

Questions?

- Project #1
 - Walkthroughs
 - Grading out of 110
 - *Email for clarifications*
 - Redesign
- Mid-term:
 - Study list on the web
 - Readings

Design a “way finder” for airport customers

- Problem statement:

When passing through airports, people often have difficulty finding the services they need. The availability of these services, as well as how to get to them, is not obvious, which can result in missed flights, weary travelers, and a stressful customer experience.

- Target persona: Angela, ~30, PR on the west coast
 - Wants to be on time for client meetings
 - Wants to travel without hassle
 - Does not want to feel stupid

“Way finder” requirements

- You may assume:
 - PDA size device
 - Wireless connection or IR pods
 - Low resolution location information available

Process

- Group size: 5
- Initial design: 15min
 - Brainstorming
 - Storyboarding/low-fi prototype
- Between groups critique: 15min
 - One member stay to present the solution
 - 4 members go to other projects
- Final design: 10
- Class critique: 25min
 - 2 projects

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Solution from Cooper Design

Angela taps here to view a list of the types of services available in the airport.

Name	Minutes
Joe's Coffee	1
CoffeeCoffee	3
Moonbucks	4
Airport Coffee & Snacks	4
CoffeeCoffee	8
The Bean Shack	10
Moonbucks	10
Moonbucks	12
Lucille's	13

Services in the selected category are listed here. The location closest to her appears at the top of the list.

Or she can write the name of the service she is looking for here.

To choose a destination, Angela taps her choice in the list.

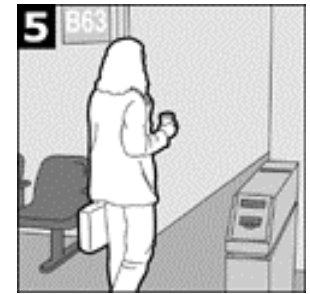
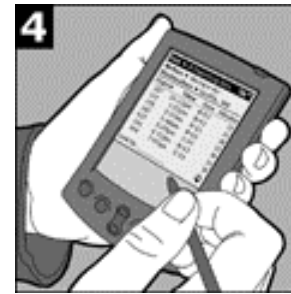
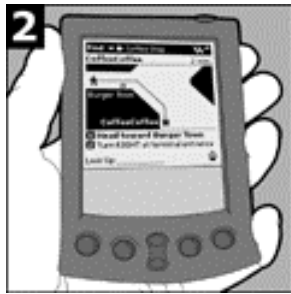
After making a selection on the List screen, Angela sees the Map screen, which shows her position, her destination, and the major landmarks on her route.



Angela can navigate by looking at the map, or by following the simple written directions below.

As she moves along her route, the appropriate direction moves to the top of the list.

Cooper Design's storyboard



Readings

- Ch 4