

Questions?

- Project #1
- HW#2
- Remarks
 - HW and projects must be turned in on time
 - Please be on time for class

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

Constrains

- PDA/Smart phone class hardware
- Wireless infrastructure available
- Low resolution location information available

Process

- Group size: 5
- What to do:
 - 5 minutes to generate key goals
 - 15 to create the initial low fidelity prototype
 - 10 minutes to debug the interface with a user
- Presentation to the class
 - Several group will present their solution to the class

Solution from Cooper Design

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

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

Find ▼ Coffee Shop W	
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
Look Up:	

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

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

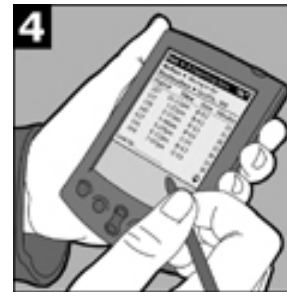
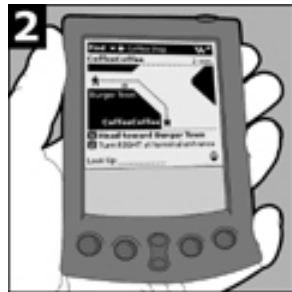
After making a selection on the List screen, Angela sees the Map screen, which shows her position, her destination, and the major landmarks on her route.



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



Reading

- The Human Information Processor



