

Tasks and Storyboards: Exercises

Human Computer Interaction

Luigi De Russis

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Goal

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

Recap: 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: _____

Your First Storyboard

- Craft a **simple storyboard** representing a story showing *at least* one of the “good tasks” discussed so far
- To start, define:
 - The context, the actors, the problems/needs they have
 - How you can help solving/satisfying such problems/needs
- Write up a scene-by-scene list of your story
 - First, this happens... then, this... finally, this other thing...
- Make simple sketches of each scene and lay them out on a board
- 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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