

Institut für Informatik

Arbeitsgruppe Software Engineering

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**Kurs Usability Engineering SoSe 2012**  
**Übungsblatt 6: Bedienelemente und Fehlerbehandlung**

Bereiten Sie Ihre Lösungen grundsätzlich so vor, dass Sie diese in der Übung Ihren Kommilitonen in geeigneter Form zeigen und diskutieren können. Geben Sie bitte stets Ihre verwendeten Quellen an.

**Zur Bearbeitung des Übungszettels**

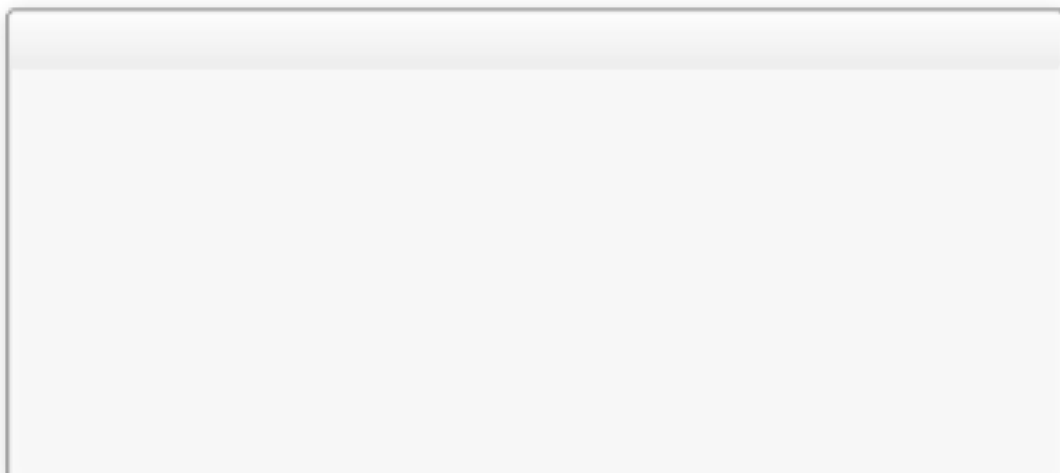
- lesen Sie im Wiki die folgenden Themen
  - Interaktion: Bedienelemente  
(<http://wikis.fu-berlin.de/display/uen/Bedienelemente>)
  - Fehlerbehandlung und Feedback  
(<http://wikis.fu-berlin.de/display/uen/Fehlerbehandlung+und+Feedback>)
- Recherchieren Sie zum Thema Paper Prototyping und Wireframe Erstellung

**Aufgabe 6 – 1 (Design Effective Feedback Messages)**

*Instructions: You are going to design a feedback dialog box. When users choose Consolidate Library in iTunes Store, iTunes copies all their iTunes music files from various folders on their hard drive onto one iTunes Music folder.*

**Use the template below to design the feedback. Include all the requirements listed with the template.**

- Title bar window controls
- Dialog box message icon
- Action buttons to perform or cancel the operation
- Message informing users that consolidating their library will copy all their iTunes media files into the iTunes Music folder
- Message informing users that this procedure cannot be undone.



## **Aufgabe 6 – 2 (Develop Paper Prototype / Wireframe)**

*Select one of the case studies on the following pages. Build a detailed paper prototype or an electronic wireframe of the process. Read the following steps, and then check off each step when you complete it.*

- Discuss what design templates and elements you will use.
- Incorporate the following elements into your prototype:
  - Navigation models and systems
  - Layout schemes and grouping principles
  - Icons & graphics (you may either sketch these, or present them as notes within a box)
  - Shading and Color
  - Expected user interactions
- Draw as many screens as you think you will need to incorporate all of the requirements
- Each case study has its own list of requirements which appears on the following pages.
- Make sure to anticipate and include feedback and error message dialogs (you can use note cards to represent these)
- You can use colored markers, sticky notes, tape, note cards, and page marker tabs to illustrate your prototype. Or you can use a wireframing tool for your wireframe.

### **Case Study 1: Application - DSL Modem Installation and Setup**

A leading Internet Service Provider (ISP) needs to design the user experience of installing and setting up their high-speed DSL access service. The users of the software are either currently using a dial-up access, or are completely new to high-speed DSL Internet access. Users will be required to select the appropriate modem, identify which cable types they will use (USB, Ethernet, Phone line, etc.), and install the connection software.

Present the tasks in the following order:

1. Select a language: English or Spanish
2. Select one of the following:
  - a. The modem is being installed for the first time on a computer that is already connected to a DSL modem.
  - b. An additional computer is being connected to a DSL modem using either an Ethernet or USB cable.
3. Select one service provider from the following list: MSN Premium, Office Basic, or Other ISP.
4. Close all other open programs.
5. Check the service activation data. Modem should not be installed prior to the listed time and date.

6. Indicate whether a home or business security alarm system is connected to the same line as the DSL modem.
7. Select only one of the following modem models: Advanced Networking Modem, Standard Modem, or Actiontec Model GT701.
8. Select only one type of connection to use between the computer and the modem: Ethernet (this option is recommended), or USB. NOTE: Display graphic images of both the Ethernet and USB cable tips and respective computer ports.
9. Instruct users to gather the following hardware and cable items from their installation kits: modem, power cord, yellow Ethernet cable, and grey telephone cord. Note: Display graphic images of both the modem and cables.
10. Instruct user to make the computer, modem, and cable connections in the following order:
  - a. Connect the DSL modem power cable to the computer, and then plug the power adapter cable into an electrical source (surge protector).
  - b. Connect the yellow Ethernet cable from the DSL modem to the computer.
  - c. Connect the gray telephone cable from the DSL modem to a wall mounted telephone jack.
  - d. Optional (if a landline telephone is used, connect the phone to the DSL modem using a second gray telephone cable.)
  - e. Note: display a graphic image that shows the physical connections described
11. Inform the user to continue with the setup process only after all of the computer, modem, and cable connections have been made.
12. Present visual feedback that effectively communicates that the DSL modem is attempting to connect with the ISP provider.
13. Present feedback when the DSL modem successfully connects with the ISP-service.

### Case Study 2: Web site - Running Race Event Registration & Payment

*A mid-sized metropolitan community is planning an annual running race event that they hope will attract visitors to the area. Several running events will be offered. Participants will register for the events online. They will be required to provide personal and billing information.*

*Include the following data fields. Determine which data fields are required by the user and which are optional. Determine a method to identify required fields to users.*

<p><b>Running events offered:</b></p> <ul style="list-style-type: none"> <li>- Marathon \$85.00</li> <li>- Marathon - Wheelchair \$85.00</li> <li>- Half-Marathon \$65.00</li> <li>- Marathon Relay \$240.00</li> <li>- 5K \$25.00 \$23.00</li> <li>- Children Fun run \$12.00</li> </ul>	<p><b>Is this your first marathon or 1/2 marathon?</b></p> <p><b>Do you wish to purchase Pasta Party tickets? (\$20 each)</b></p>
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**Waiver/disclaimer (use placeholder text in prototype):**

- User agrees to the above waiver
- User agrees that they are 13 years or older

**Personal Information:**

- First Name
- Middle Name
- Last Name
- Gender
- Birth Date
- E-mail
- Enter Entry Verification
- Day Phone (with extension)
- Address Line 1
- Address Line 2
- City
- Country
- State and Zip

**How did you hear about online registration?**

- Events Web Site
- Event advertisement
- Event's paper registration paper form
- Magazine event calendar
- Friend
- Other
- Age on Race Day

**T-shirt size**

- Adult Small
- Adult Medium
- Adult Large
- Adult XL
- Adult XXL

**Your registration qualifies you to receive free magazine trial subscriptions. (Users may choose a maximum of 3 magazines).**

- Runner's world
- Men's Health
- National Geographic Adventure
- Shape
- Women's Health
- Fitness
- Bicycling
- Fortune
- People
- Her Sports and Fitness
- Time

**Billing Information**

- Coupon Code
- Debit or Credit Card
- Discover
- Visa
- MasterCard
- American Express
- Name on Card:
- Card Number:
- Expiration date
- Card Security Code:
- User understands that there is a no refund policy

**Confirmation information to user after registration and payment have been processed:**

- First Name
- Last Name
- Event
- Fee
- Processing Fee \$6.53
- Amount charged to credit card