

## CASE STUDY

# EVERYDAY PRODUCT OR SYSTEM

Find an everyday handheld device or physical system (i.e. car dashboard, ATM, vending machine, remote control, queue line, self-checkout register, etc.) and examine how it has been designed. Pay particular attention to how the user is meant to interact with it, and why they choose to interact with it. Following the format below, write a case study that addresses the following questions which help to evaluate the interactive product. Include any additional content and photos to support and explain your case study.

## PROJECT REQUIREMENTS

FORMAT: .pdf / single spaced / 10pt  
Garamond or Calibri font

LENGTH: 1,000 words

ADDITIONAL: In addition to the written content, you should also include photos and additional content to support and explain your case study.

## INTRODUCTION

Provide an overview of your product, why you chose it, how you observed it, and some context for its design. Be sure to include a brief description of why a user might use this product and what they might use it for.

## OBSERVATIONS

From your observations describe (a) what is good and bad about the way the device works; and (b) a description of the user experience resulting from interacting with it.

## GOALS

Compile a set of (a) usability goals and (b) user experience goals that you think will be most relevant in evaluating the product. Decide which are the most important ones and explain why.

## EVALUATION

Based on your set of usability and user experience goals, write three evaluation questions and use them to assess how your product fares.

## IMPROVEMENTS

Discuss possible improvements to the interface based on your evaluation questions.

## SCHEDULE

June 23: Introduce case study

June 25: -- -- --

June 30: Case study DUE. Upload your .pdf to Canvas one hour prior to class.