Project 2 - Interactive Kiosk
INDS 3230 (Spring 2018)

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. Do not ignore the fact about the findings made by Tractinsky, Katz, & Ikar (2000) of the study entitled "What is beautiful is usable."

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.

More information about kiosks can be found at
https://kiosk.com/custom-kiosks#experience
http://cargocollective.com/lizziegarrett/BART-Kiosk-Interface

What is this project about?

The objective is to illustrate any **multiple interactive tasks** that can be performed on your kiosk design. In addition to a home screen, a minimum of six screens must be designed reflecting the feature-sets described below. All the necessary buttons, icons, and feature sets (showcasing relevant interactivity) should be included in the interface.

Using Axure, design a high fidelity prototype of an interactive kiosk screens to showcase the following tasks a user can effectuate the booking (purchasing) of a train ticket to printing it out:

1) to make a reservation of a train ticket using a kiosk; to add more travelers (adults and children); scope to view a train map showing the itinerary, from – to; to view the economy, comfort and premier class ticket under each tab; an option to upgrade the fare; to display the itinerary summary showing the order#, destinations, total fare, including taxes; a check out screen where the user can purchase and print out the ticket. You may include other relevant options into your design process.
2) It is essential to first create a **user flow diagram** in Axure to depict the above kiosk screen designs.

What is the design process?

You will start by performing a visual research on kiosks in general, to understand how a user would operate it to carry out the necessary tasks. You will pick the kiosk of a particular passenger local or national railway company you wish to design for. Your layout must be practical, easy to use and attractive.

Stage A: Research

1. Perform visual and content research
2. Create User Flow Diagram
4. Examine relevant theories that is tied up with your practice

Stage B: Concept and Visual Development

4. Develop ideas
5. Create primary and secondary navigations
6. Examine various color schemes

Stage C: Design Development and implementation

7. Design User Interface/Interactivity
8. Depict Layouts using the Grid system
9. Apply Visual hierarchy
10. Implement Information Architecture

Stage D: Testing and Implementation

11. Conduct User Testing || Cognitive Walkthrough | Usability and Aesthetic Questionnaires
12. Refine, Test again, and Implement

Specifications?

- Needs to be designed in Axure
- Screen Size: width or height 900px (horizontal or vertical layout)

What do hand in?

.RP source file into the dropbox by the due date
Provide the Axure Share link in the comment area of the dropbox

Project Timeline (M: Mon, W: Wed)

M Mar 26, 2018: Project 2 is assigned Mar 19, 2018 (early)
W Mar 28, 2018: Stage A (submit user flow chart)
M Apr 09, 2018: Stage B and C
W Apr 11, 2018: Stage C
M Apr 16, 2018: Stage C
W Apr 18, 2018: Stage D
M Apr 23, 2018: Stage D
W Apr 25, 2018: **Due Date** and Presentation (2 PM – 3:15PM)
M Apr 30, 2018: Continue with Presentation (2 PM – 3:15PM)

Criteria (21 point max)	Unsatisfactory (1)	Emerging (2.5)	Proficient (3)
Concept	The idea lacks creativity and imagination, without any novelty.	The idea is somewhat creative, but lacks novelty.	The idea is both creative and imaginative, with a novel component.
Visual Aesthetics	It does not follow the grid system; choice of color and typography detract from the design; Design does not appeal to the senses. Color scheme does not reflect the brand identity. Principles of Design is not followed.	Grid system is not fully followed; choice of typography enhances the design. Color scheme reflects the brand identity. Principles of Design is somewhat followed. It is somewhat attractive overall.	Contents are laid out in a grid system; appropriate choice of color scheme, and typography. Color scheme reflects the brand identity. Principles of Design is followed. Design catches users' attention right away.
Information Architecture	Hierarchy of information (text and visuals) is not present. There is no eye flow within the design. Weak organization of the contents negatively impact its effectiveness.Menus and paths to information are not evident.	Hierarchy of information (text and visuals) is obvious but with little eye flow within the design. Organization of info exists for the most part. Menus and paths to information are somewhat clear.	Hierarchy of information (text and visuals) is obvious which helps eye flow within the design. Careful and detailed organization exist. Menu and paths are intuitive and clear.

Usability	Screen design is not intuitive. Hard to read and follow. There is not enough contrast between the interface elements and background. The links among the tabs are not usable.	Screen design is moderately intuitive. It is not so easy to read and follow. There is little contrast between the interface elements and background. The links among the tabs work.	Screen design is very Intuitive and easy to use. There is enough contrast between the interface elements and background. The links among the tabs work.
Icon Design	Icon designs are not meaningful, and not well crafted. They are not distinct from each other. Barely recognizable. The size and proportion of the icons are not well crafted.	Icon designs are somewhat meaningful, and not so distinct from each other. Barely recognizable. The size and proportion of the icons are well crafted.	Icon designs are Connotative. They are distinct from each other.They are easy to recognize. The size and proportion of the icons are well crafted.
Functionality	Does not meet the requirements as per specification. Kiosk is not functional and interactive.	Meets the requirements as per specification in including min 6 screen designs, and two tasks interactively depicted. Kiosk is not fully functional and interactive.	Meets all requirements as per specification homepage and including min 6 screen designs, and two tasks interactively depicted. kiosk is fully functional and interactive.
User Flow	Is hard to follow and not intuitive. It does not show all the necessary paths of the kiosk design.	Is somewhat usable and pleasing. It shows all the necessary paths of the kiosk design.	Is usable and aesthetically pleasing. It shows all the necessary paths of the kiosk design.