilling the previously mentioned requirements. Assume that the product is supposed to run on a tabletop touch screen device (like an iPad or a Microsoft Surface).

2. Testing

Test the paper prototype with 2 – 5 users. Apply the think aloud protocol¹. One of the team members should take notes of what the users say (alternatively use audio or video recording).

3. Analysis

Analyze the data you gathered during the paper prototyping and improve your prototype. Prepare a document describing your paper prototype (with photos), the study and the lessons learned. What were the top 3 improvements to your prototype?

Submission:

- Submit the solution using Uniworx. Include names of team members. Your file has to be a PDF and has to be named in the following scheme: exercise5-<cip-Kennung>.pdf. Each group should submit only one solution.
- **Deadline:** 20.06.2011, 12:00 (noon).

¹ For more info on the think aloud protocol, check the following link:
http://grouplab.cpsc.ucalgary.ca/saul/hci_topics/tcsd-book/chap-1_v-1.html