Students' Self-Service Website for Mobile Devices

Disclaimer: This is a hypothetical interaction design example. The university has made no accouchements or commitments to a project of this nature.

In order to provide a convenient self-service solution for students to access personal and course-related material, Strayer University would like develop a mobile Web application that runs on an iPhone, iPad, Droid, Blackberry, and other mobile devices. Students are currently able to use the Internet Explorer, Chrome, Firefox, and other desktop browsers to perform self-service tasks. The university has asked you to provide a Human-Computer Interaction (HCI) guide that will help with the design and implementation of this service.

Write a ten to fifteen (10-15) page term paper that can help the university achieve its objective. The paper must address the following topics:

Information Gathering

- 1. Describe the following:
 - a. The purpose and goals of the mobile self-service.
 - b. The target audience,
 - c. The audience needs and wants.
 - d. The resources that will be required to achieve the desired output.

Design Strategy

- 2. Describe each of the following.
 - a. The design of the Website for mobile devices.
 - b. The interfaces that are applicable to the mobile devices.
- 3. Design each of the following using Microsoft Visio or any open source wireframing or mockup tool. Note: The graphically depicted solution is not included in the required page length.
 - a. The http://icampus.strayer.edu home page for a mobile device.
 - b. The self-service Web page to enroll in your courses using mobile device.

Prototyping

Write a proposal to the University including the following:

- a. The prototypes that could be created.
- b. The type of usability testing to use in determining the design that will provide the best user experience.
- c. The type of evaluation methods to use in determining the design that will provide the best user experience.

Implementation

Provide details of how the mobile self-service will be implemented on the various mobile devices. **Note:** Keep in mind that the university already provides a self-service Website for non-mobile students.

Maintenance and Growth

Elaborate on the guidelines for how the self-service Website can be kept current as newer mobile devices are being introduced at a rapid rate.

Use at least three (3) quality resources in this assignment. **Note:** Wikipedia and similar Websites do not qualify as quality resources.

Your assignment must follow these formatting requirements:

Be typed, double-spaced, using Times New Roman font (size 12), with one-inch margins on all sides; citations and references must follow APA or school-specific format. Check with your professor for any additional instructions.

Include a cover page containing the title of the assignment, the student's name, the professor's name, the course title, and the date. The cover page and the reference page are not included in the required assignment page length.

The specific course learning outcomes associated with this assignment are:

Describe the differences in developing user interfaces for different application environments.

Compare and contrast the different types of interactive environments.

Use technology and information resources to research issues in human-computer interaction.

Write clearly and concisely about human-computer interaction topics using proper writing mechanics and technical style conventions.

Grading for this assignment will be based on answer quality, logic/organization of the paper, and language and writing skills, using the following rubric.

Points: 200 Criteria	Term Paper: Students' Self-Service Website for Mobile Devices						
	Unacceptable Below 60% F	Meets Minimum Expectations 60-69% D	Fair 70-79% C	Proficient 80-89% B	Exemplary 90-100% A		
Information Gath	ering			00 0070 13	30-100 /6 A		
1a. Describe the purpose and goals of the mobile self-service. Weight:5%	Did not submit or incompletely described the purpose and goals of the mobile self-service.	Insufficiently described the purpose and goals of the mobile self-service.	Partially described the purpose and goals of the mobile self-service.	Satisfactorily described the purpose and goals of the mobile self-service.	Thoroughly described the purpose and goals of the mobile self-service.		
1b. Describe the target audience. Weight: 5%	Did not submit or incompletely described the target audience.	Insufficiently described the target audience.	Partially described the target audience.	Satisfactorily described the target audience.	Thoroughly described the target audience.		
1c. Describe the audience needs and wants. Weight: 5%	Did not submit or incompletely described the audience needs and wants.	Insufficiently described the audience needs and wants.	Partially described the audience needs and wants.	Satisfactorily described the audience needs and wants.	Thoroughly described the audience needs and wants.		
1d. Describe the resources that will be required to achieve the desired output. Weight: 5%	Did not submit or incompletely described the resources that will be required to achieve the desired output.	Insufficiently described the resources that will be required to achieve the desired output.	Partially described the resources that will be required to achieve the desired output.	Satisfactorily described the resources that will be required to achieve the desired output.	Thoroughly described the resources that will be required to achieve the desired output.		
Design Strategy							
2a. Describe the design of the Website for	Did not submit or incompletely described the	Insufficiently described the design of the	Partially described the design of the	Satisfactorily described the design of the	Thoroughly described the design of the		
mobile devices. Weight: 5%	design of the Website for mobile devices.	Website for mobile devices.	Website for mobile devices.	Website for mobile devices.	Website for mobile devices.		
2b. Describe the interfaces that are applicable to the mobile devices. Weight: 5%	Did not submit or incompletely described the interfaces that are applicable to the mobile devices.	Insufficiently described the interfaces that are applicable to the mobile devices.	Partially described the interfaces that are applicable to the mobile devices.	Satisfactorily described the interfaces that are applicable to the mobile devices.	Thoroughly described the interfaces that are applicable to the mobile devices.		

3a. Design the	Did not submit or	Insufficiently	Partially	Satisfactorily	Thoroughly
http://icampus	incompletely	designed the	designed the	designed the	designed the
<u>.strayer.edu</u>	designed the	http://icampus	http://icampus	http://icampus	http://icampus
home page for a	http://icampus	.strayer.edu	.strayer.edu	.strayer.edu	.strayer.edu
mobile device	<u>.strayer.edu</u>	home page for a	home page for a	home page for a	home page for a
using Microsoft	home page for a	mobile device	mobile device	mobile device	mobile device
Visio or any	mobile device	using Microsoft	using Microsoft	using Microsoft	using Microsoft
open source wireframing or	using Microsoft	Visio or any	Visio or any	Visio or any	Visio or any
mockup tool.	Visio or any open source	open source wireframing or	open source wireframing or	open source	open source
Weight: 5%	wireframing or	mockup tool.	mockup tool.	wireframing or mockup tool.	wireframing or
	mockup tool.	mookap tool.	mockap tool.	mockup tool.	mockup tool.
3b. Design the	Did not submit or	Insufficiently	Partially	Satisfactorily	Thoroughly
self-service Web	incompletely	designed the	designed the	designed the	designed the
page to enroll in	designed the	self-service Web	self-service Web	self-service	self-service Web
your courses	self-service Web	page to enroll in	page to enroll in	Web page to	page to enroll in
using mobile	page to enroll in	your courses	your courses	enroll in your	your courses
device using Microsoft Visio or	your courses	using mobile	using mobile	courses using	using mobile
any open source	using mobile device using	device using Microsoft Visio or	device using	mobile device	device using
wireframing or	Microsoft Visio or	any open source	Microsoft Visio or any open source	using Microsoft Visio or any	Microsoft Visio or any open source
mockup tool.	any open source	wireframing or	wireframing or	open source	wireframing or
Weight: 5%	wireframing or	mockup tool.	mockup tool.	wireframing or	mockup tool.
	mockup tool.	.		mockup tool.	mookup took
Prototyping					
4a. Write a	Did not submit or	Insufficiently	Partially wrote a	Satisfactorily	Thoroughly
proposal to the	incompletely	wrote a proposal	proposal to the	wrote a proposal	wrote a proposal
University including the	wrote a proposal	to the University	University	to the University	to the University
prototypes that	to the University including the	including the prototypes that	including the prototypes that	including the	including the
could be created.	prototypes that	could be created.	could be created.	prototypes that could be created.	prototypes that could be created.
Weight: 5%	could be created.	Codid be created.	could be created.	could be created.	could be created.
4b. Write a	Did not submit or	Insufficiently	Partially wrote a	Satisfactorily	Thoroughly
proposal to the	incompletely	wrote a proposal	proposal to the	wrote a proposal	wrote a proposal
University	wrote a proposal	to the University	University	to the University	to the University
including type of	to the University	including type of	including type of	including type of	including type of
usability testing to use in	including type of	usability testing	usability testing	usability testing	usability testing
determining the	usability testing to use in	to use in determining the	to use in	to use in	to use in
design that will	determining the	design that will	determining the design that will	determining the design that will	determining the
provide the best	design that will	provide the best	provide the best	provide the best	design that will provide the best
user experience.	provide the best	user experience.	user experience.	user experience.	user experience.
Weight: 5%	user experience.		_		
4c. Write a	Did not submit or	Insufficiently	Partially wrote a	Satisfactorily	Thoroughly
proposal to the	incompletely	wrote a proposal	proposal to the	wrote a proposal	wrote a proposal
University	wrote a proposal	to the University	University	to the University	to the University
including The type of	to the University including The	including The	including The	including The	including The
		type of	type of	type of	type of
evaluation methods to use	type of evaluation	evaluation methods to use	evaluation	evaluation	evaluation
in determining	methods to use	in determining	methods to use in determining	methods to use in determining	methods to use in determining
the design that	in determining	the design that	the design that	the design that	the design that
will provide the	the design that	will provide the	will provide the	will provide the	will provide the
best user	will provide the	best user	best user	best user	best user
experience.	best user	experience.	experience.	experience.	experience.
Weight: 5%	experience.				
Implementation					
5a. Provide	Did not submit or	Insufficiently	Partially provided	Satisfactorily	Thoroughly
details of how	incompletely	provided details	details of how	provided details	provided details
the mobile self-	provided details	of how the	the mobile self-	of how the	of how the
service will be implemented on	of how the mobile self-	mobile self- service will be	service will be	mobile self- service will be	mobile self- service will be
the various	service will be	implemented on	implemented on the various	implemented on	implemented on
mobile devices.	implemented on	the various	mobile devices.	the various	the various
Weight: 15%	the various	mobile devices.		mobile devices.	mobile devices.
	mobile devices.			<u> </u>	
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Maintenance and Growth						
6. Elaborate on the guidelines for how the self-service Website can be kept current as newer mobile devices are being introduced at a rapid rate. Weight: 15%	Did not submit or incompletely elaborated on the guidelines for how the self-service Website can be kept current as newer mobile devices are being introduced at a rapid rate.	Insufficiently elaborated on the guidelines for how the self- service Website can be kept current as newer mobile devices are being introduced at a rapid rate.	Partially elaborated on the guidelines for how the self- service Website can be kept current as newer mobile devices are being introduced at a rapid rate.	Satisfactorily elaborated on the guidelines for how the self-service Website can be kept current as newer mobile devices are being introduced at a rapid rate.	Thoroughly elaborated on the guidelines for how the self-service Website can be kept current as newer mobile devices are being introduced at a rapid rate.	
7. 3 references Weight: 5%	No references provided	Does not meet the required number of references; all references poor quality choices.	Does not meet the required number of references; some references poor quality choices.	Meets number of required references; all references high quality choices.	Exceeds number of required references; all references high quality choices.	
8. Clarity, writing mechanics, and formatting requirements Weight: 10%	More than 8 errors present	7-8 errors present	5-6 errors present	3-4 errors present	0-2 errors present	

5 3