



Tasks: Exercises

Human Computer Interaction

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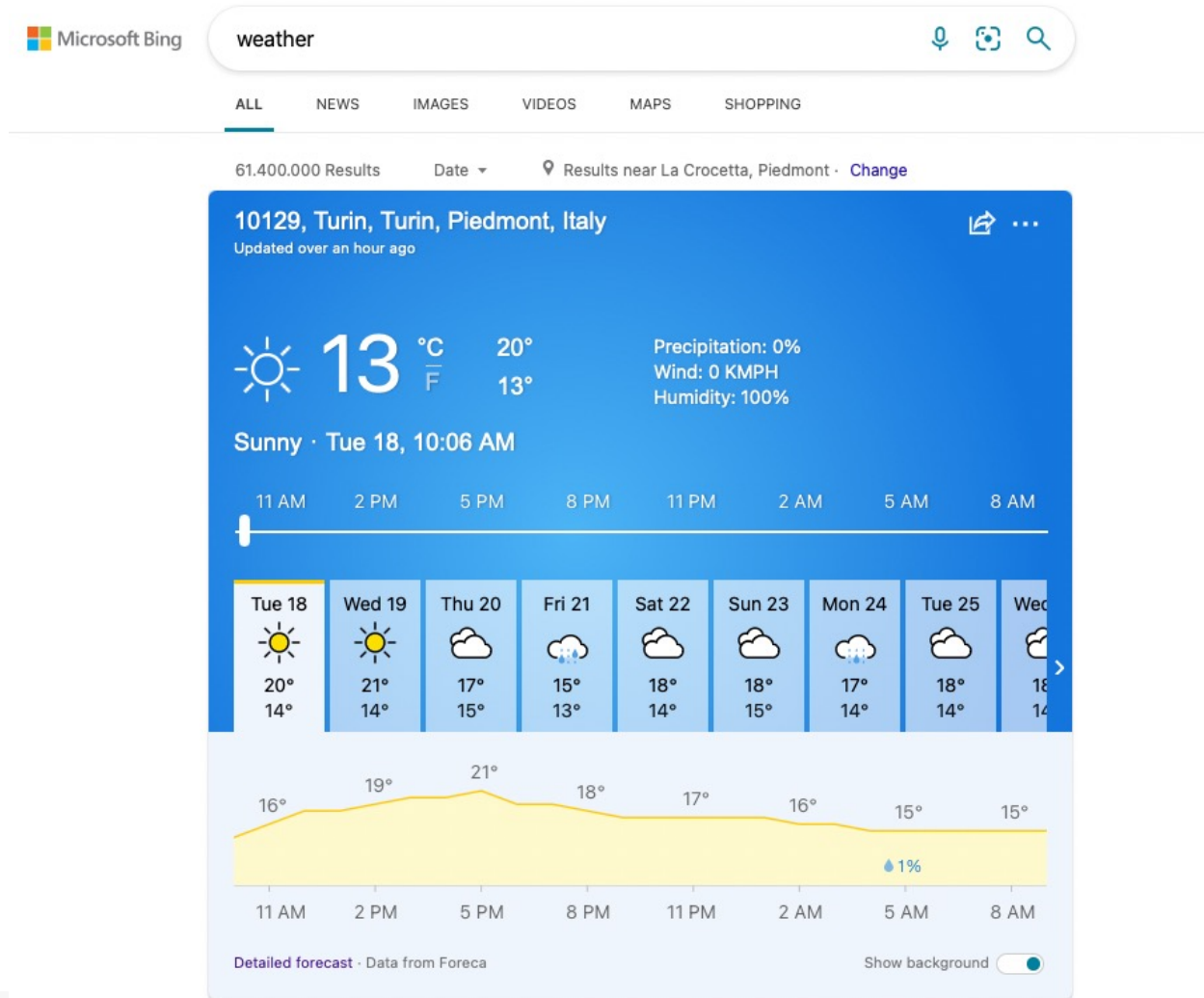
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Administrivia

- **Assignment 2** will be out soon
 - Due: October 26 EoD
- Friday's lab (October 21) is for **working** on the assignment
 - Each group in their own slot
- Feedback session on assignment 2: October 28
 - Each teacher will start from the groups that have overlaps with other courses
 - i.e., those who need to *leave* to attend another class

Hall of Fame or Shame?



Goal

- Reflect on (good vs. bad) tasks
- Experiment with task analysis

All About Tasks

- Task: the structured **set of activities**/high-level actions required to **achieve** a user goal.
 - It says what a person *wants to do*, not how, and describe a *complete* goal.
- Often, given a domain, you have a **mix** of tasks with different **complexity**
 - Simple tasks – common or introductory
 - Moderate tasks
 - Complex tasks – infrequent or for power/extreme users

Example of Good Tasks

- Service/App: Uber
- Simple task: signaling for a ride
 - *Is it a task? Why is it simple?*
- Moderate task: reach out to the driver to get a forgotten object
 - *Is it a task? Why is it moderate?*
- Complex task: become a driver for Uber
 - *Is it a task? Why is it complex?*

Example of Bad Tasks

- Service/App: Uber
- Open the app and tap on “Travel”
 - *Is it a task? Why is it bad?*
- Go into your account settings, check the messages, and then send a present
 - *Is it a task? Why is it bad?*
- ...

Example of (Good) Tasks

- Service/App: Glovo/JustEat
- Simple task: _____
- Moderate task: _____
- Complex task: _____

Task Analysis

- Pick **one** of the “good tasks” discussed so far
- Use the Hierarchical Task Analysis to decompose it
 - In terms of steps and plans
- You can use draw.io to create the diagram
- We will see a few of them before the end of the class
 - E.g., by sharing the result in the Telegram group

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