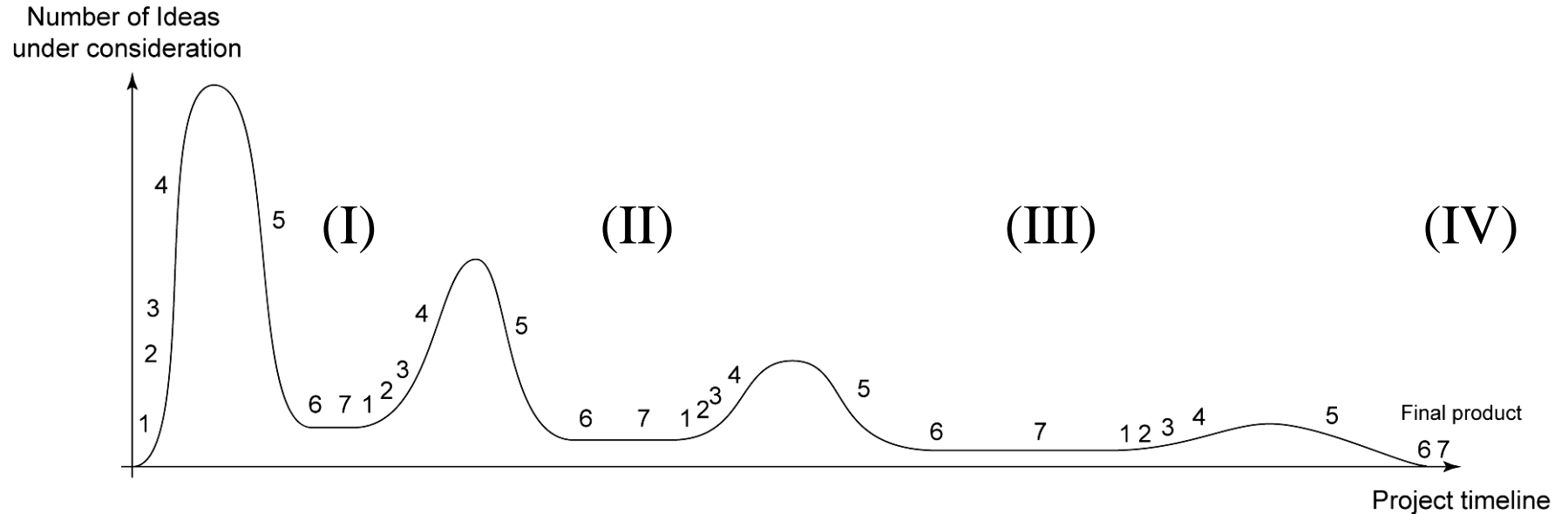


Today

- Evaluation

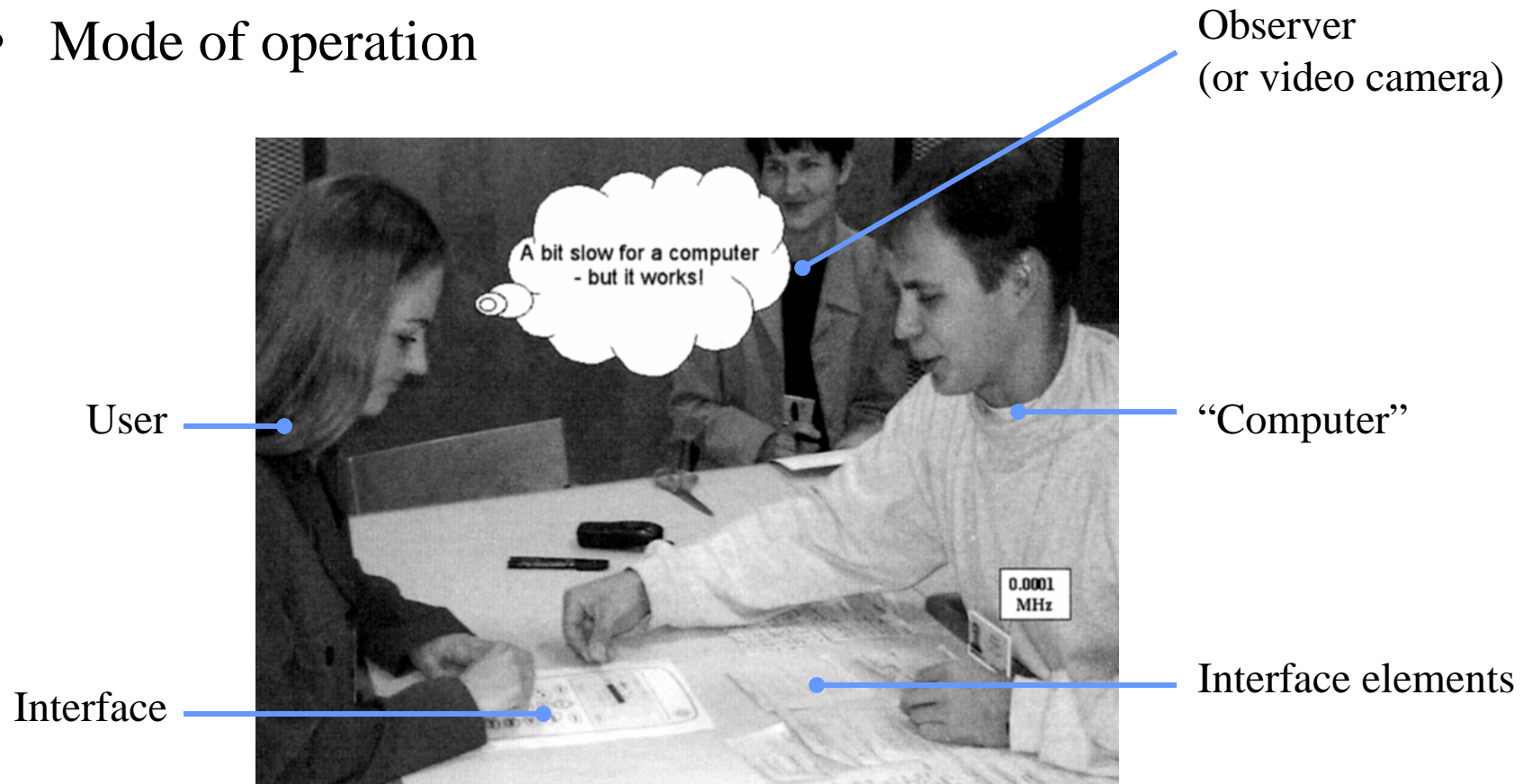
Evaluation

- Depending of the phase of the project
 - Walk-throughs and paper based interface (I)
 - Simulation of the interface and Wizard of Oz approaches (II)
 - Larger and larger group of users using the real interface (III)
 - Product is shipping (IV)



Low fidelity prototypes

- Paper/plastic based interface simulation
 - Using sketches, foamcore, transparency, and PICTIVE*
- Mode of operation



Paper prototyping (Carolyn Snyder)

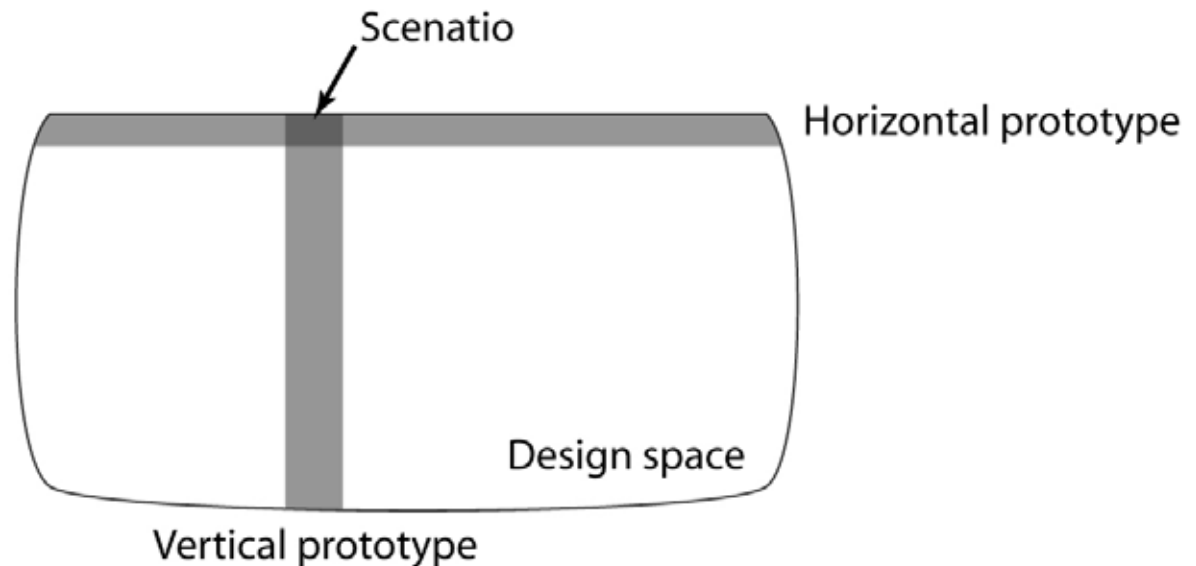
*Plastic Interface for Collaborative Technology Initiatives through Video Exploration” Muller, CHI 91

Low fidelity prototypes (summary)

- Inexpensive
- High level feedback about the dynamic of the interface
- Trigger users reactions
 - Debrief users
- Might be inaccurate
 - Speed, human-human interferences...

Medium fidelity prototypes (II and III)

- Using prototyping tools (Flash, Director, JavaScript,...)
 - Vertical prototype: Provide answer about a specific question
 - *Is dialog box design A faster than dialog box design B?*
 - Horizontal prototype: the full interface without the functionality
 - *Is the command structure OK?*
 - Scenario



Wizard of Oz (I, II, III)

- Testing a system that does not exist
 - Voice recognition, face identification, handwriting recognition
- Mode of operation
 - Users use the interface as intended
 - A wizard (sometime hidden) responds to users behavior
 - *Follow an algorithm*
 - *Reproduce the expected capability of the system*
 - Example: the on-cart assistant in the IDEO video

Medium fidelity prototypes (Summary)

- Time consuming
- Be careful about user expectations
 - Developer might resist change
 - Management might think it is real
- Do not get distracted by too small a detail
 - Color, font,...

High fidelity prototypes

- Piecewise prototype
 - Horizontal, vertical, scenario
 - Controlled setting
- Alpha and Beta releases
 - Small scale distribution
 - *Quicken*
- Final product?
 - Monitor help line
 - Monitor sell rep.
- Costly
 - Problem can be deeply rooted in the software architecture