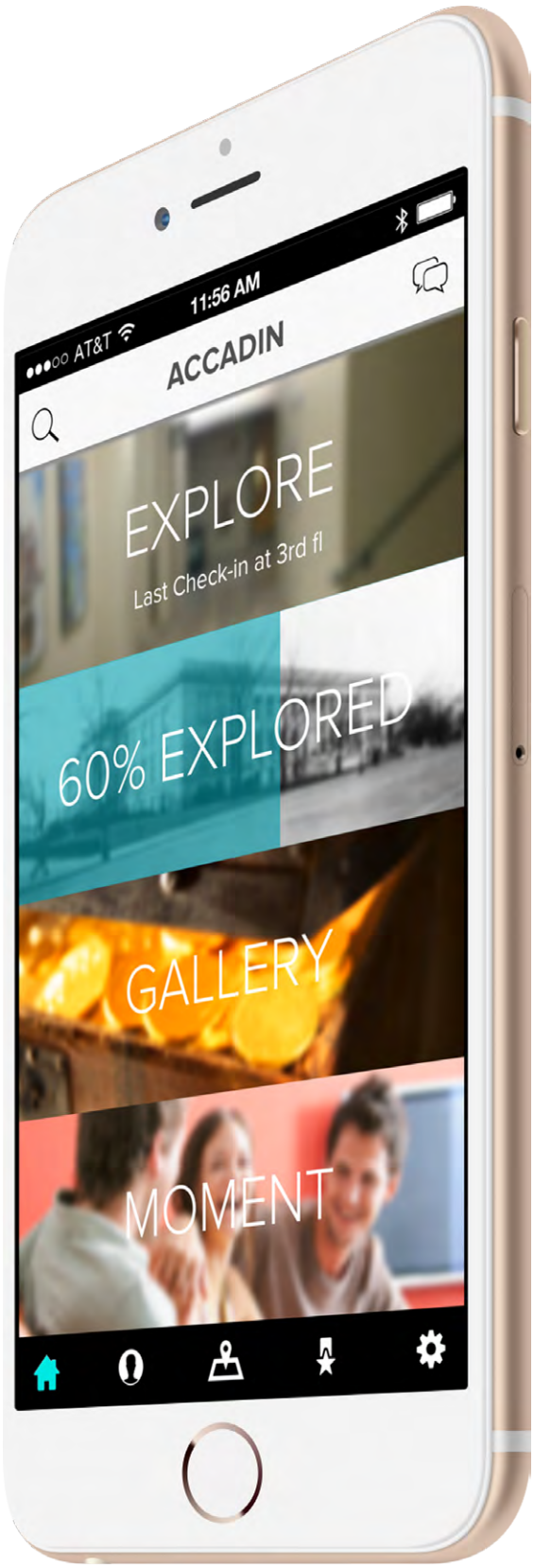

ACCADIN

Will Wang

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User Persona

ACCADIN, an application integrated with event reminder, introduction and socialization specially for ACCAD guests.

ACCADIN is a reminder for every activities in ACCAD, which can deliver news, events and any other activities without delay. ACCADIN is integrated with iOS Reminder app and Clock so users will not miss any important tagged events. It also provides private events and public events based on the invitation that users received.

Additionally, ACCADIN is a learning bridge between users and Sullivan Hall. This app is based on Beacon technology (GIS) which could provide appropriate information to users in a certain location. Through this technology, a Future and Past Sliding feature is built into the app that enables users to see current and historical environment in a selected location.

Another key feature is the socialization function. With a registered account, users can send message, share performance information, video chat and schedule meeting with other users.

John

User age: 20
User gender: male
Income level: N/A
Education level: undergraduate art major
Ethnic information: Europe
Hobby: comics, drawing, exploring new things

Introduction

John, an art college student who likes comics and drawing during his daily life. He also like traveling to see splendid architectures around the world. He is typically passionate about trying new things like technology and products.

Like other students, John has classes from 8-12 and 2-5. During the lunch time, sometimes, he will grab a sandwich and eat around the campus; sometimes, he just stays at his department building working on his project.

John has never been to Sullivant Hall before because he is a freshman and there is no class in that hall in his first year. Unless his friend told him there is a comics library, he would never heard about the Sullivant Hall. He wants go check there for his own hobby and is excited to explore the whole Sullivant Hall building.

Elise

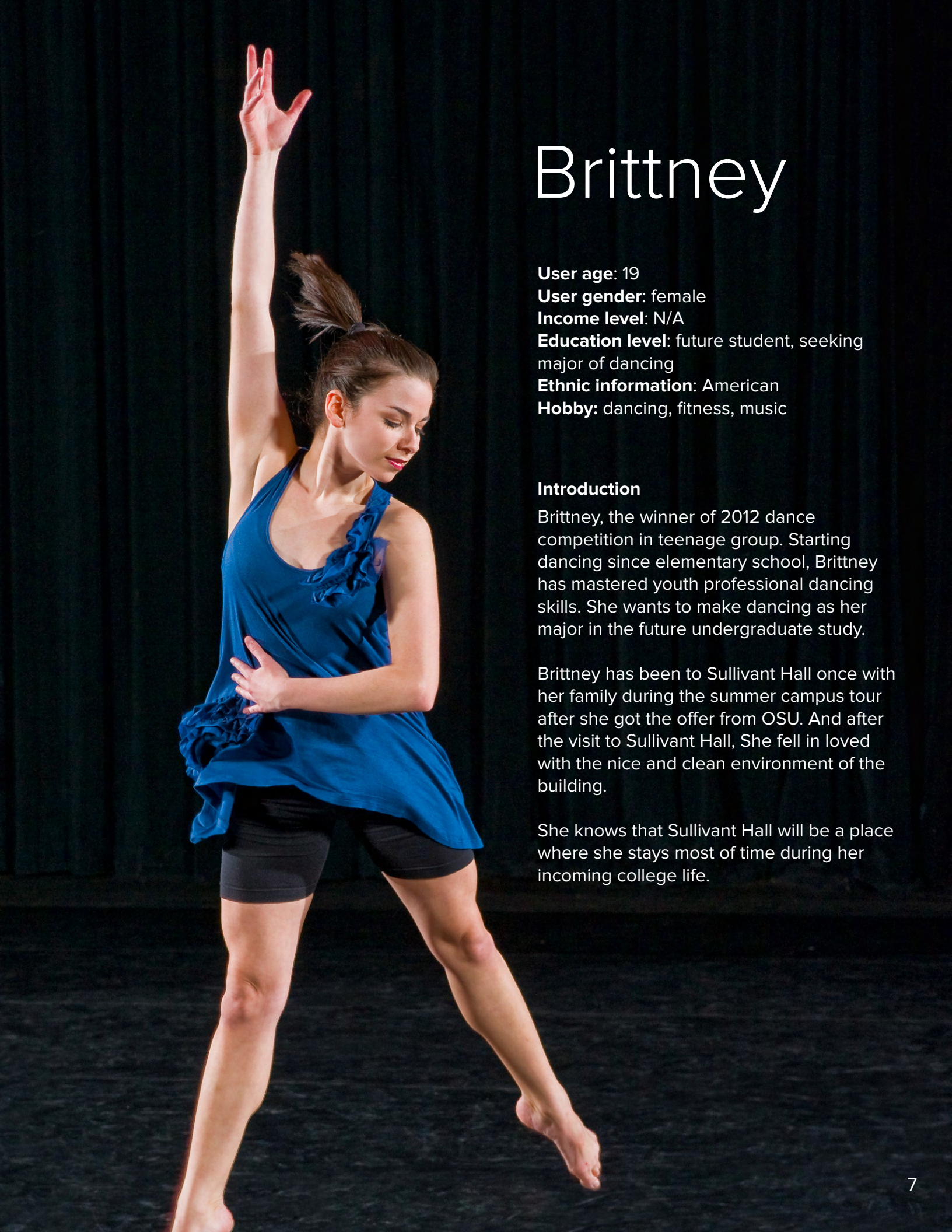
User age: 47
User gender: female
Income level:65K/year
Education level: college anthropology professor
Ethnic information: Australia
Hobby: teaching, ballet performance, writing.

Introduction

Professor Elise keeps very clear routines during her life. Elise likes to teach from morning until noon because she has a lot of meetings and public lectures during the afternoon. After finishing her day work, Elise will go to see her daughter practicing music instrument in school of music or go home prepare dinner.

Like her daughter, Elise likes art, not only music but also dance and drawing. Since she likes watching dancing and other performances, one of her friend, an instructor in Sullivant Hall sometimes invites her to see students practicing dancing. She has been to Sullivant Hall several times before but hasn't quite familiar with the building.

Elise will be invited to visit Sullivant Hall more frequently, because there will be a dancing competition in the next month and her friend knows Elise is interested about it.



Brittney

User age: 19
User gender: female
Income level: N/A
Education level: future student, seeking major of dancing
Ethnic information: American
Hobby: dancing, fitness, music

Introduction

Brittney, the winner of 2012 dance competition in teenage group. Starting dancing since elementary school, Brittney has mastered youth professional dancing skills. She wants to make dancing as her major in the future undergraduate study.

Brittney has been to Sullivant Hall once with her family during the summer campus tour after she got the offer from OSU. And after the visit to Sullivant Hall, She fell in loved with the nice and clean environment of the building.

She knows that Sullivant Hall will be a place where she stays most of time during her incoming college life.

Theme Development

John

ACCADIN, an app with live time guide and library service.

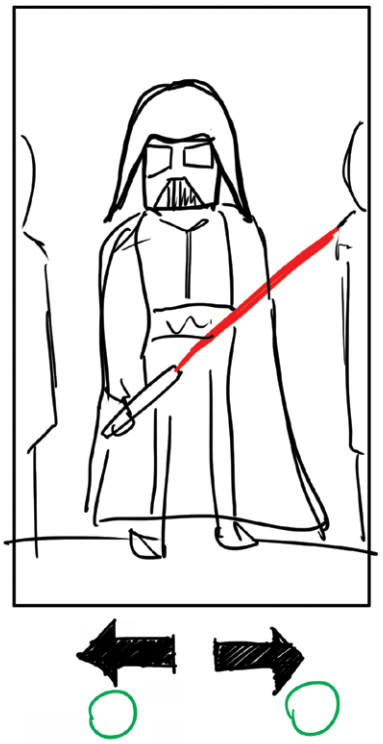
ACCADIN is designed for those users who are new to the Sullivant Hall and want to get to know this building. It integrates 3D characters from selected cartoon or comic to become live time guide for users when they are exploring the building.

ACCADIN also provides a fully library service linked to the whole campus library system. Users can use library service section to borrow, return and preview the books that are available in the system.

Live time character guide
Library service

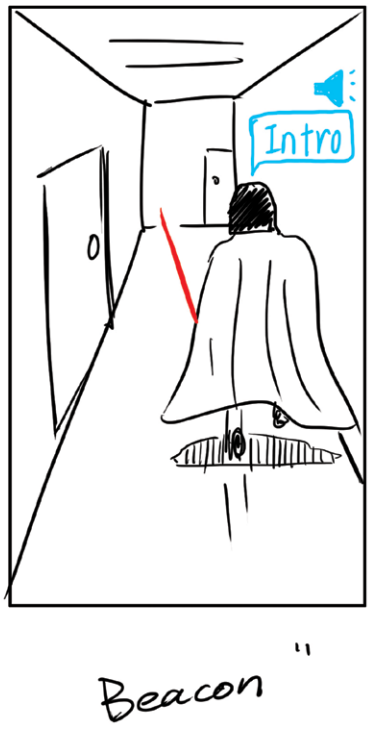
Live character guide

Choose character as a guide

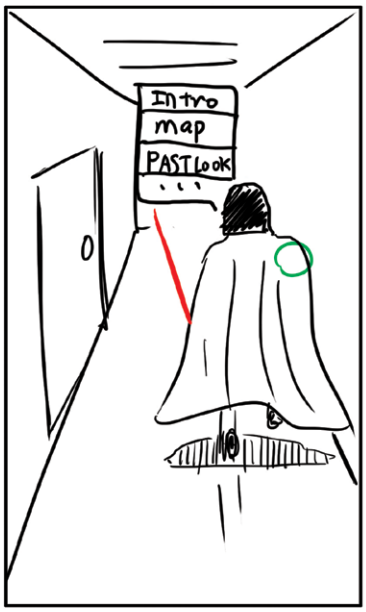


Follow the guide

Listen to the guide

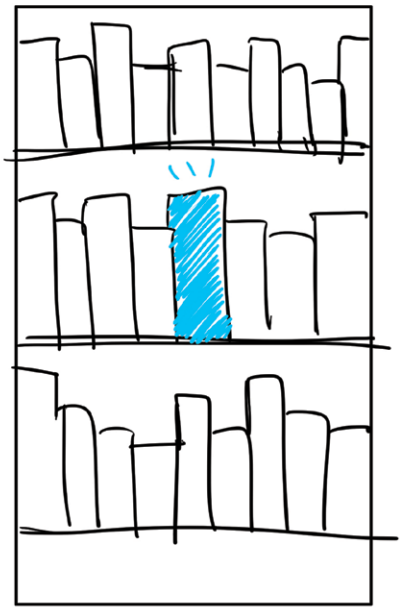


Interact with the guide



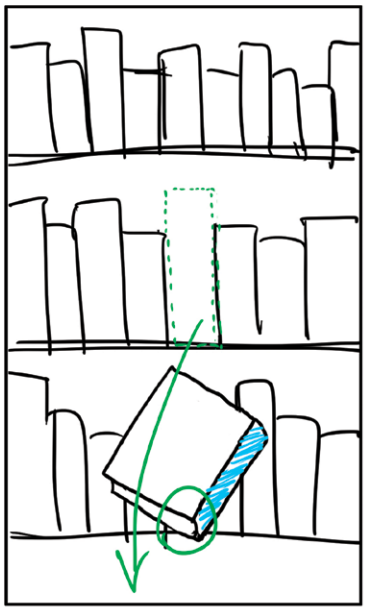
Library service

Found the book !

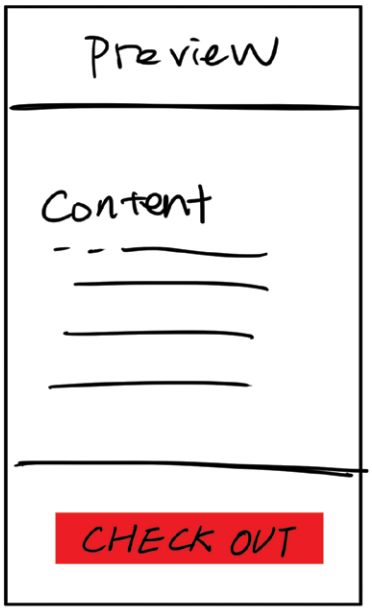


Drag into basket

Realistic interaction



Preview and checkout



Elise

ACCADGUEST, an application integrated with event reminder, introduction and social network specially designed for the guests in ACCAD.

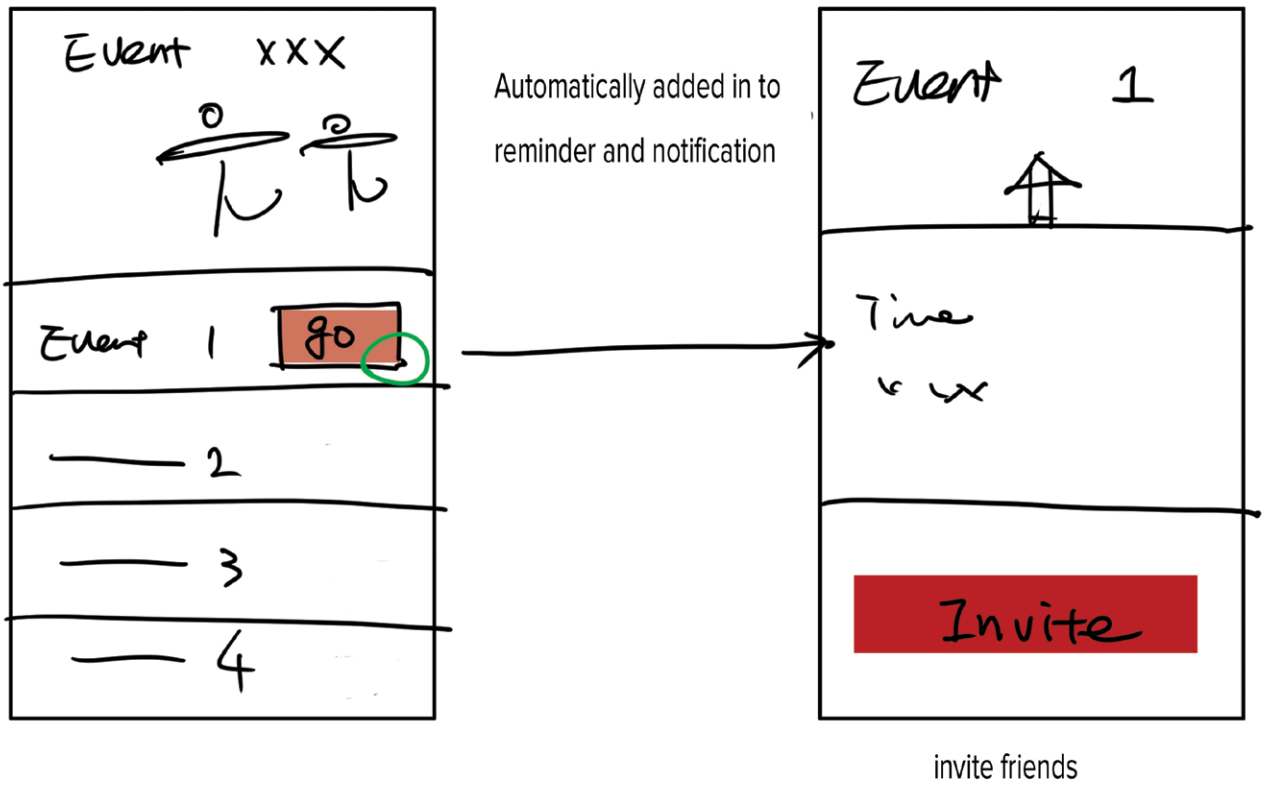
ACCADGUEST is a reminder for every activities in ACCAD, which can deliver news, events and any other activities without delay. ACCADGUEST is integrated with IOS Reminder app and Clock so users will not miss any important tagged events. It also provides private events and public events based on the invitation that users received.

Additionally, ACCADGUEST is a learning bridge between users and Sullivant Hall. This app is based on Beacon technology (GIS) which could provide appropriate information to users in a certain location. Through this technology, a Now and Past Sliding feature is built into the app that enables users to see current and historical environment in a selected location.

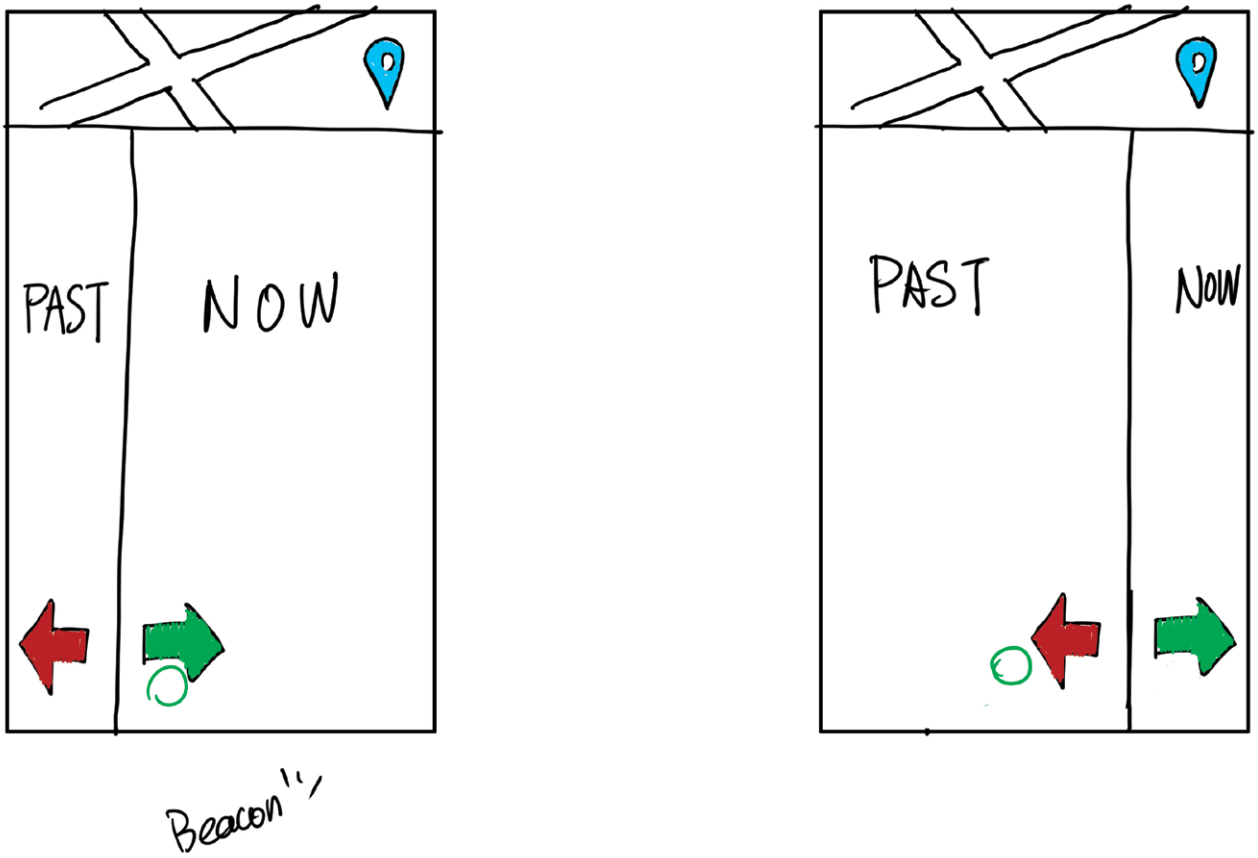
Another key feature is the social network function. With a registered account, users can send message, share performance information, video chat and schedule meeting with other users.

Event reminder
History of the Building
Social network

Event reminder



Now and past



Brittney

ACCADER, an application tailored for ACCAD students with usable and convenient features.

ACCADER is definitely a must have app for every student in ACCAD. It can sync class schedule and import it into to database to enable classroom service and map service for students. With classroom service, students can check class schedule, room availability and event reminder.

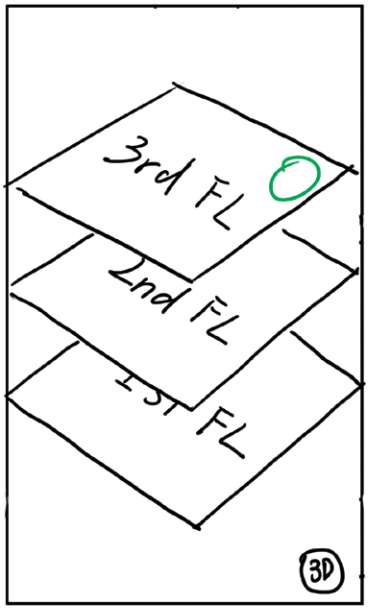
ACCADER is also a self-learning and monitor tool. With the app, students can remote cameras inside the classrooms to record their performance or practice and check the recording later, or even upload it into ACCAD server and get feedback from instructor.

Another key feature is the classroom in cloud. With permission, instructors can view students performance via cloud and interact with them by giving feedback and sharing to others.

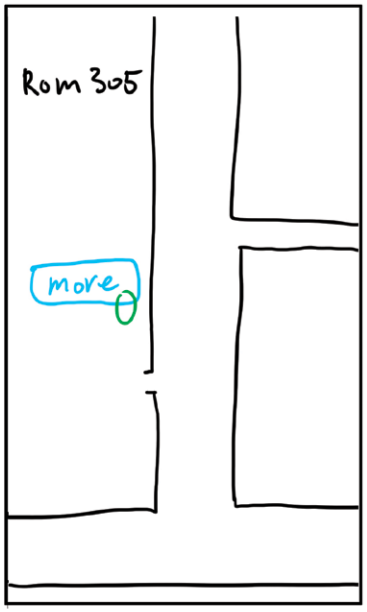
Classroom service
Practice monitor
Classroom in cloud

Navigation and room service

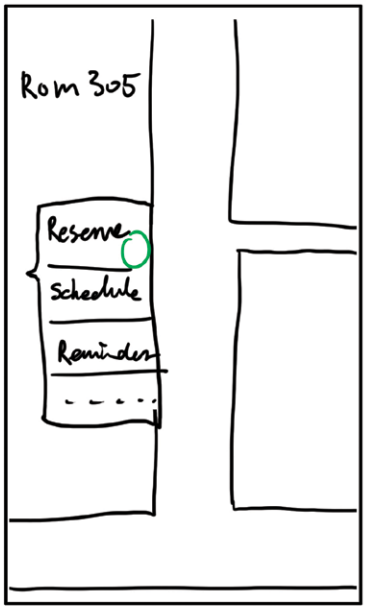
Map



Check room availability



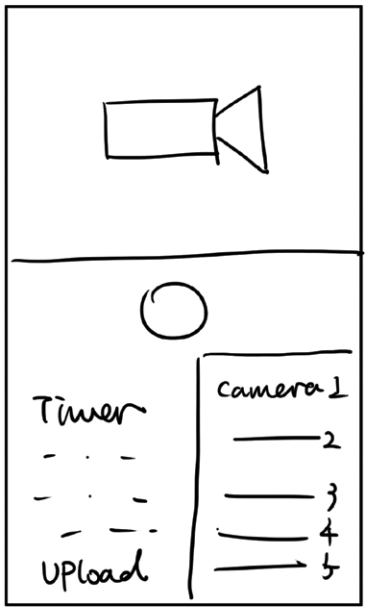
Room service



Cloud classroom

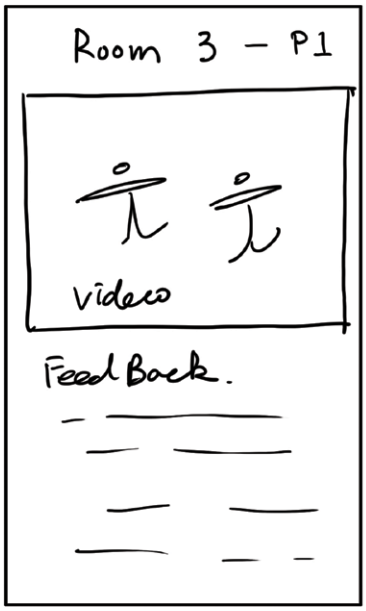
Practice mode

Recording and uploading

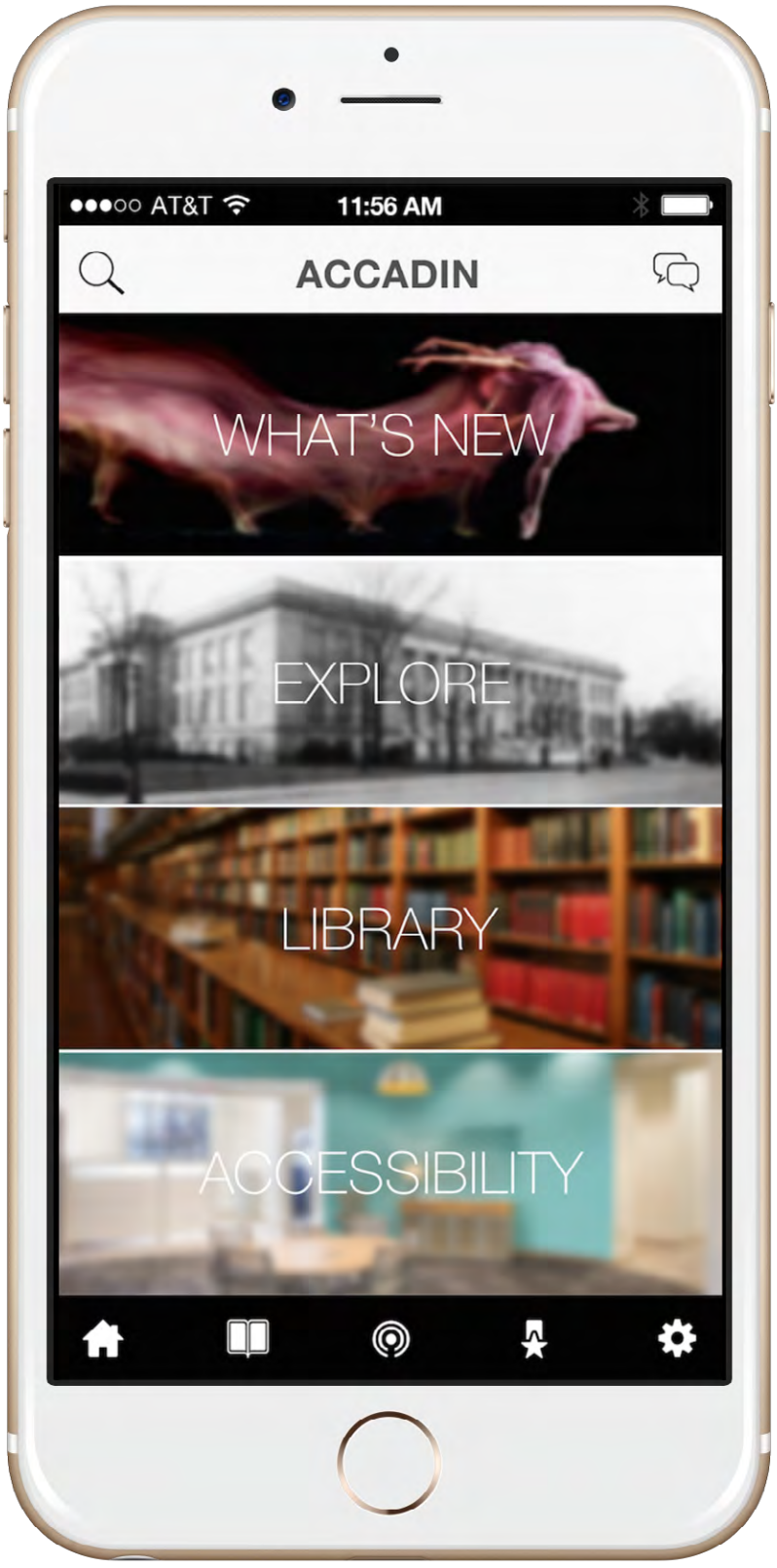


Cloud classroom

Instructors login to see practice video and give feedback



Wireframe 1.0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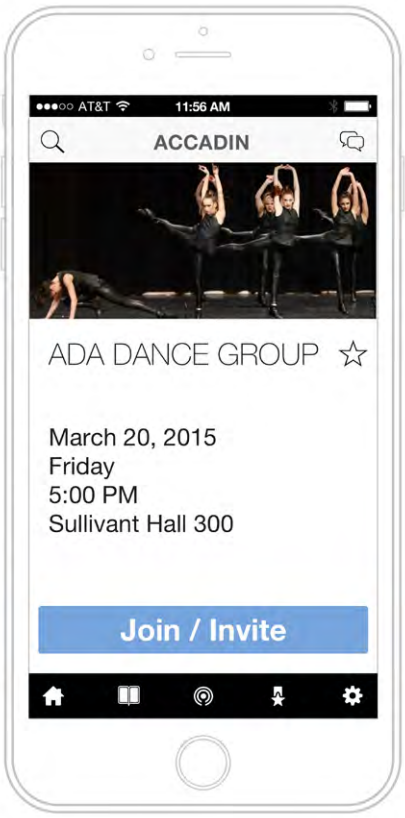
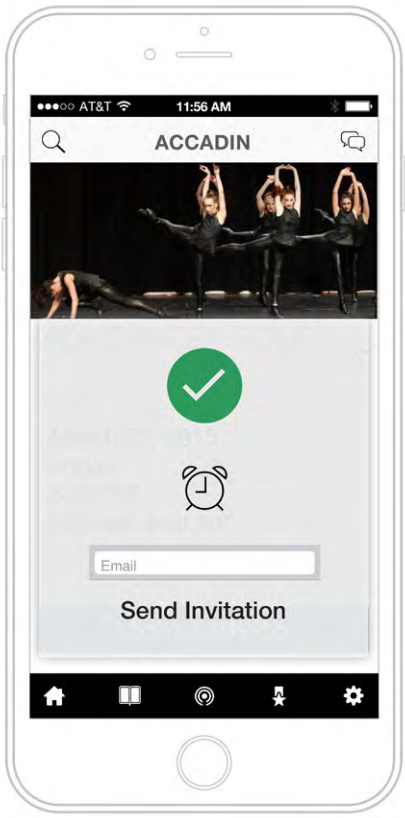
11:56 AM
ACCADIN
WHAT'S NEW
EXPLORE
LIBRARY
ACCESSIBILITY


AT&T 11:56 AM
ACCADIN
ADA DANCE GROUP
March 20, 2015
Friday
5:00 PM
Sullivant Hall 300
Join / Invite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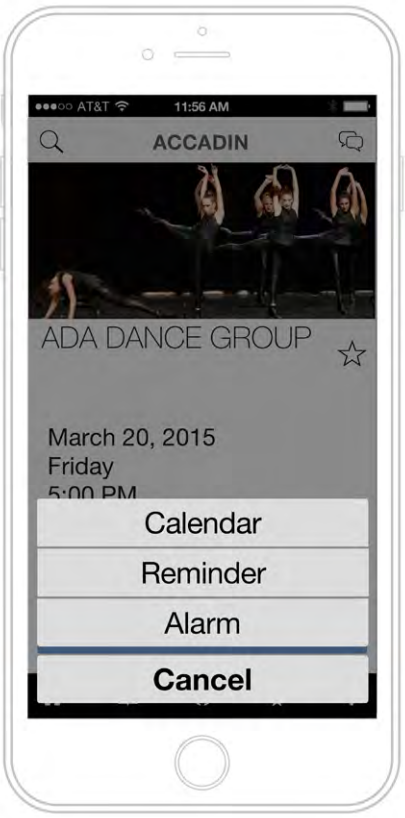
ACCADIN
Email
Send Invitation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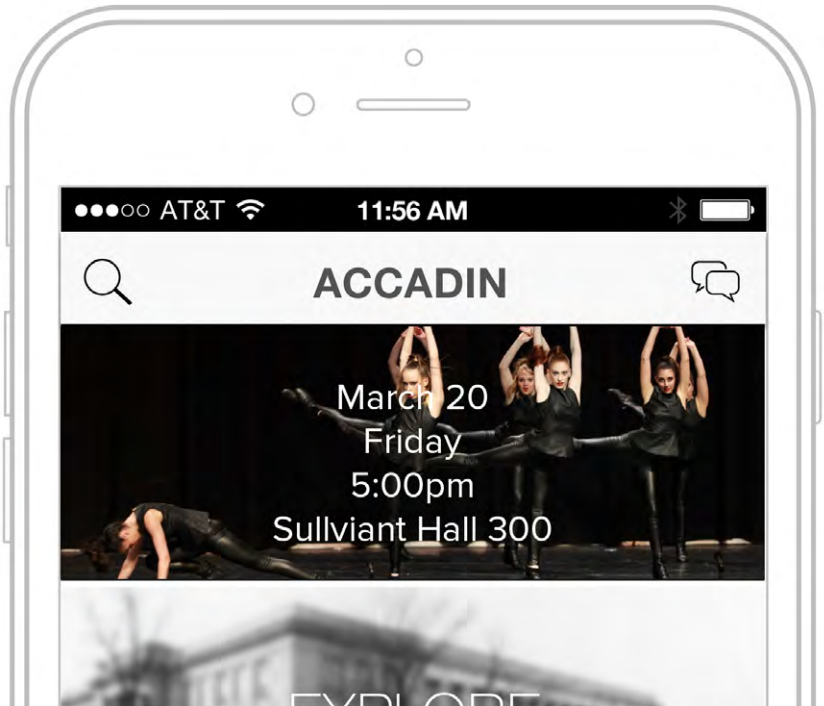
ACCADIN
ADA DANCE GROUP
March 20, 2015
Friday
Calendar
Reminder
Alarm
Cancel

What's New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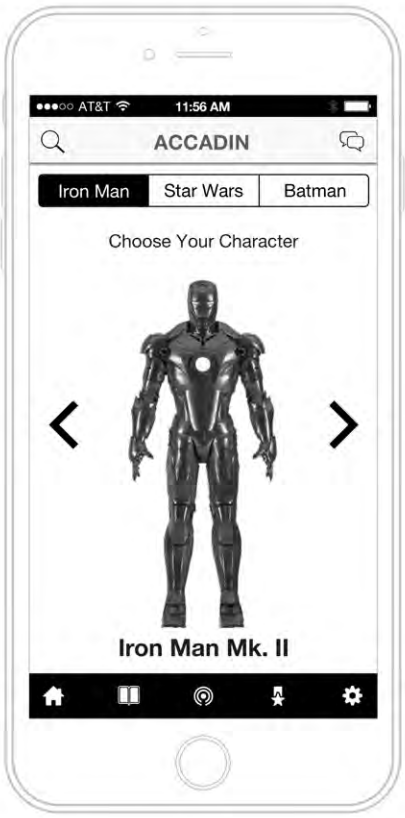
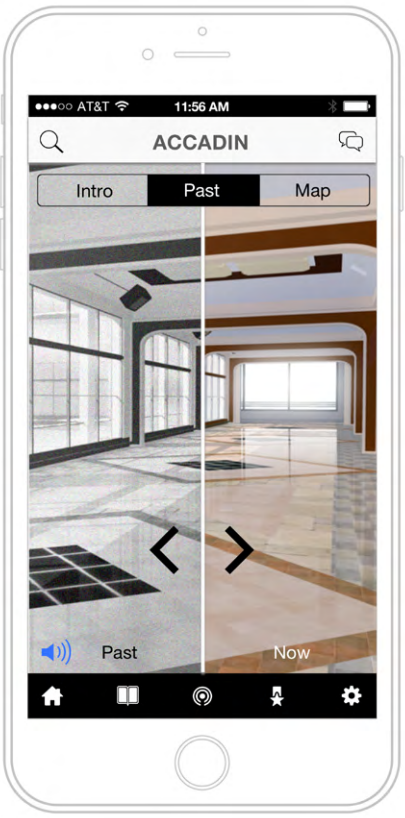
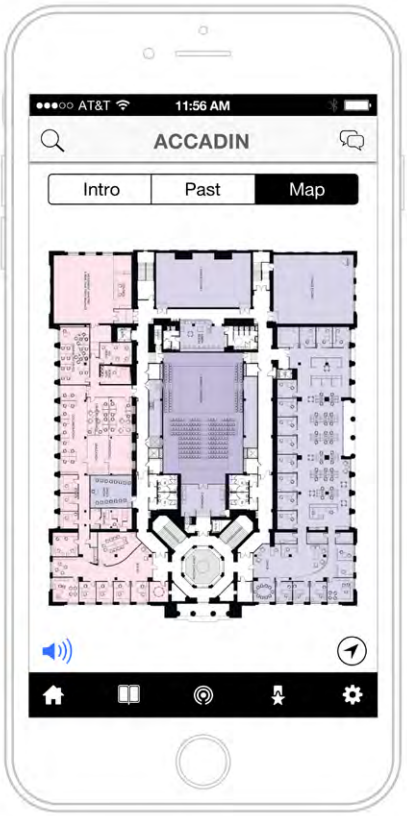
ACCADIN
March 20
Friday
5:00pm
Sullviant Hall 300


AT&T 11:56 AM
ACCADIN
Iron Man
Star Wars
Batman
Choose Your Character
Iron Man Mk. II

AT&T 11:56 AM
ACCADIN
Intro
Past
Map


AT&T 11:56 AM
ACCADIN
Intro
Past
Map
Past
Now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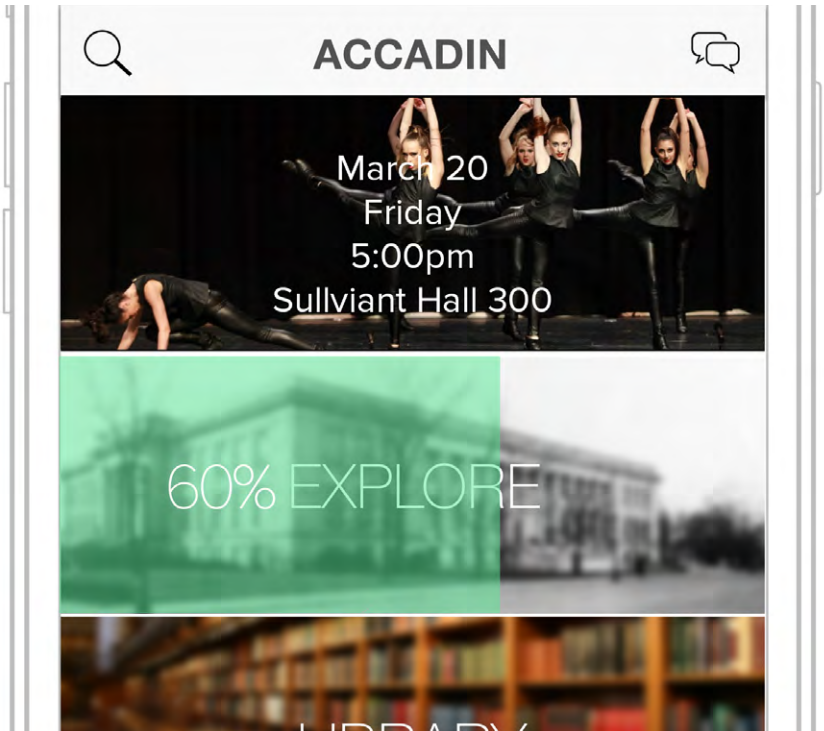
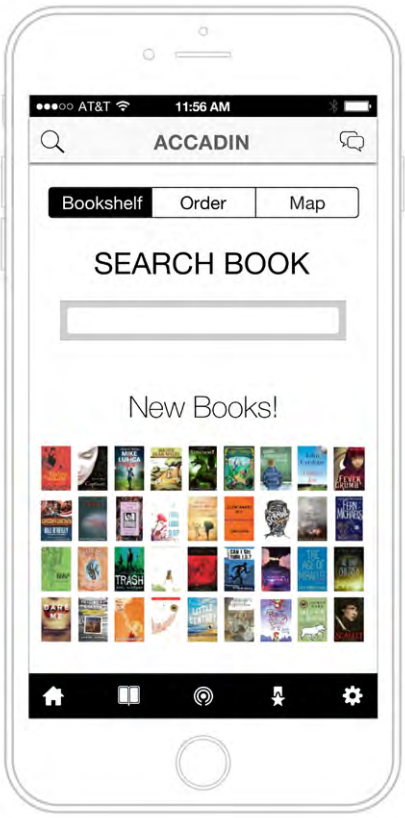
ACCADIN
Intro
Past
Map

Explore


ACCADIN
March 20
Friday
5:00pm
Sullviant Hall 300
60% EXPLORE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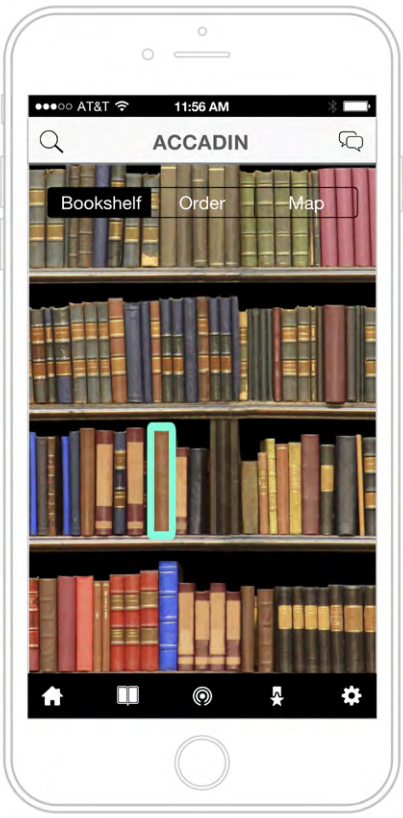
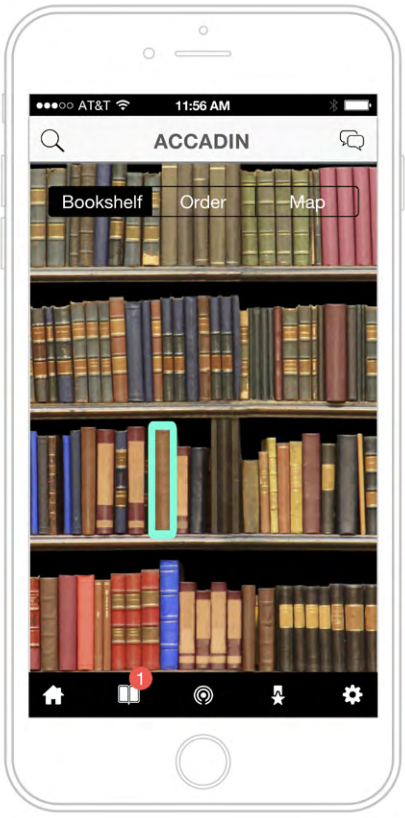
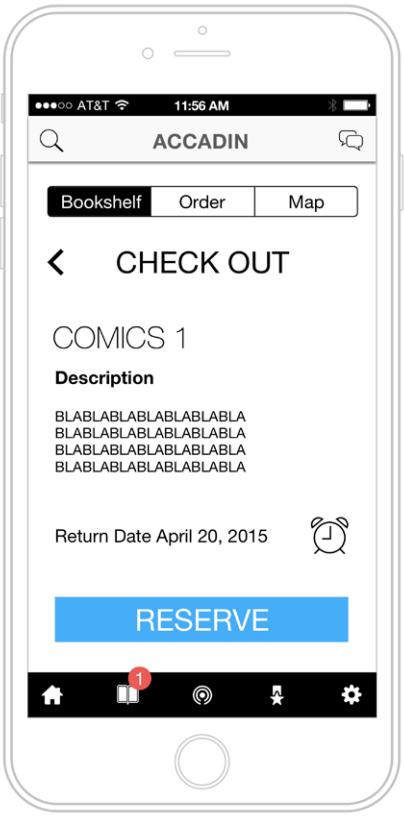
ACCADIN
Bookshelf Order Map
SEARCH BOOK
New Books!

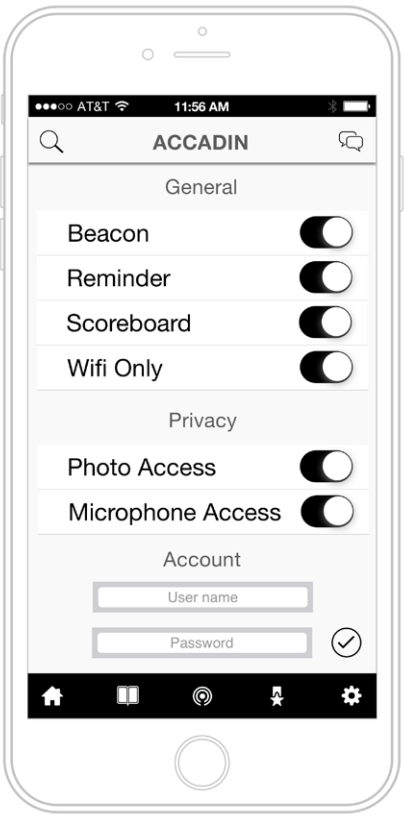

AT&T 11:56 AM
ACCADIN
Bookshelf Order Map

AT&T 11:56 AM
ACCADIN
Bookshelf Order Map

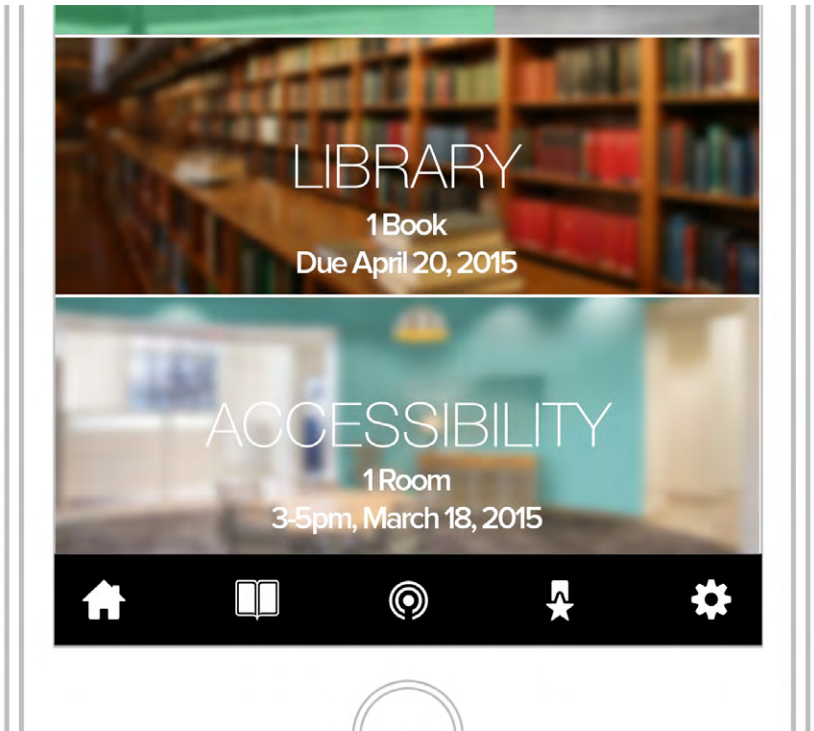

AT&T 11:56 AM
ACCADIN
Bookshelf Order Map


AT&T 11:56 AM
ACCADIN
Bookshelf Order Map
CHECK OUT
COMICS 1
Description
BLABLABLABLABLABLABLA
BLABLABLABLABLABLABLA
BLABLABLABLABLABLABLA
BLABLABLABLABLABLABLA
Return Date April 20, 2015
RESERVE

Library



Accessibility & Setting



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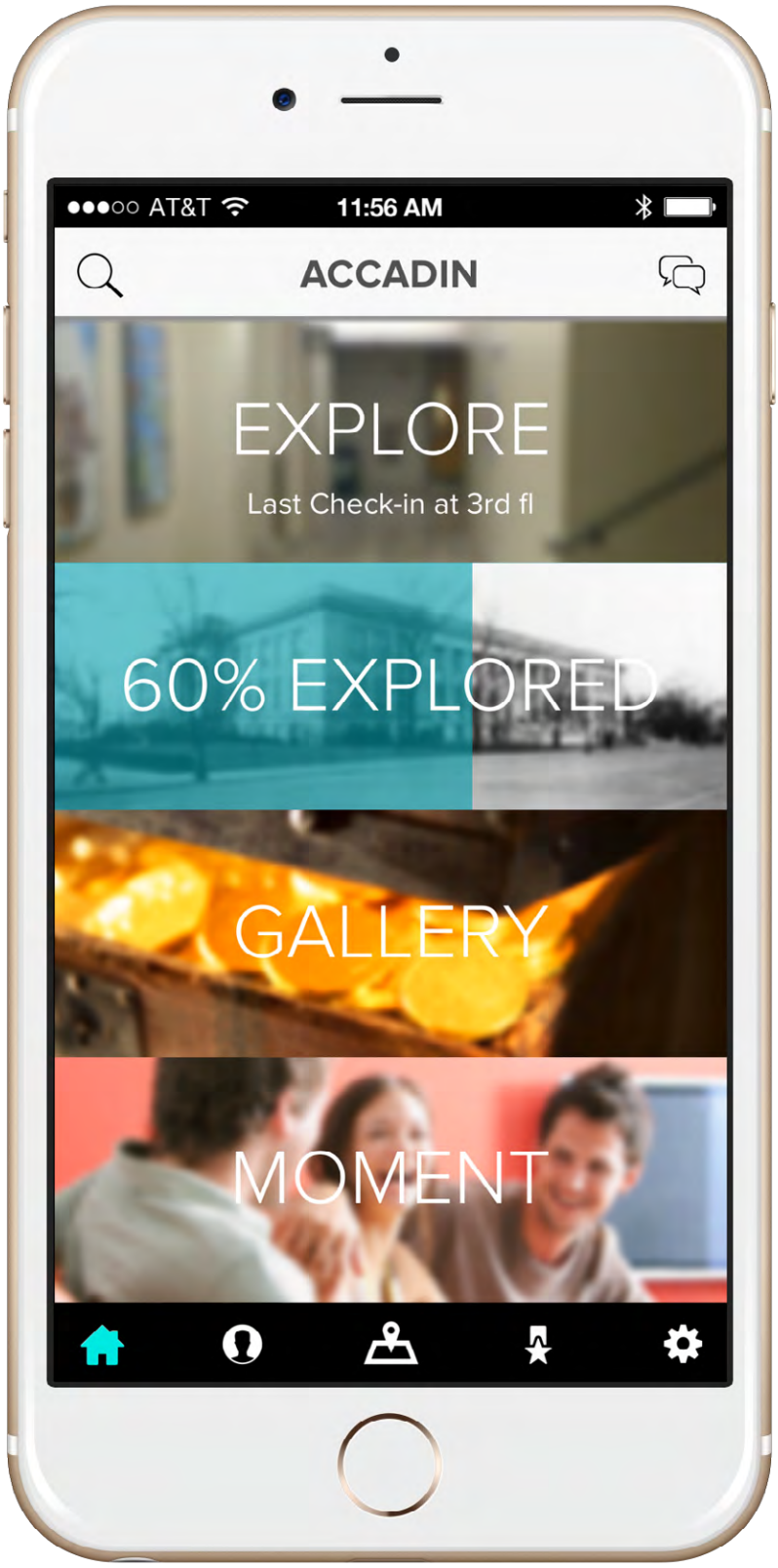
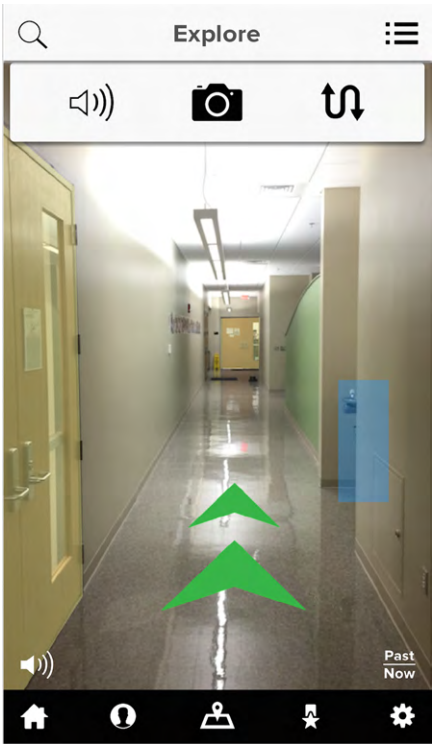
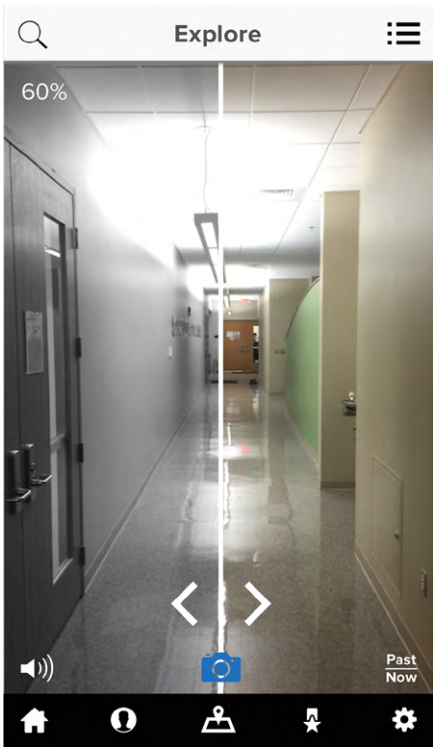
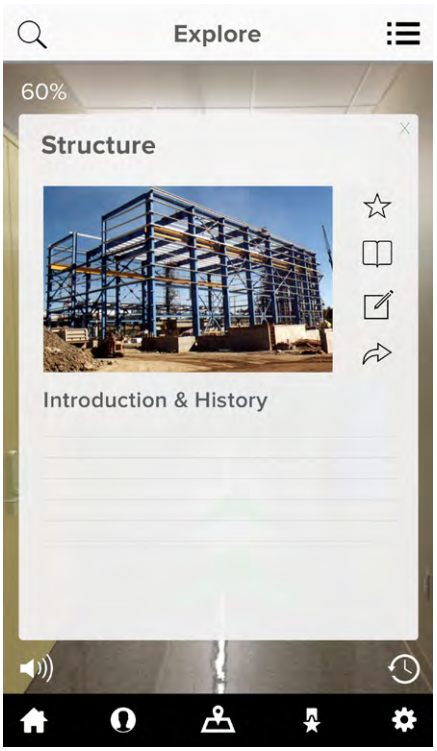
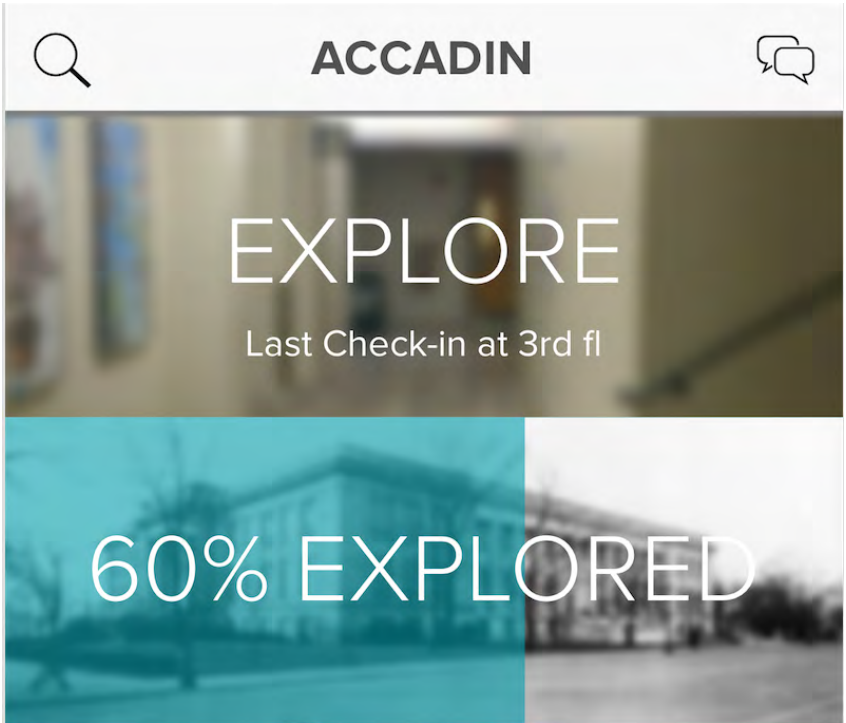

●●●○○ AT&T
11:56 AM
ACCADIN
EXPLORE
Last Check-in at 3rd fl
60% EXPLORED
GALLERY
MOMENT

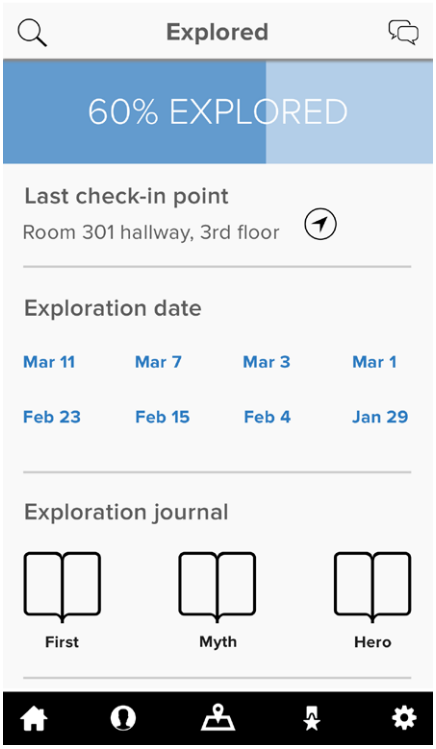

Explore
Past
Now


Explore
60%
Past
Now

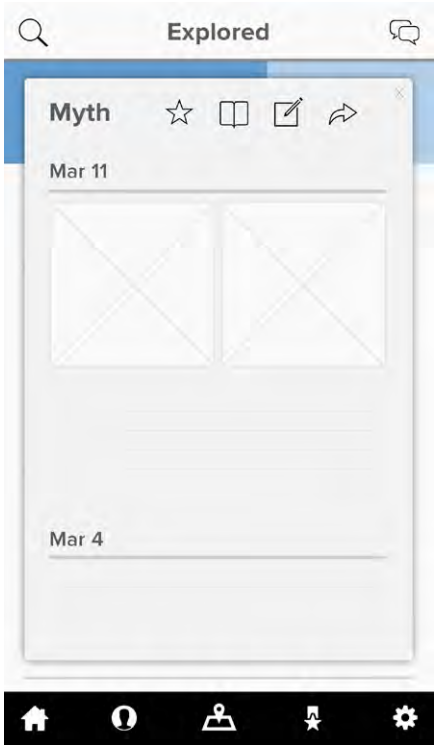

Explore
60%
Structure
Introduction & History

Explore

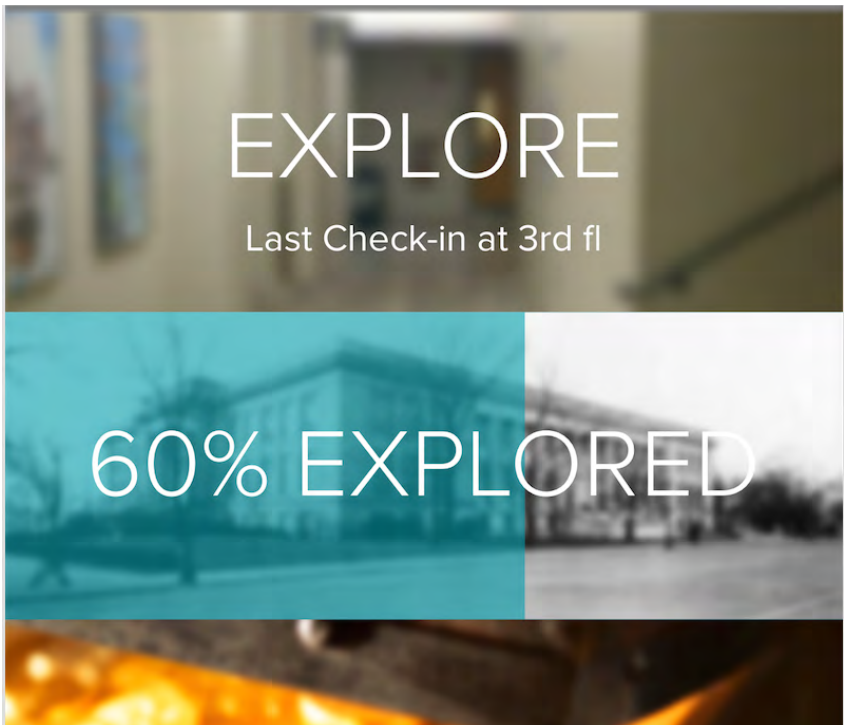

ACCADIN
EXPLORE
Last Check-in at 3rd fl
60% EXPLORED

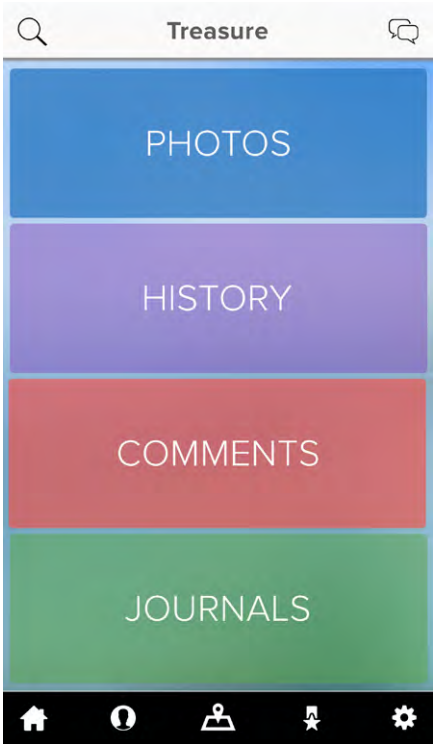

Explored
60% EXPLORED
Last check-in point
Room 301 hallway, 3rd floor
Exploration date
Mar 11
Mar 7
Mar 3
Mar 1
Feb 23
Feb 15
Feb 4
Jan 29
Exploration journal
First
Myth
Hero

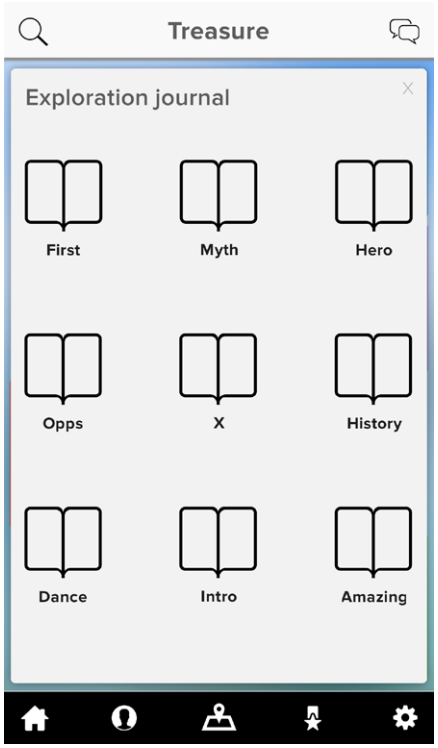
Explored
Mar 11
Photos
Comments

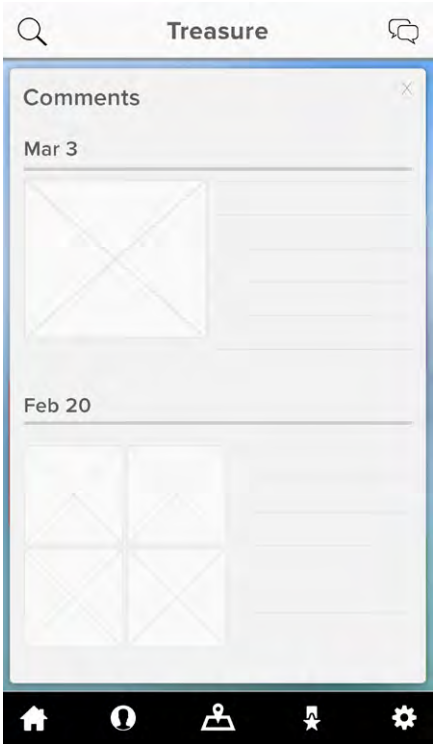

Explored
Myth
Mar 11
Mar 4

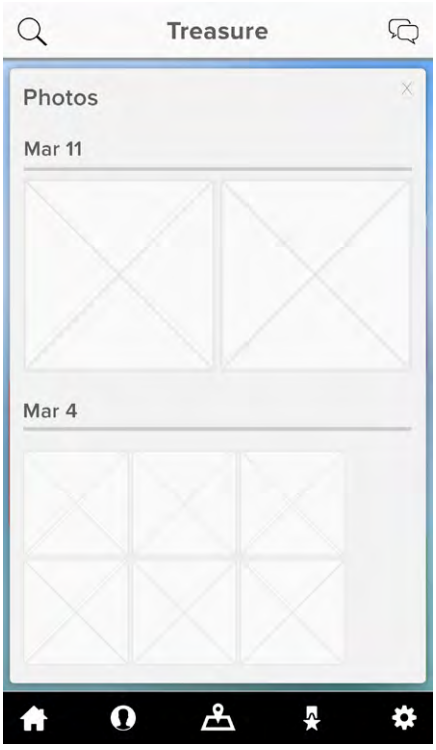
Explored


EXPLORE
Last Check-in at 3rd fl
60% EXPLORED

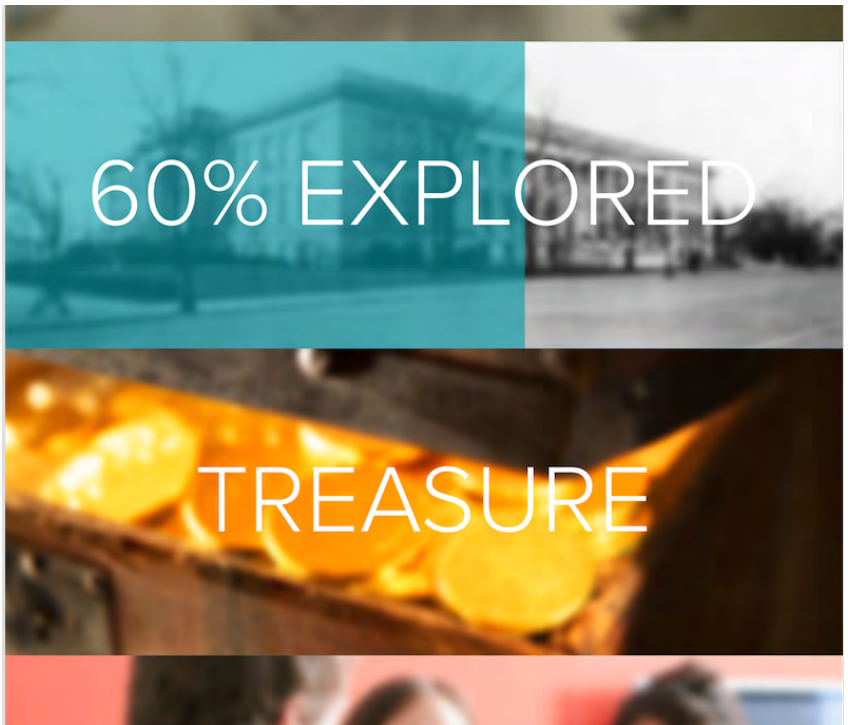

Treasure
PHOTOS
HISTORY
COMMENTS
JOURNALS

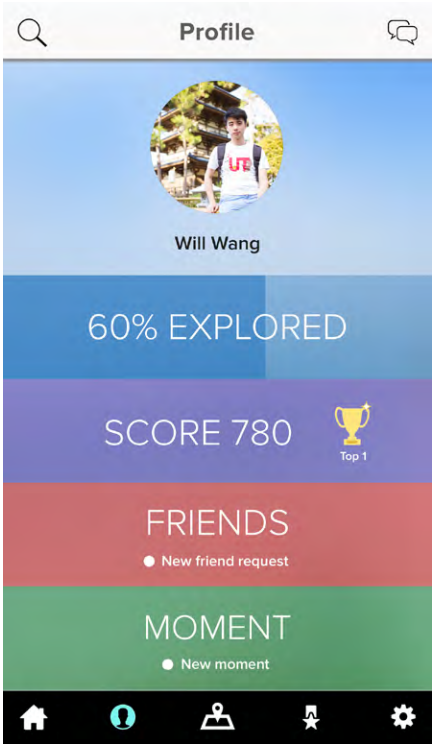

Treasure
Exploration journal
First
Myth
Hero
Opps
X
History
Dance
Intro
Amazing

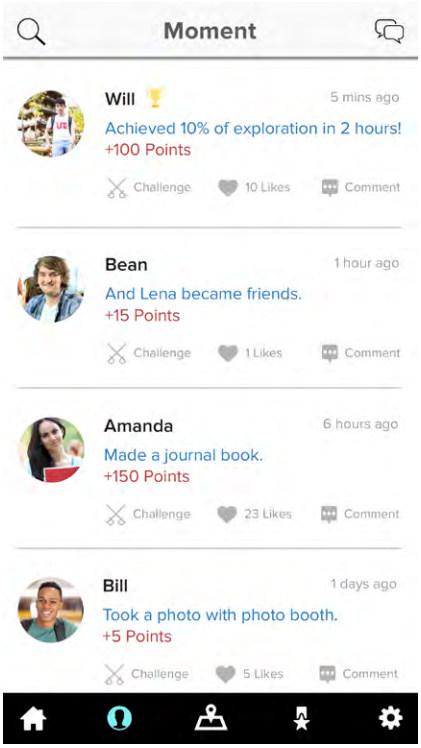

Treasure
Comments
Mar 3
Feb 20

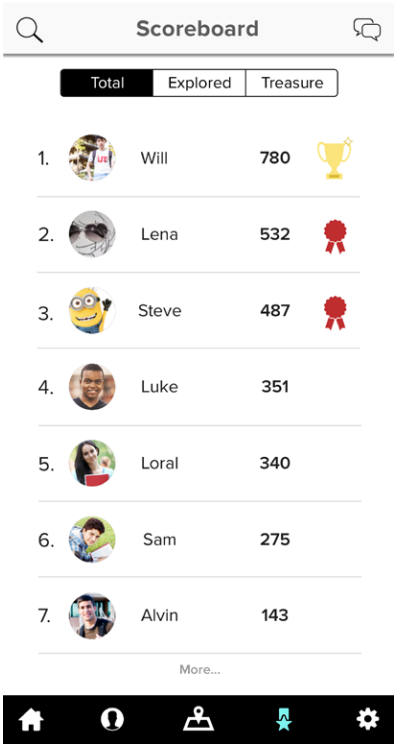

Treasure
Photos
Mar 11
Mar 4

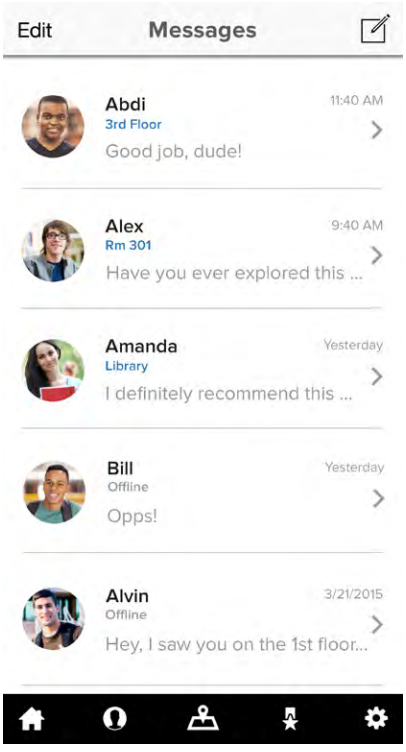
Treasure


60% EXPLORED
TREASURE

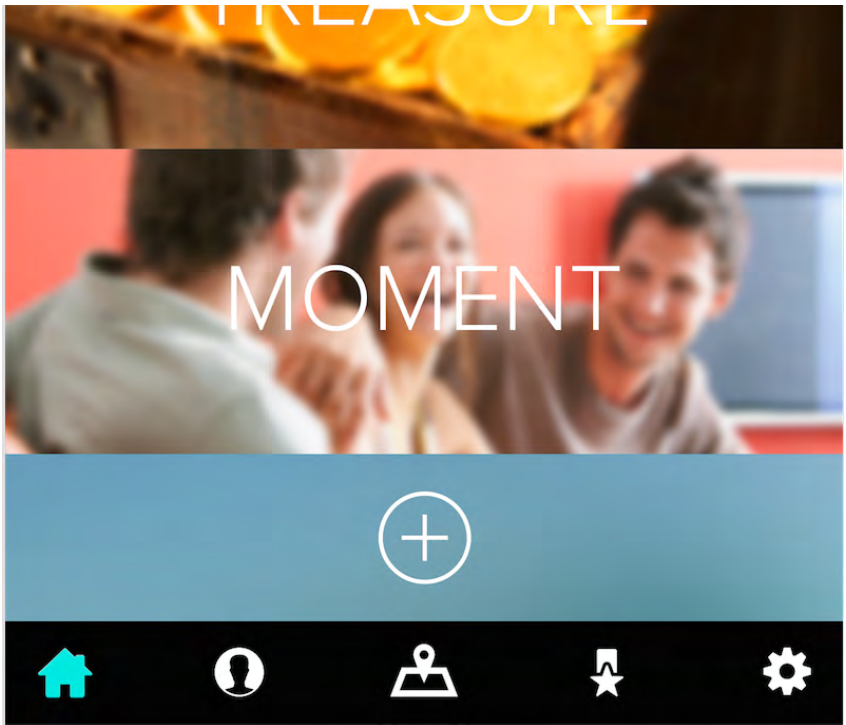

Profile
Will Wang
60% EXPLORED
SCORE 780
Top 1
FRIENDS
New friend request
MOMENT
New moment

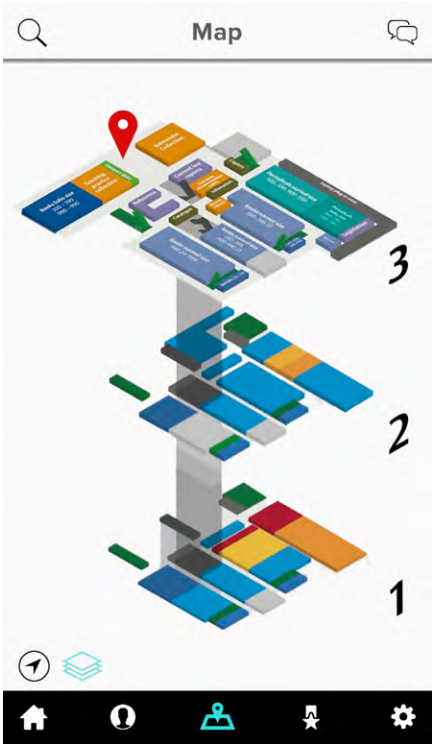

Moment
Will
5 mins ago
Achieved 10% of exploration in 2 hours!
+100 Points
Challenge
10 Likes
Comment
Bean
1 hour ago
And Lena became friends.
+15 Points
Challenge
1 Likes
Comment
Amanda
6 hours ago
Made a journal book.
+150 Points
Challenge
23 Likes
Comment
Bill
1 days ago
Took a photo with photo booth.
+5 Points
Challenge
5 Likes
Comment

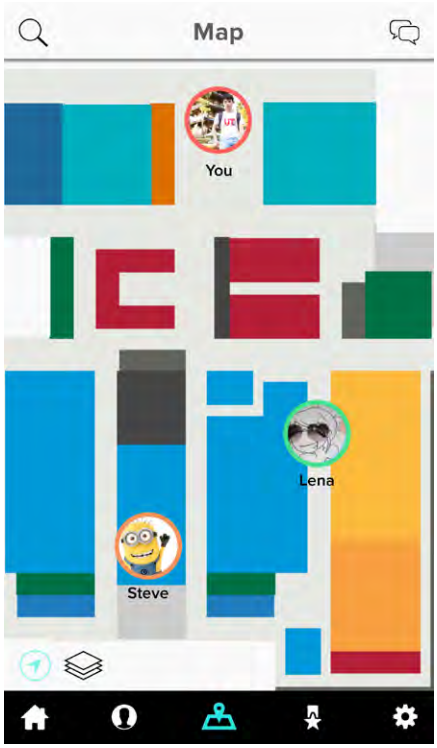

Scoreboard
Total
Explored
Treasure
1. Will 780
2. Lena 532
3. Steve 487
4. Luke 351
5. Loral 340
6. Sam 275
7. Alvin 143
More...

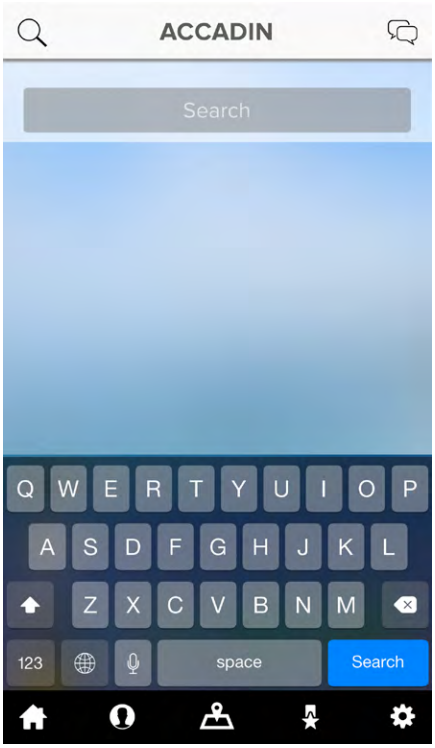

Edit
Messages
Abdi
3rd Floor
11:40 AM
Good job, dude!
Alex
Rm 301
9:40 AM
Have you ever explored this ...
Amanda
Library
Yesterday
I definitely recommend this ...
Bill
Offline
Yesterday
Opps!
Alvin
Offline
3/21/2015
Hey, I saw you on the 1st floor...

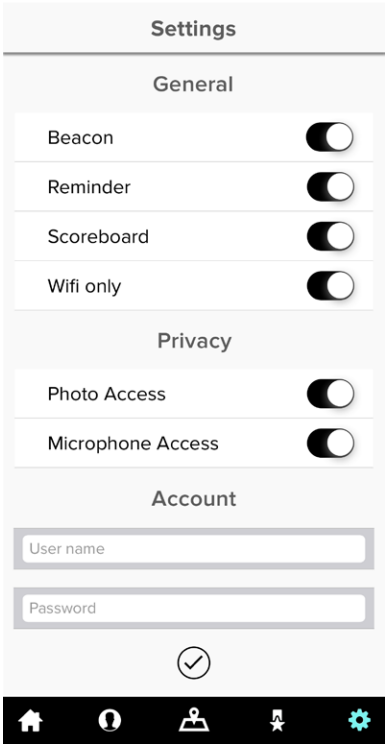
Moment


MOMENT

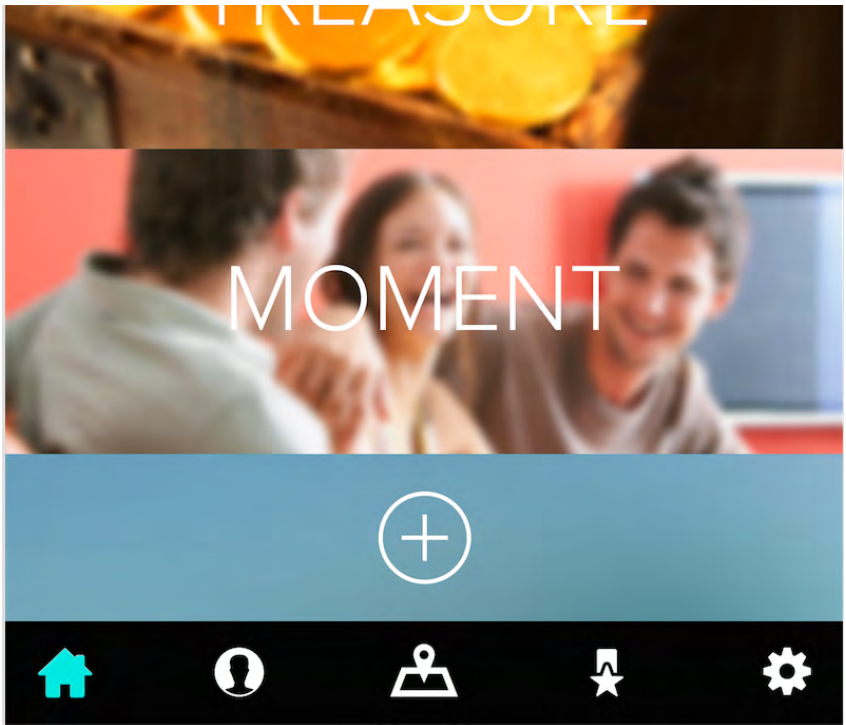

Map
3
2
1


Map
You
Lena
Steve


ACCADIN
Search
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
Search


Settings
General
Beacon
Reminder
Scoreboard
Wifi only
Privacy
Photo Access
Microphone Access
Account
User name
Password

Map & Setting


MOMENT

User Test Plan

Rubrics

Completion scores

Finish	3pts
Not finish	0pts

Trial times scores

X=1	3pts
2<=X<=3	2pts
X>3	1pts

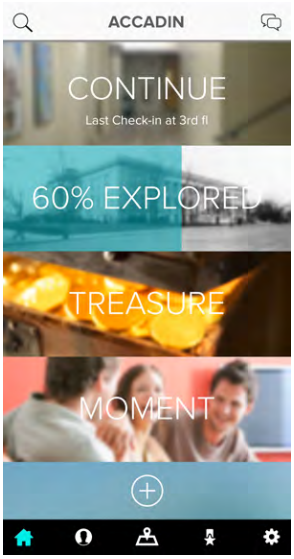
Pain point

Recording the point that is hard to understand, not user-friendly and need to be improved.

Task 1

Explore the Sullivant Hall and take a screen shot of past & now view.

Task 1



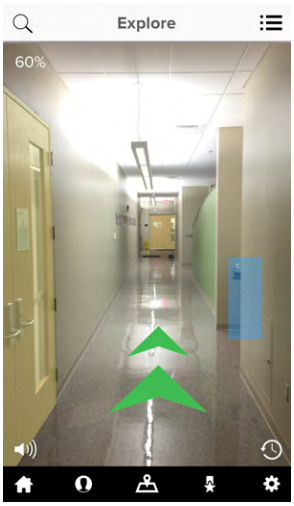
Step 1

Go to continue/explore page.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



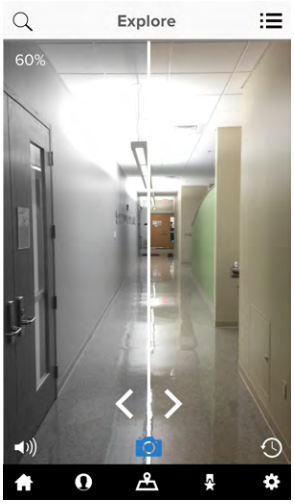
Step 2

Find and click pass and now button at the right of the bottom page.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



Step 3

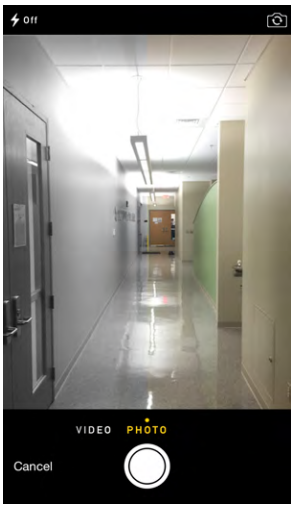
Using middle slide bar to view the pass and now look.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____

Task 1



Step 4

Click the camera button to take the screenshot.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____

Total time _____

Total score _____

Questions

1. How did you find the Past & Now view button?

2. Which step(s) do you think is the difficult hard one to understand or get through?

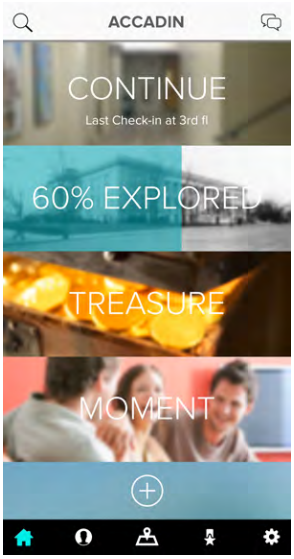
3. Do you think it is necessary to have a tip or instruction before you using the App? (testing)

4. Any suggestion?

Task 2

Find social feature and leave a comment on a friend’s moment.

Task 2



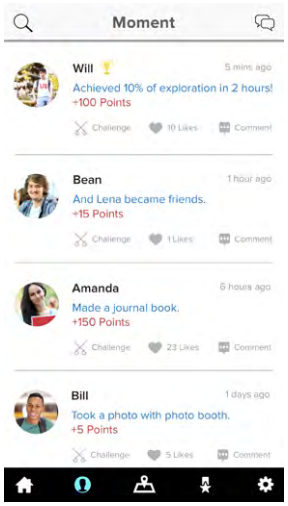
Step 1

Go to moment page.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



Step 2

Leave a comment on a friend's moment.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____

Total time _____

Total score _____

Questions

1. How often will you check the friend's moment?

2. Which step(s) do you think is the most difficult one to understand or get through?

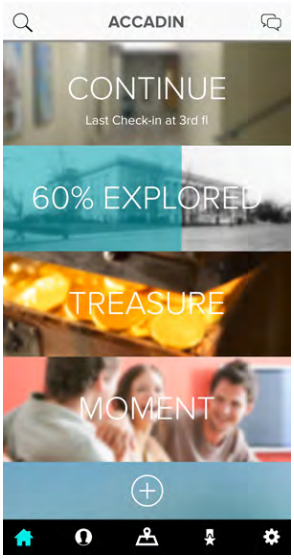
3. Do you think it is necessary to have a tip or instruction before you using the App? (testing)

4. Any suggestion?

Task 3

Find, view and share a journal book.

Task 3



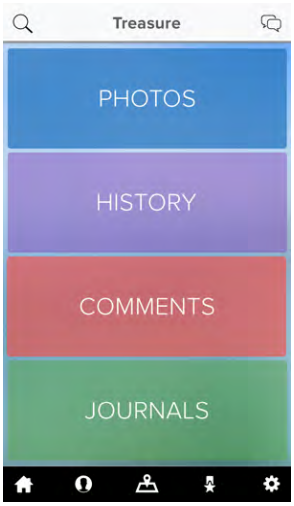
Step 1

Go to treasure page.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



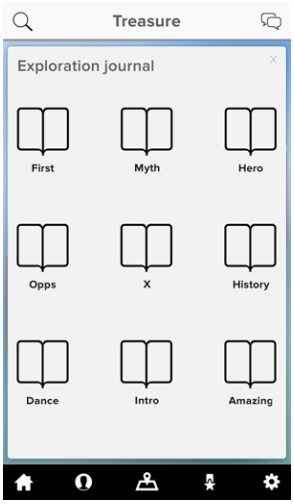
Step 2

Find Journals category and enter.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



Step 3

Select a journal and view.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____

Task 3

Step 4

Click the Share button for sharing. (Just identify the Share button.)

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____

Total time _____

Total score _____

Questions

1. Which step(s) do you think is the most difficult one to understand or get through?

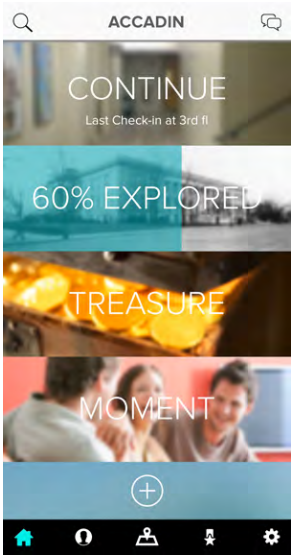
3. Do you think it is necessary to have a tip or instruction before you using the App? (testing)

4. Any suggestion?

Task 4

Explore the Sullviant Hall, look up a history site, and share the history infomaiton.

Task 4



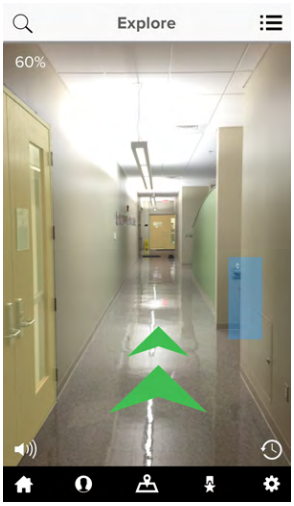
Step 1

Go to contine/explore page.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



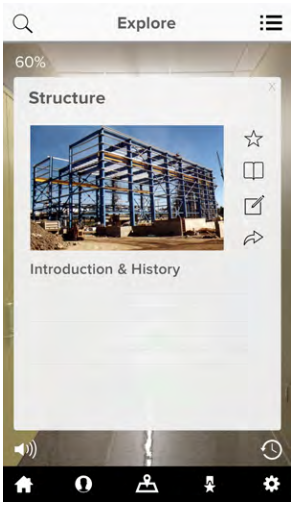
Step 2

Find and click a highlighted area in the screen.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



Step 3

Click the Share button for sharing. (Just identify the Share button.)

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____

Total time _____

Total score _____

Questions

1. Which step(s) do you think is the most difficult one to understand or get through?

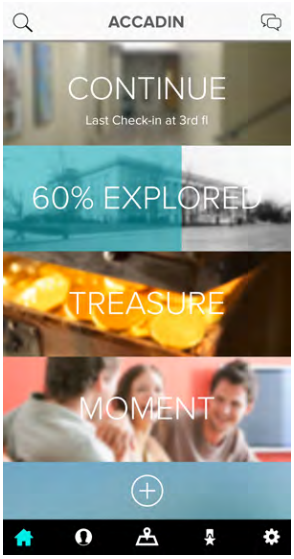
3. Do you think it is necessary to have a tip or instruction before you using the App? (testing)

4. Any suggestion?

Task 5

View map and the friend’s location.

Task 5



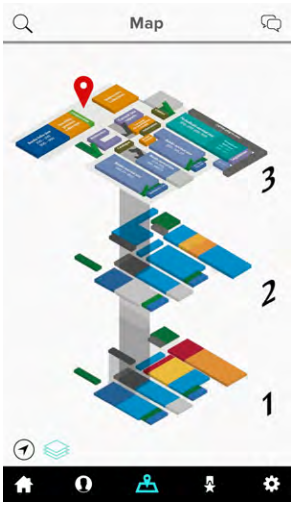
Step 1

Go to location at the bottom menu bar.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



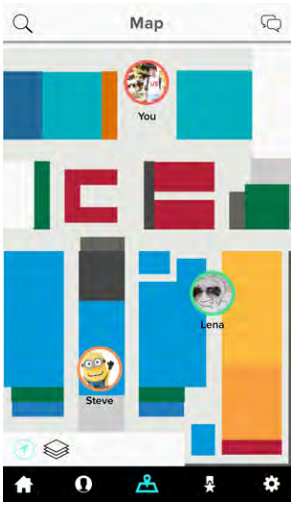
Step 2

Find and click the floor user are currently located.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____



Step 3

View the map details.

Finish ? _____ **Pain point** _____

Trial times _____ **Score**_____

Time _____

Total time _____

Total score _____

Questions

1. Which step(s) do you think is the most difficult one to understand or get through?

3. Do you think it is necessary to have a tip or instruction before you using the App? (testing)

4. Any suggestion?

Test Result

Problem & Improvement

User Test Report

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Usability Test	**47**
Test content	**48**
Task Rubrics &Q	**49**
Data & Analysis	**50-53**
Improvement	**54-55**
Summary	**56**

App Introduction

Objective

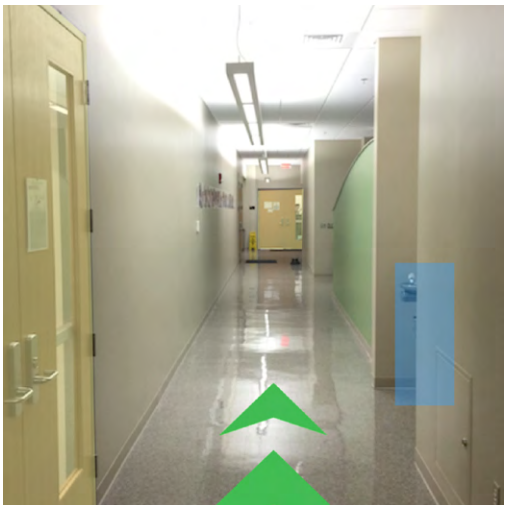
Assisting users to explore Sullivan Hall and helping them know the history of the building better.

User group

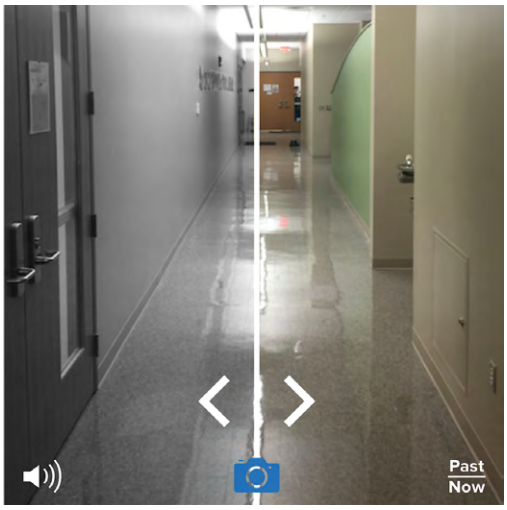
- **Student**
- **Staff**
- **Visitor**

People who are new to the Sullivant Hall and want to get to know this building.

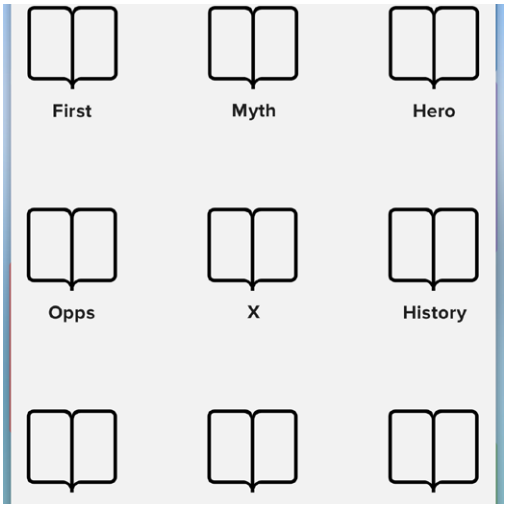
Features



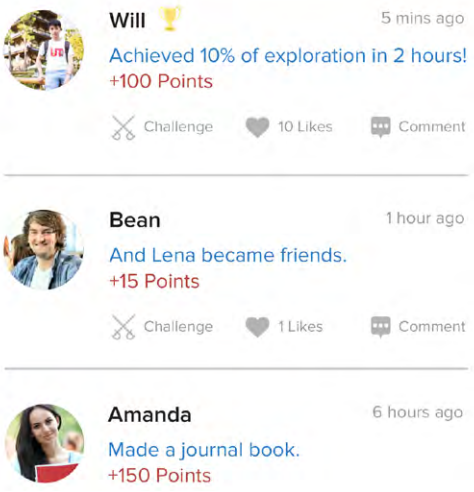
Real time guide with Beacon tech



Past & Now look



Exploration history, photos making into journals



Friends' (explorers) moment

Usability Test

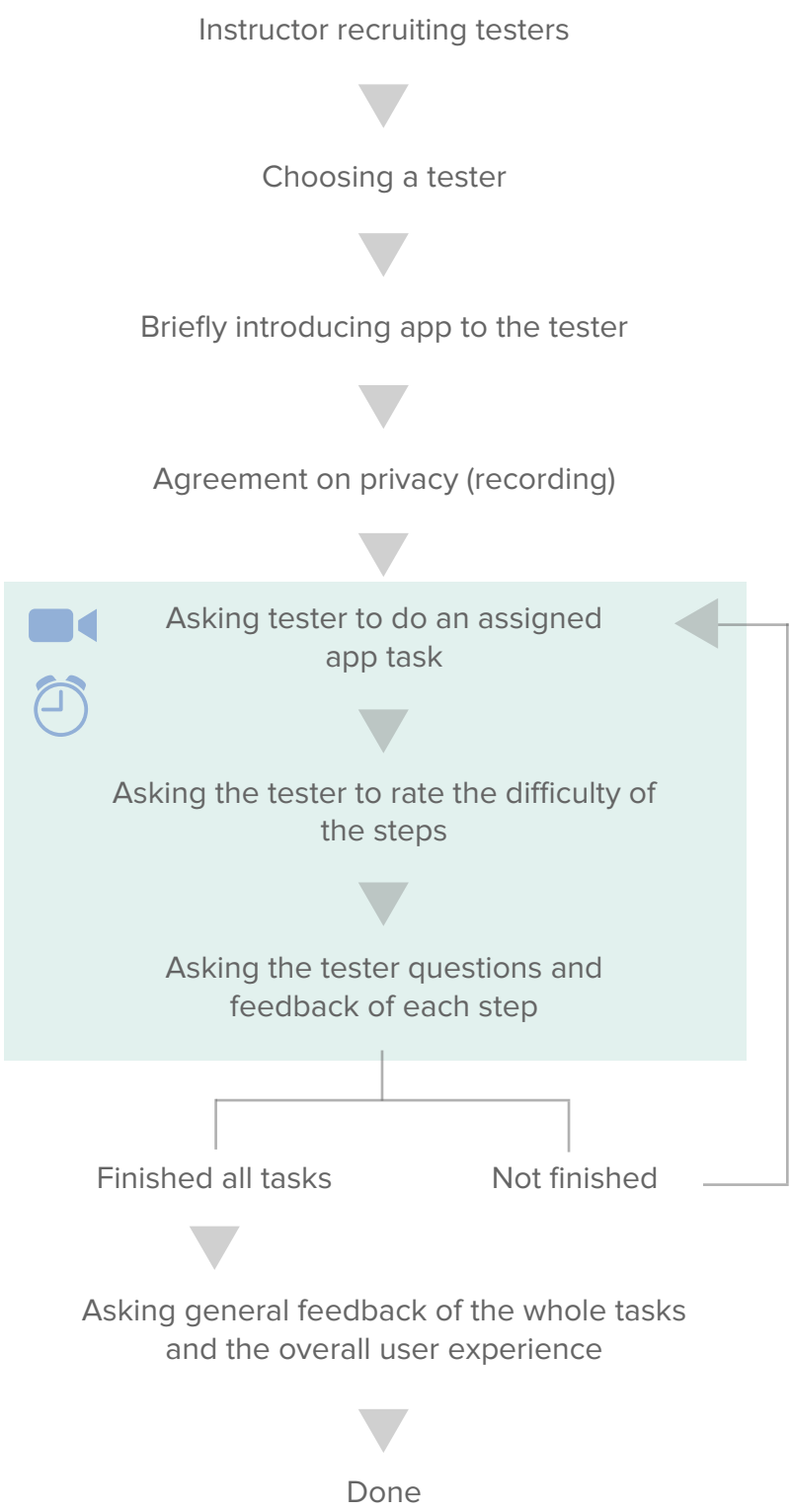
Executive summary

I conducted the app usability tests at the Sullivant Hall on April 20th and 22nd. The purpose of the test was to assess the usability of the app ACCADIN, focusing on the user experience and finding any possible aspects that needed to be improved.

Participants

All participants (testers) were recruited by the instructor Jeremy Patterson. Six participants were scheduled over the two testing dates. Three participants were involved in testing on April 20st and three on April 22nd.

Methodology (demonstrated as an individual)



Test Content

Task 1	**Explore the Sullivant Hall and take a screen shot of past & now view.**
Task 2	**Find social-network feature and leave a comment on a friend's post.**
Task 3	**Find a journal book, read and share it to your friends.**
Task 4	**Explore the Sullivant Hall, find history of a site and share the history information.**
Task 5	**View map and find your friend's location.**

Task Rubrics & Questionnaire

Completion scores	
Finish	3pts
Not finish	0pts
Trial times scores	
X=1	3pts
2<=X<=3	2pts
X>3	1pts

FOR

Data collect (Each task)
Finish or not finish
Trial time score
Spending time
Total score

End of task questions

1. Random question about this task.

2. Which step(s) do you think is the most difficult one to understand and get through?

3. Do you think it is necessary to have tips or instruction before or during you using the App? (testing)

4. Any suggestion?

Overall questions

1. Which task(s) do you think is the most difficult one to understand and get through?

2. How do you feel about this application?

Data & Analysis

Task completion rate

Participant	Task 1	Task 2	Task 3	Task 4	Task 5
1	√	√	√	–	√
2	√	√	√	√	√
3	√	√	√	√	√
4	√	√	√	√	√
5	√	–	√	√	√
6	√	√	√	√	√
Success	6	5	6	5	6
Completion Rates	100%	83%	100%	83%	100%

(Chart 1)

Task trial time

Participant	Task 1	Task 2	Task 3	Task 4	Task 5
1	4	2	1	1	1
2	2	2	1	1	1
3	1	1	1	1	1
4	1	1	2	1	1
5	1	3	1	2	2
6	1	4	4	1	4
Average times	**1.67**	**2.17**	**1.67**	**1.17**	**1.67**

(Chart 2)

Data & Analysis

Task time (Second)

Participant	Task 1	Task 2	Task 3	Task 4	Task 5
1	35	26	12	12	9
2	14	14	7	5	5
3	14	7	15	16	3
4	13	5	14	9	6
5	17	40	22	14	14
6	10	15	27	14	23
Average time	**17.17**	**17.83**	**16.17**	**11.67**	**10**

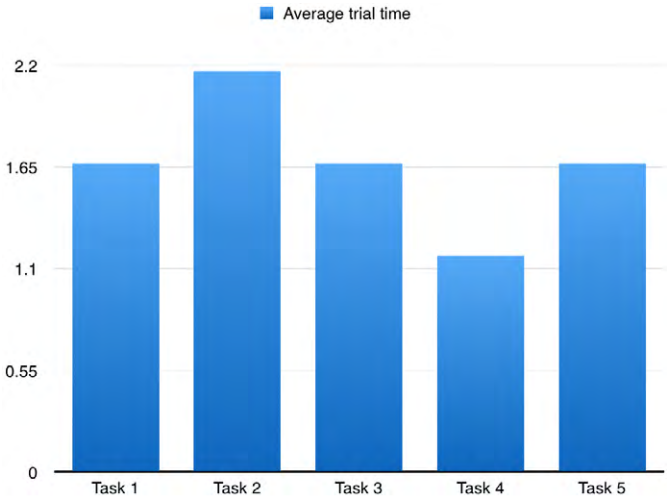
(Chart 3)

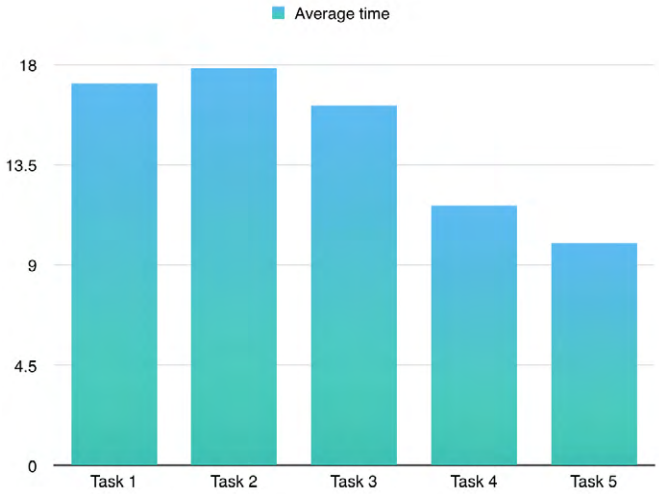
Task score (completion + trial time)

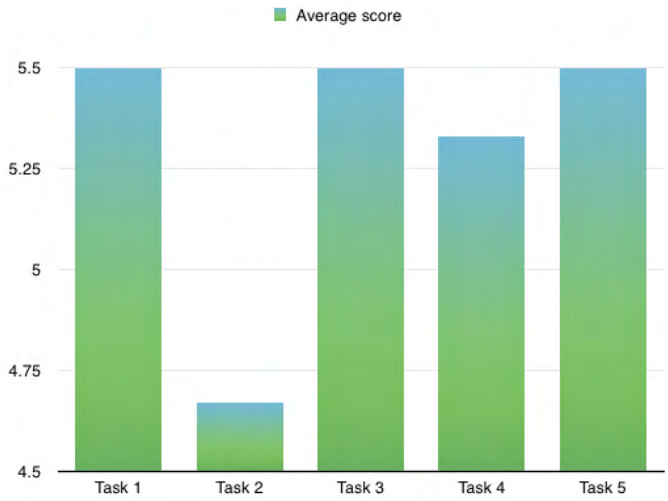
Participant	Task 1	Task 2	Task 3	Task 4	Task 5
1	4	5	6	3	6
2	5	5	6	6	6
3	6	6	6	6	6
4	6	6	5	6	6
5	6	2	6	5	5
6	6	4	4	6	4
Average score	**5.5**	**4.67**	**5.5**	**5.33**	**5.5**

(Chart 4)

Data & Analysis







Test result

The overall test shows the most of functions were designed well, user friendly and effective. However, based on the data, task 2 is the most complicated one for user to complete. The possible reason might be the complexity of task content, unclear task description or the user interface. The content and work-flow of task 2 should be reconsidered and improved accordingly. Besides, test result (based on spending time and observation) shows this application can be used fluently by users after a brief introduction.

“An introduction or tips at the beginning will be better.”

“Some titles are fancy but hard to understand.”

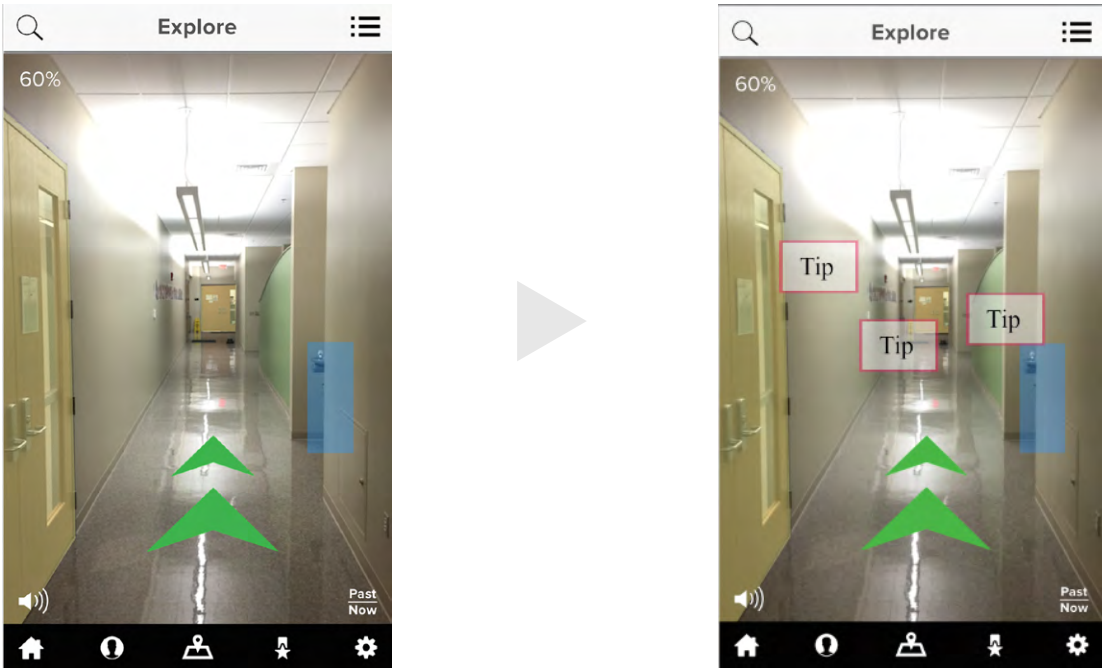
“How to go back?”

“Creating a relationship between two elements.”

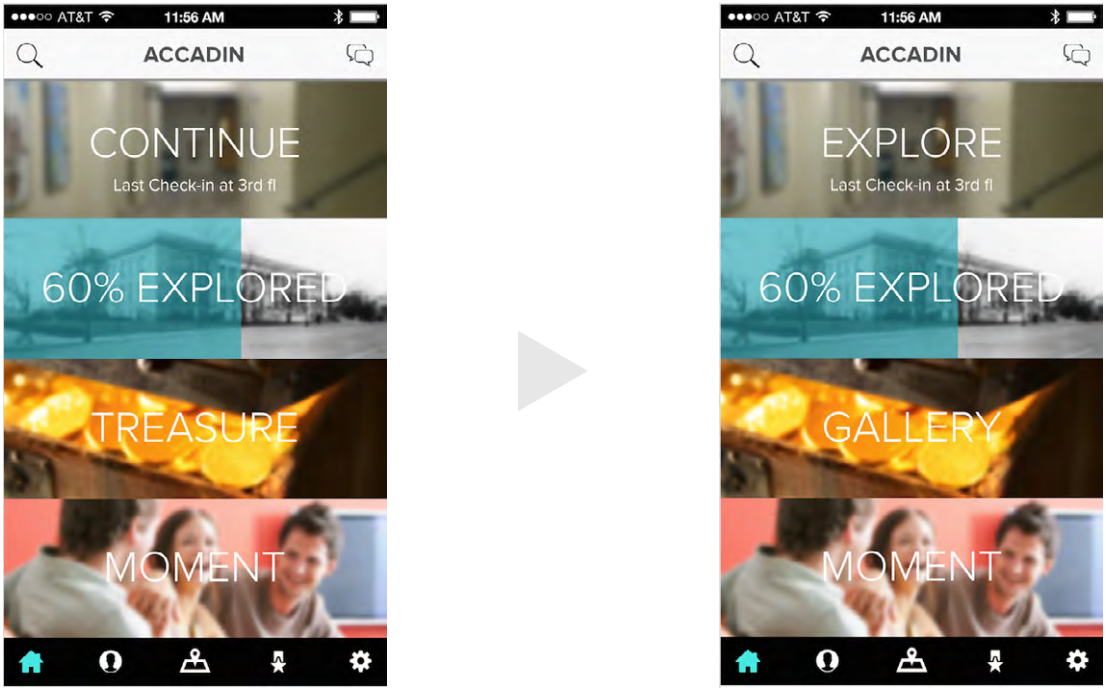
...

Improvement

Adding tutorial and quick tips

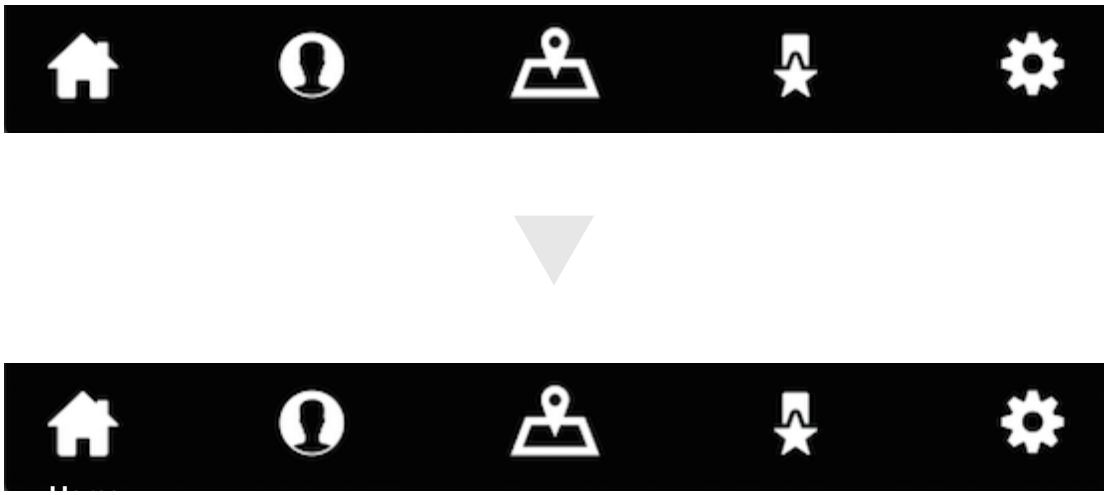


Re-titling

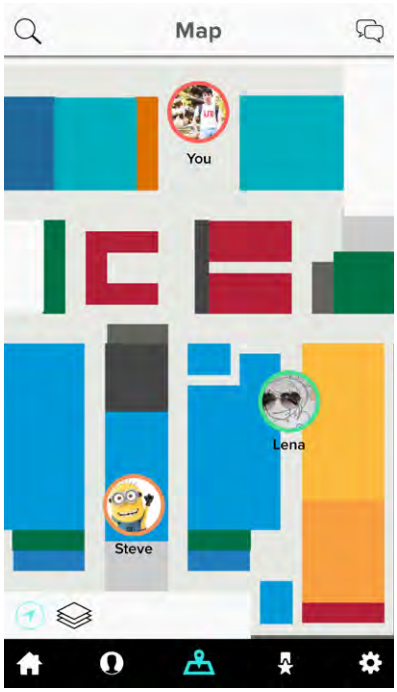


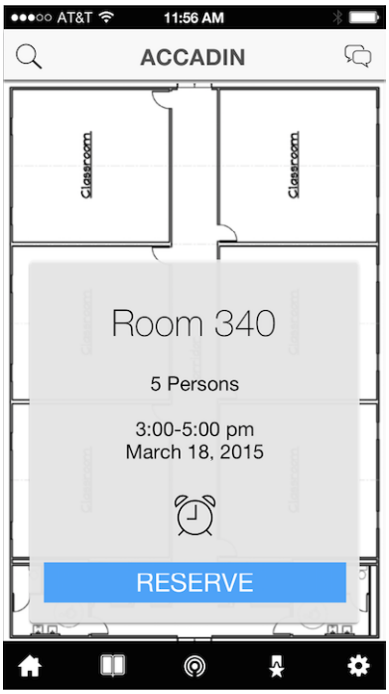
Improvement

Indication refinement



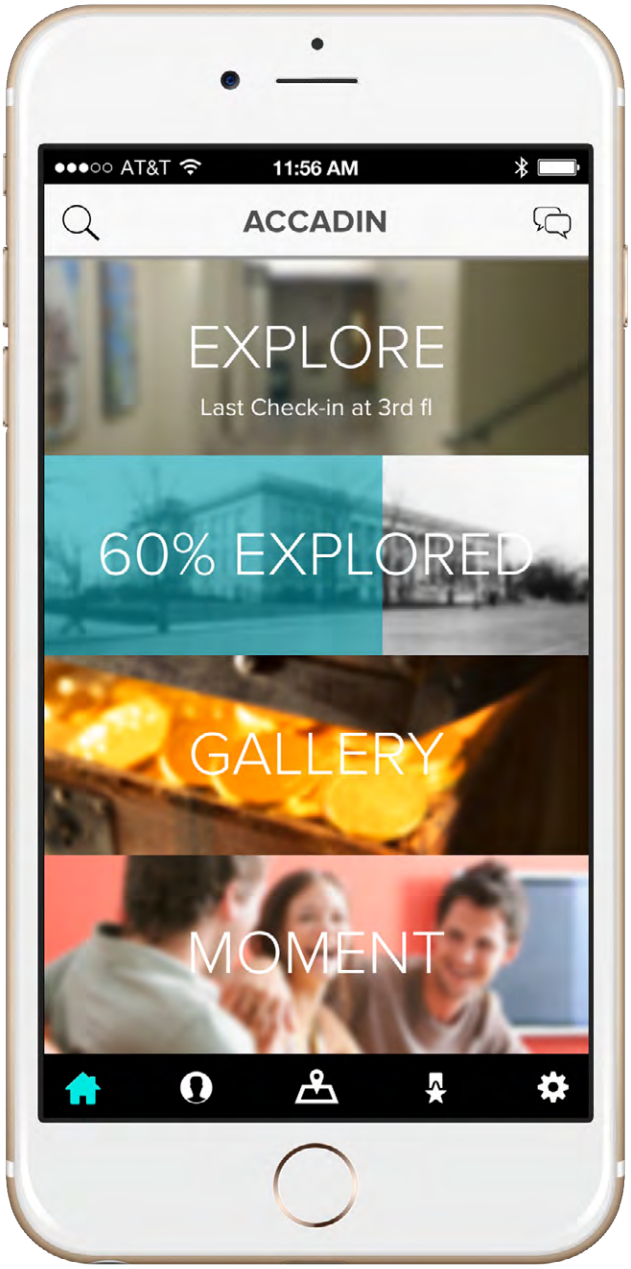
Adding classroom service





Summary

The usability test shows the most of functions were designed well, user friendly and effective. According to the test, majority of participants completed the tests, and the test result (based on spending time and observation) shows this application can be used fluently by users after a brief introduction, which will be included in the release version of the app. And to increase the fluency and enhance the user experience, the app still needs to be improved in the next version.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