

Background

Interactive kiosks are commonly used in many places nowadays. You can spot them at airports, galleries, shopping malls, libraries and even in restaurants where they are used as menus. They are freestanding computer terminals that have been designed for public consumption. They usually provide up to date public information, food items as well as tickets.

An example of the most common kiosk is the automated teller machine (ATM). It provides a self-service option for people that would like to get their money fast or perform other types of transactions. Besides the ATM, there are other types of kiosks that range from street side booths used for selling newspapers and cigarettes to high tech kiosks such as multimedia internet kiosks.

The interactive kiosks usually consist of a CPU, printer, a touch screen or keyboard and stereo speakers. There are also custom-made kiosks that are tailor made to suit the needs of people who are looking for unique and innovative ways to promote their services.

Aesthetic and functional design are among key elements in an interactive kiosk. Designing it usually needs relatively larger buttons as well as navigational hierarchy compared to web design. Besides the aesthetic appeal, a good kiosk is also supposed to be ergonomic in its placement of hardware. It needs a user interface with an intuitive flow and attractive graphics that can be easily read onscreen.

An interactive kiosk should also be comfortable and easy to use. For example, if an ATM has clear and easy to use instructions, it will be absolutely easy for anyone to navigate it without extra help and effort, which saves a lot of time.

Privacy is another factor that should be considered when designing interactive kiosks. For instance, most people make use of the ATM to access their bank accounts, so this type of kiosk should not leave any clues regarding anyone's bank account details following usage.

An interactive kiosk must also be inaccessible to intruders. This is because most kiosks are usually placed in environments where vandalism may occur. The system should be equipped with software that can lock down the computer and inhibit any access to intruders if they try to vandalize a kiosk.

Project 1

User Flow (10 points)

It is essential to first create a user flow diagram in Axure to depict the kiosk design in general, and all the possible options. From there, you will pick two essential tasks that can be carried out on the interactive kiosk.

High Fidelity Wireframe

You will first conceptualize a situation where an interactive kiosk will be utilized. Choose one scenario from the following examples: renting a movie from Redbox, purchasing a train ticket at the station, printing a copy of your boarding pass at the airport. Your task is to design the user interface of a kiosk containing a sequence of frames (at least five) that will demonstrate how a particular task is effectuated. All the necessary buttons, icons, and feature sets should be included in the interface. The aim is to illustrate to a potential client any two tasks that can be performed on the interactive kiosk. You will make use of *Axure* app to showcase the home screen, and a series of 5 stages or steps in individual frames to accomplish each of the two proposed tasks.

Your high Fidelity Wireframe will be graded based on the following rubric:

	Unsatisfactory (1)	Emerging (2.5)	Proficient (3)
Visual Aesthetics	It does not follow the grid system; choice of color and fonts detract from the design; There is no eye flow; hierarchy of information is not present.	It somewhat follows the grid system; choice of color and fonts do not enhance the design; There is little eye flow, and hierarchy of info within the screen design	It follows the grid system; appropriate choice of color scheme, fonts, textual and elements hierarchy. There is eye flow within the page.
Icon Design	Icon designs are not meaningful, and not well crafted. They are not distinct from each other. Barely recognizable.	Icon designs are somewhat meaningful, and not so distinct from each other. Barely recognizable	Icon designs are connotative of their meaning. They are distinct from each other. They are easy to recognize.
Functionality	The features do not work; the flow between screens is jumpy. Feature sets within the page lacks craftsmanship.	The features work, but the flow is not so smooth between each screen. Feature sets within the page lacks craftsmanship.	All the features and the elements within the page in general are well crafted. Smooth flow between screens.
Usability	Screen design is not intuitive. Hard to read and follow. There is not enough contrast between the interface elements and background.	Screen design is moderately intuitive. Barely easy to read and follow. There is little contrast between the interface elements and background.	Screen design is very intuitive. Easy to read and follow. There is enough contrast between the interface elements and background.

Example: <http://www.lizziegdesign.com/Experience-Design/BART-Kiosk-Interface>

Timeline:

- Tuesday March 07, 2017: Conception and User Flow Diagram
- Thursday March 09, 2017: User Flow Diagram (discuss with instructor)
- Tuesday March 14, 2017: High Fidelity Wireframe (Task 1)
- Thursday March 16, 2017: High Fidelity Wireframe (Task 1)
- Tuesday March 21, 2017: High Fidelity Wireframe (Task 2)
- Thursday March 23, 2017: Class Presentation and Submission