



Wayne Community College

Kiosk System Development Project



Gantec Corporation

Jurus Media

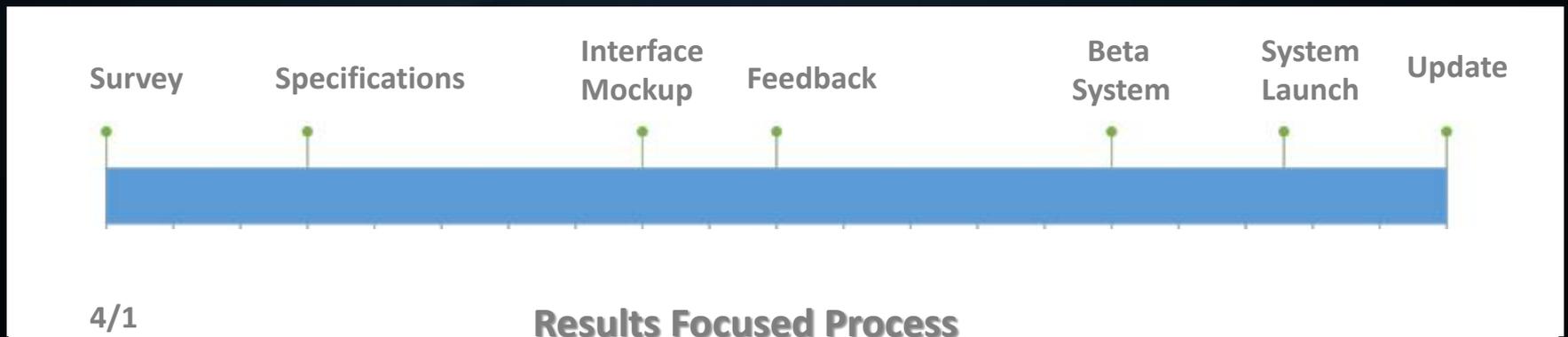
Objective:

To create a kiosk system and user interface for Wayne Community College, delivering a showcase result that is innovative, impressive, and useful, while meeting the highest standards of quality.



How do we achieve this objective?

1. Define, review, and approve the initial findings and specs.
2. Develop the initial interface mockup for the stakeholders.
3. Implement the approved stakeholder recommendations.
4. Present the beta system to the stakeholders.
5. Install the system and present it to the final users.
6. Improve the system based on user feedback over time.



How do we define the specifications?



- Decide how the system will be used from a physical, technological, and environmental standpoint.
- Determine the user mindset, needs and expectations.
- Include decision-makers in the process.
- Finalize and approve specifications with all parties considered.
- Create the design and functionality based upon the approved spec.
- Beta test the system with real end users.
- Update the specifications with the final spec and build the system.

What contributes to a good user interface design?

- User interaction is as simple and efficient as possible for users to accomplish their goals in the shortest amount of time.
- It must be pleasing to the user and create immediate interest to explore the system features and content.
- All aspects should be analyzed with detailed usability evaluations.
- Use consistent patterns and interfaces elements of other popular systems to make it more fluent and easy for the user to adapt.
- The design process must balance technical functionality and visual elements to create a system that is not only operational, but also usable and adaptable to changing user needs.
- There should be multiple ways for the user to achieve their objective (i.e. people think differently and prefer commands and options to be presented according to individual thinking).

Examples of some commonly sought information:

- Maps and diagrams of the building
- Video introducing the college
- Virtual tour of the college
- List of equipment and technology at the facility
- Information about adjacent buildings and the entire campus
- Calendar and event information
- Class times, schedules, instructors, and costs
- Degree and program descriptions
- Financial aid information
- Student orientation information
- Career and continuing education information
- Local housing options
- Parking structures and facilities
- Transportation schedules to and from the college
- Faculty and staff contact information

Important considerations

- Content, functionality, responses (user experience) drive the initial design, interface, and navigation of the system.
- User diversity: different ages, technical skill, ethnicity, language, and handicap groups have different needs.
- Security has several important dimensions including: user, technology, and institutional concerns.

Best practices

- Kiosk is used for quick access to information for everyday needs.
- Users should not occupy the system for long periods of time doing emails, surfing the Internet, etc., making others wait.
- End users, faculty, and people involved with the project contribute to the design and development.
- User experience surveys and focus groups help ensure that the system is attractive and fully utilized.

Who are the users of this system? Case Studies 1

● Susan

A 45 year mother of 3 decides to go back to school to get a degree so that she is can be qualified for a better job. She has not been to school for a while, and she needs help to find her classroom , and her way around the college. She goes to the kiosk to look up her class information with directions to get there.

● Jackson

A recent high school graduate is looking to continue his education and he enters the facility to check it out. He a high tech teen familiar with gaming, social media, and mobile technology. He looks around and sees the Kiosk. He wants to see if there is an orientation program that he can attend, so goes to the system to see if anything is scheduled. He also sees that he can connect to the kiosk via his iPhone.

● Dr. Jones

A faculty member was informed of a last minute change in his class room location. He knows that kiosk contains all the latest information about the courses and programs. He goes to the kiosk to obtain the updated information, and proceeds to the new location.

Who are the users of this system? Case Studies 2

- **Linda**

A 30 year old programmer working at a high tech company knows that she needs to keep up her advanced education in order to stay on top of a good job. She wants to check out the equipment and courses at the college. She walks in the front door and looks around. She spots the kiosk and goes to it to find what courses are available, and what equipment is used in the courses.

- **Visitors**

There is an event at the facility and the people walking in are unsure of where to go. They see other people using the kiosk and meet other people going to the event. They see a diagram of the building and where the event is being held. They even help other people to find the right place to go. After the event, they come out and want to see the best way to get back home. They check out the shuttle and bus schedules and find that the time of the next bus is in 30 minutes. They go get a coffee and come out just in time for the next bus.

Who are the users of this system? Case Studies 3

- **Handicapped Person**

A handicapped person enters the facility and they need to find out the easiest way to get to the upper floors. The person sees the handicap kiosk that specifically designed with handicap features, and find that they can request assistance from a staff member via the kiosk. They make the request and are happy to see that there is someone at the facility who can help them get around.

- **Retired Grandfather**

A retired grandfather age 65 wants to learn more about computers and the Internet. His kids and grand kids are so much better at using computers and he wants to keep up with the times. He has a lot of time on his hands so he goes to the facility to see what is available. He sees a captivating kiosk with all the information that he needs, and decides to check it out. He watches a video introduction about the school, and he clicks the virtual tour button, and is impressed with the college. He decides to enroll in some classes.