Contributing to Database with Incidents of Violence

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Overview of problem

- Accounts of racial violences often are not recorded by official media/sources

- Professor Ward's research revolves around collecting these non-recorded accounts of historical racial violence in the south.

- Sponsor wants a system that the general public can use to contribute their accounts of racial violence to the growing database.

Usability Problems

- A system that the general public can use and would be receptive to.

- A way to add events, and information about the events in a way that will be compatable their their current database.

- Accessible to a large audience of users

- A web interface preferably Wordpress compatible.

Initial Thoughts

- A clean intuitive interface that focuses on the content and makes it as easy as possible for the user to add data.

- Because this is a system that will be open to the general public the interface needs to have universal appeal. Also main users are likely to be older and have a different relationship with technology.

- Need continuous understanding of any constraints or requirements on this system.

- Also the topic can be sensitive to users of the system so the interactions and interface need to be built with that in mind.

Methods for HCI Problem

- Observation of researchers
- Interviews and or surveys/questionnaires with both researchers and public users
- Analysis and Design/Prototyping
- User Testing/Evaluation

Users Anticipated/Subgroups

The Public:

-People related to those involved in incidents of violence and would want more publicity/closure on the event for personal reasons

-People who simply want to contribute to the database by providing information that can be analyzed by researchers so we can gain more insight into these incidents of violence

Research Phases

1. Observations- observe researchers involved in creating the database to see how they input data
2. Interviews with researchers (3-5)
3. Questionnaires/interviews with potential public users (3-5)

    -Questions we will ask:

        What would you want in a system?;

        What don't you like/like about the system?

        What do you wish the system had?

        What would make it easier for you to do your work?

Other Project Phases

Interaction Analysis & Design:
1. Storyboarding: Drawing out common use cases and user scenarios based on our observations and understanding of how users will use the system.
2. GTN: Generalized Transition Network, an overall diagram of the entire system.
3. Mockups: Creating paper based and image based mock-ups of the proposed system in order to get feedback from initial user testing and sponsor input.

User Testing:
1. Heuristic Evaluations: Integral part of the user testing phase, testing usability and user satisfaction of our mockups.

2. Cognitive Walkthroughs: Corollary to user testing, getting a better understanding of user's thought process as they traverse through and interact with the system

Access of Users

- Coordinated through our sponsor Geoff Ward

- For our observations, we will meet the student researchers where they work so we better understand the environment they work in and evaluate how that may affect their work

- A field study will last long enough for us to obtain valuable information/insight

- For our other subset audience, public users, we will ask friends/classmates or people who are interested in contributing

Time Plan

Week 3: (4/14 - 4/18)

- Schedule time to meet with the student researchers (contact Geoff)
- First observe and take notes without disturbing their workflow (together)
- Interview the students afterwards (together)

** Due to time constraints, if we cannot schedule an interview during week 3, we will create a mockup first based on our prior knowledge. Then during week 4, we will observe/interview student researchers and make adjustments to the mockup

Week 4: (4/21 - 4/25)

- Meet to analyze notes and interviews
- Create first prototype

Time Plan

Week 5: (4/28 - 5-/2)

- Test paper prototype on friends or students on campus that represent the public
- Make changes to original mockup based on feedback from round one of user testing

Week 6: (5/5 - 5/9)

- Test version two of prototype on some old users and some new users to get feedback on changes. Document the results.
- Further update our evolving mockup based off of round two of user testing.

Week 7: (5/12 - 5/16)

- Create mockup using Balsamiq (or similar software)
- Prepare final report and presentation

Time Plan

Weeks 8-10: (5/19 - 6/6)

- Final Presentation

- Revise Final Report

- Consolidate all user testing feedback and make final changes