

6 Interaction Design (hg410)

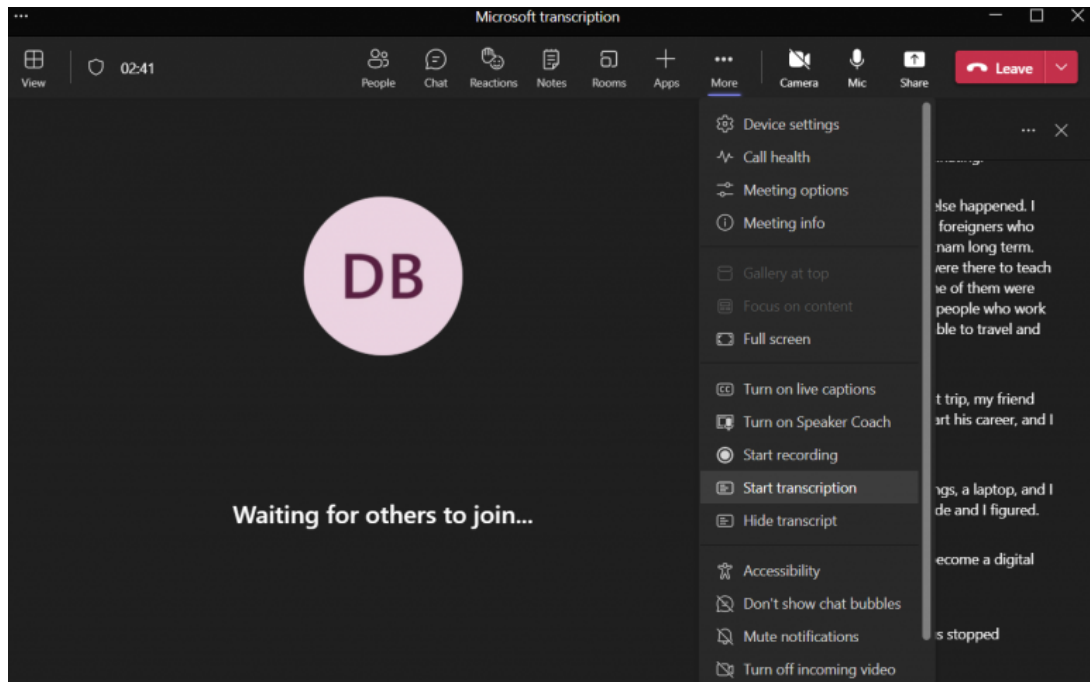
Microsoft Teams is a collaborative workspace within Microsoft 365/Office 365 that acts as a central hub for workplace conversations, collaborative teamwork, video chats, and document sharing, all designed to aid worker productivity in a unified suite of tools. In Microsoft Teams there are several activities that are generally used by users, starting from starting a new team, creating a channel, starting a new conversation, replying to a conversation, starting a meeting, and so on.

(a) An evaluator undertook Heuristic Evaluation while evaluating the usability of Microsoft Teams and created the list below. For each problem, identify which heuristic is being violated and briefly explain why.

- (i) Microsoft Teams can experience buffering or long page loading when there is a slight internet interruption.
- (ii) There is no demonstration of the use of common tasks.
- (iii) Sometimes users are confused about starting an activity because there is no wizard that can guide the user.
- (iv) The layout of objects in Microsoft Teams is not arranged based on the order of steps that need to be taken.
- (v) Users have difficulty performing common tasks if they were not given training or guidance because the features were numerous and complex.
- (vi) In Microsoft Teams there is no advanced search feature.
- (vii) Posts are ranked as most important, namely the last response from the user, such as providing a reply to a form. Meanwhile, files, assignments and other important information are sometimes overwritten by new posts/replies.
- (viii) The Microsoft Teams search feature in the search engine does not directly display search results that lead to the Microsoft Teams application, but rather “Microsoft” as the parent application.
- (ix) The navigation in the Microsoft Teams application is located on the left, whereas on the mobile platform it is more difficult to check the navigation.

[9 marks]

(b) Considering the figure below and human attention as it applies to interaction design, identify one aspect of human attention and explain how Microsoft Teams made use of this aspect or violated it.



[2 marks]

- (c) Considering the figure in (b) and the human memory as it applies to interaction design, identify one aspect of human memory and explain how Microsoft Teams made use of this aspects or violated it. [2 marks]
- (d) Considering the Heuristic Evaluation related issues listed in (a), your team was asked to propose a new product-specific design principle that the revised Microsoft Teams app should follow, and to motivate this proposition. [3 marks]
- (e) Your team has been tasked with identifying the reasons behind the low adoption of Microsoft Teams among university students. Describe how you would approach this problem from an interaction design perspective. [4 marks]