

## **Project: Ergonomics and Design for All (50%)**

The topic of this project is self service terminals or self service kiosks as products and as systems. The terminals are to be considered both as standalone machines, but also as components in a system. For instance, ticket issuing machines and the transport system, etc.

### ***Part 1 (25%) Problem Space***

Students are first asked to examine a set of two (2) different types of terminal and to assess its ergonomic and Design for All (DfA) features.

To do this, students must:

- a. Find, observe and interview and record user interactions with such terminals (finding elderly or disabled users (whether temporarily or more permanently disabled) will be more helpful)
- b. Find additional material related to these issues (from designers and manufacturers manuals, instructions as well as the academic literature)
- c. Using their knowledge of DfA principles and Ergonomic issues explain what problems have been found and what principles are being violated, and what issues are being ignored.
- d. Especially search to see how users overcome difficulties, (when they do) what aids and what tactics do they use?

The results of this work will be presented to the class after Easter (26<sup>th</sup> April 2012) and uploaded to e-class (presentation materials and a written report showing the four steps).

### ***Part 2 (25%) re- Design***

Students (having benefitted from the presentations of other students as well as their own work) are asked to :

1. prioritize the problems and
2. create two (2) different redesign concepts for each type of SST (four (4) concepts in total).
3. The concepts should be evaluated using criteria that have emerged from the Part 1 of the project .

The results of this work will be presented to the class in the last week on term (24<sup>th</sup> May 2012) and uploaded to e-class (presentation materials and written report showing the three (3) steps, with the four concepts).