

Name(s):

Activity 4: User and Task Analysis

This activity is intended for you to practice analyzing users and tasks for a problem many of you can relate to: The STAMP union is too far!! There may be technological solutions that can help us cut down the number of trips we need to make to the STAMP. But before we start looking for solutions, we need a clear understanding of the problem by doing a simple user and task analysis.



1. Survey (5 minutes)

The first part of the activity is to gather preliminary data from users by conducting a survey. Some possible survey questions are:

- How many times do you go to the Stamp in a typical week?
- What is the distance you have to walk in a typical trip to the Stamp?

Write down two more questions that are appropriate for the survey.

1.

2.

2. Focus group (10 minutes)

The second part of the activity is to gather more information by running a focus group. The entire class will be divided into four focus groups to discuss the problem. The discussion should focus on the following questions:

- **Most frequent destinations.** Where does each person go the most frequently?
- **Reason.** Why does each person go there?
- **Like/dislike:** What trips do people like to make or rather not make?

3. Analysis (5 minutes)

The third part of the activity is to analyze the data collected from the previous two parts.

Identify two distinct user classes among the members in your focus group

Group 1:

Group 2:

Name(s):

For each group, identify the most common task and provide the details.

Most common task for group 1:

Goal:

Preconditions:

Subtasks:

Most common task for group 2:

Goal:

Preconditions:

Subtasks: