

# HCI Design Evaluation

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Comp 325

Assignment 7-1

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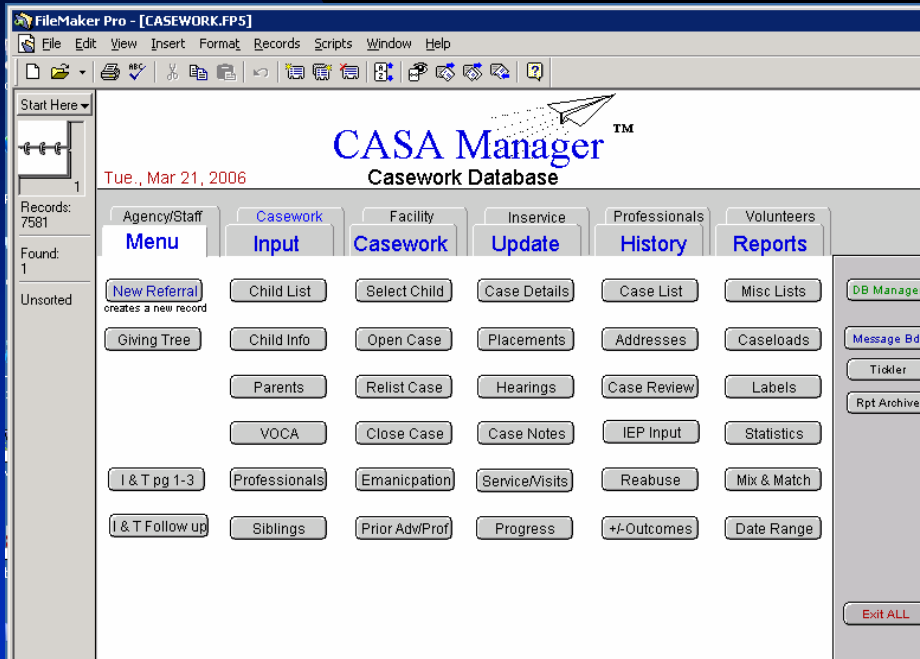
# Introduction

- CASA Manager is a database created in Filemaker Pro.
- The program is used by CASA organizations throughout the United States. A CASA is a non-profit program that recruits and trains volunteers who mentor and advocate for children in the foster care system.
- The database tracks all volunteers, children, and case management activities.

# Interface Elements and Design Decisions

- Within CASA Manager, the most used interface objects are buttons, tabs (for navigation), text entry boxes, and dialog boxes (which present the user with additional options).
- Tabs were chosen for navigation because they provide the metaphor of a file cabinet. It is a visual way of organizing like data into logical categories.
- Buttons are used frequently in the program to automate scripted processes that would be too complex for most users. They are also used to make frequently used processes easy to find.

# Design Issues



- Many problems with CASA Manager stem from the fact there are so many buttons that it is in fact hard to find the one you need without the use of rote memorization to do so.
- Secondly, the navigational tabs do not group like functions in a way that is logical for all (or even most users). Novice users especially, are overwhelmed.
- Thirdly, some reports run from the reports tab, and there are also reports that run from almost every other tab. This is confusing
- Overall, the applications is not intuitive, and there is a steep learning curve.

# Redesign Strategy

- First, remove all the navigational tabs and present the user with a single page from which they can launch all database tasks.
- Secondly, employ the use of wizards which walk the user through the possible options. The wizard would start by asking what the user would like to do, then presenting a menu of possible options. Some menu options might be things like Open a Case, Close a Case, Edit a Case, or Create a Custom Report. When the user chooses their option, the database will present another wizard page which will clarify the options further. So, if the user says they want to close a case, the next screen will prompt them to enter data identifying which case. The database will keep presenting options and walking the user through the task until it is complete.
- This methodology makes it so users don't have to know where in the database the Close Case button is located, nor do they have to remember each individual step in closing a case because the database provides the proper guidance.

# User Feedback

- A few of the users liked the idea of wizards because they felt it would improve the ability of new staffers to learn how to use the database.
- One user felt that this would also decrease the likelihood of data entry errors which result when staffers don't remember all the steps involved in a certain action.
- Overall, everyone felt that simplifying the database was much needed.