

## Things I liked

[Content] You had a very informative critique of the current interface. I could easily identify where the current system worked and did not work.

[Content] The interviews and observation seem to have been very informative and great for determining the dispatchers' needs.

[Content] Your user characteristics are particularly detailed and thorough which will assist you in gauging their needs.

[Content] Personas seem to adequately represent the intended populace. I thought they were very informative as well as creative.

[Report format] I appreciate the persona user characteristics table (Sec. 4.3.1). It definitely helps me to see the key components to each demographic.

[Content] The functional requirements seem to account for every scenario.

[Report format] I liked the format of your functional requirements - which was very easy to read.

[Content] I found the object model to be particularly useful.

[Content] From the existing dispatcher environment, it is clear why a better system is needed.

[Content] The critical use cases seem thorough and complete.

## **Things that I believe could use some work**

[Content] You state that the system you wish to provide will not replace the existing system, but complement it. Having multiple interfaces can complicate the overall user goal. I did not see where this was addressed in your introductory report.

[Content] You state that the dispatchers need to find work-arounds for the existing interface as a strength in Sec. 2.1.3.

[Report format] It seems in your current UI critique, you list much of the functionality you intend to implement in your own design when this might be more appropriately addressed with functional requirements and task analysis.

[Content] Perhaps a questionnaire would have helped gauge needs the dispatchers were unaware of as well. For instance, by asking specific Likert scale ranking questions of different aspects of layout, you may have found that most dispatchers would like to keep some of the existing format, simply due to familiarity.

[Report format] The interview summary beginning appears to be a sort of narrative of events which seems unnecessary.

[Content] A survey of statistical data on the frequency of all different types of emergencies could certainly enlighten you on the needs of the caller demographic. This is key since, as you state in the introduction, you aspire to create a more user-specific systems. I see you attempted a survey, but you did not gather data from callers and did not explicitly state why.

[Content] None of the information gathering relates to the caller demographic referred to in your personas. It might have been relevant to see what modes of communication are most likely to be used in emergencies and most readily available to the general populace. For instance, you may have found that VOIP technologies are too slow for any emergency for most people's needs or that it would be impractical to implement a MMS over simply an SMS, etc.

[Report format] Some personas (Tyler Marshall) are incomplete and stop in mid-sentence.

[Content] The new dispatcher persona seems a little redundant and could be lumped into one with the mediocre dispatcher.

[Content] One further constraint is the broad user base of callers that is difficult to represent.

[Content] Although it seems important to meet all of these usability goals, perhaps a ranking is necessary to ensure that certain aspects are given more focus. You allude to this in a few goals, but nowhere is it quantified.