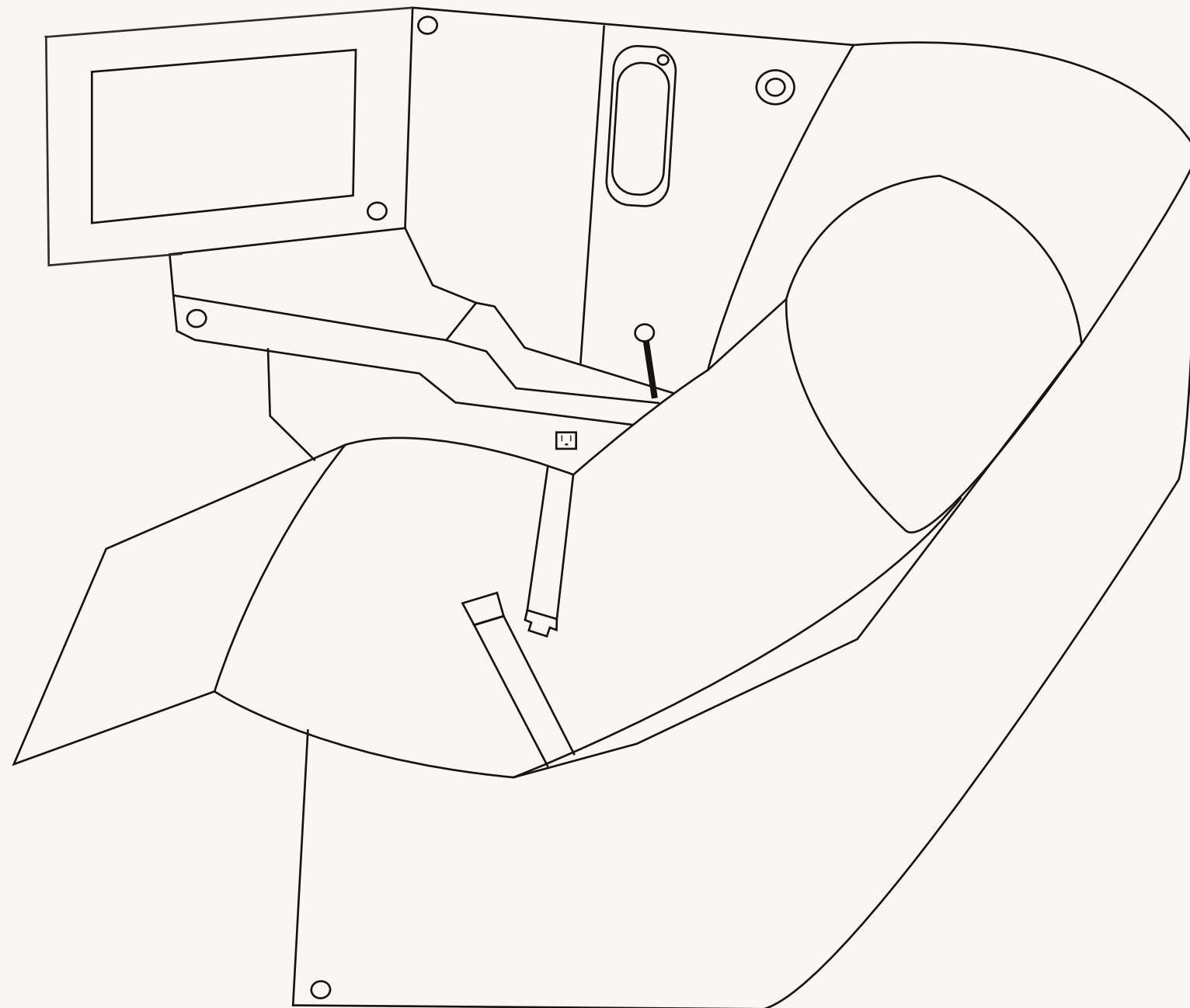


Interface Mapping

Airline Seat

Irin Wei

Original Drawing



Features:

Screen:

Affordance: entertainment (Movies, TV shows, Music, Games...),
safety instruction

Spatial Relationship: can be controlled by the remote
passengers can change the direction of the screen
by clicking the button next to the screen

Constraints: size of the screen, utility of screen, internet on a plane

Feedback: screen light, sounds...

Remote:

Affordance: controlling the screen/playing
games/calling attendant/typing....

Spatial Relationship: passenger can control
the screen through the remote

Constraints: size of the remote, capability
of the remote, difficulty of usage

Feedback: the screen



Flexiable Table:

Affordance: placing/support stuff

Spatial Relationship: passengers
can open or close the table by
clicking the button

Constraints: size of the table, the material of the
table, the stability of the table

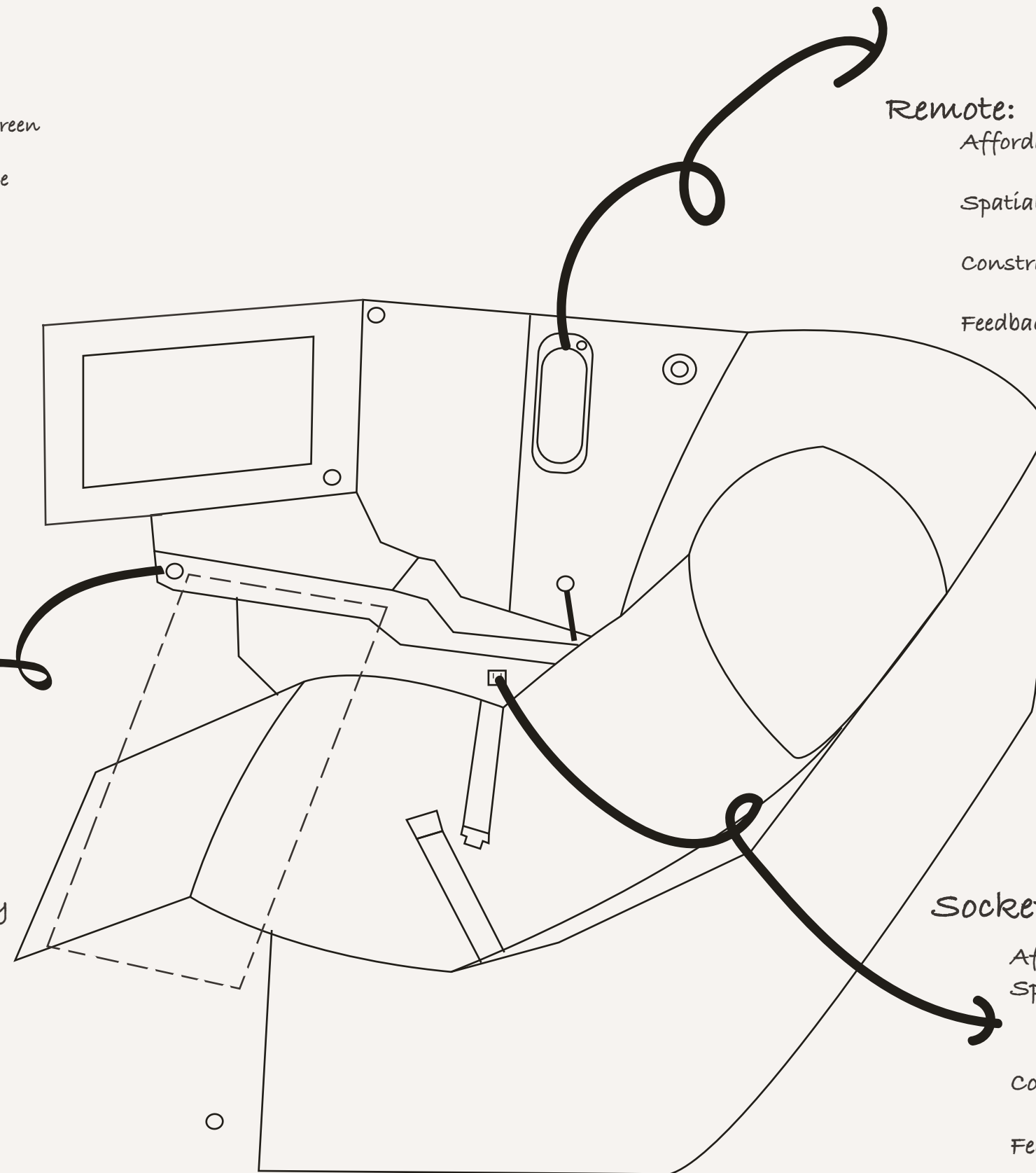
Socket:

Affordance: charging for electronics

Spatial Relationship: passengers need
to use a charger to
charge their electronics

Constraints: number of sockets, type of
sockets, power of sockets

Feedback: electricity



Features:

Storage:

Affordance: storage space/store stuff

Spatial Relationship: passengers can open storage space by clicking the button, passengers can put their stuff in the space which can be hidden when they close the storage door

Constraints: the size of storage space

Feedback: spacious room

Lighting:

Affordance: brightness

Spatial Relationship: passengers can turn on the lights by rotating the circle clockwise

Constraints: the brightness of the lighting, the color of light

Feedback: light

Life Vest:

Affordance: buoyancy

Spatial Relationship: life vest is usually put underneath the seat

Constraints: the size of vest, the material of vest, the color of vest, the different add-on functions

Feedback: protection

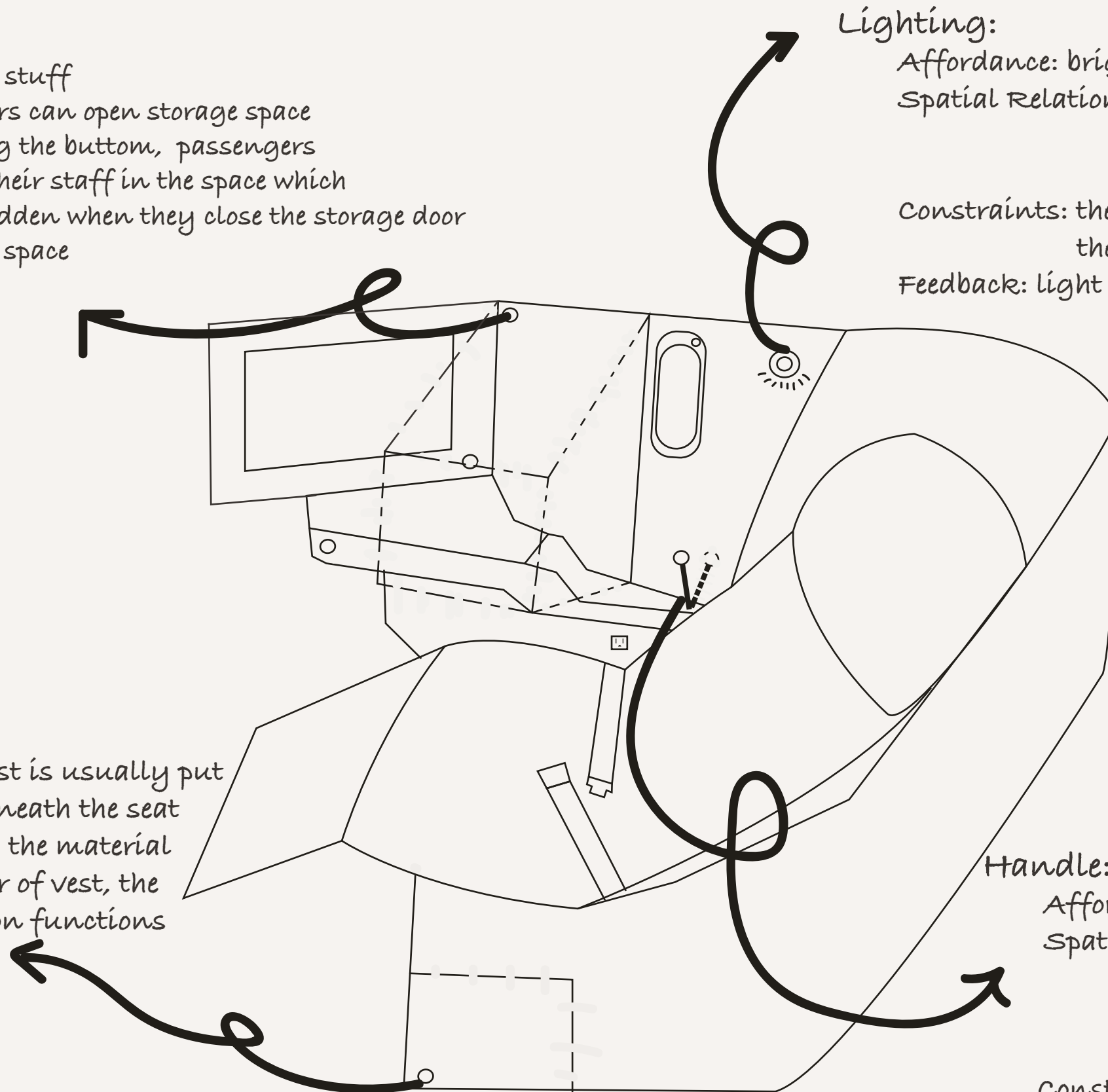
Handle:

Affordance: angle of inclination

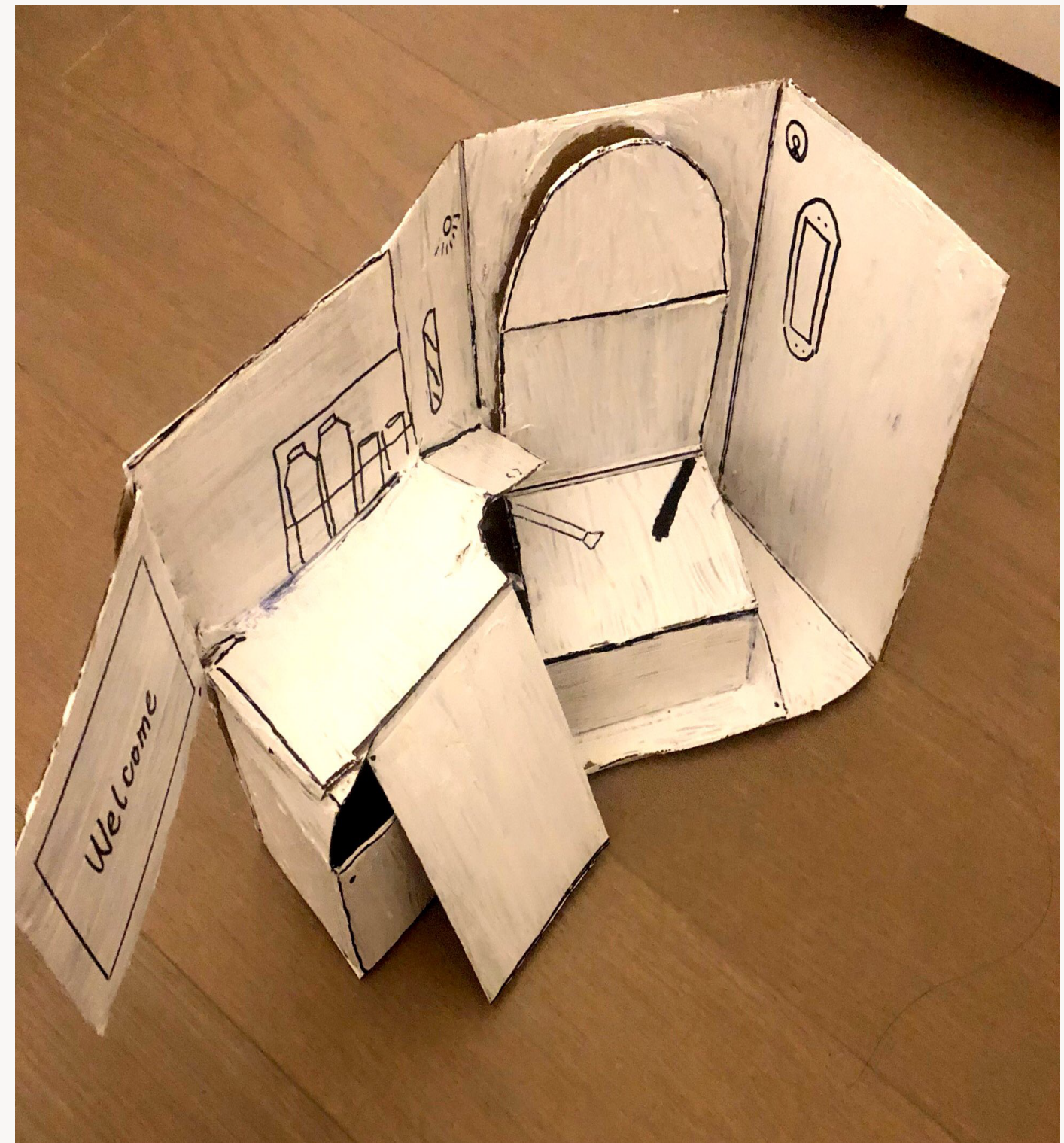
Spatial Relationship: passengers can change the different angle of seat by operating the handle

Constraints: the size of handle, the maximum operating angle of the handle

Feedback: comfortability



Prototype



Feedback from Thinking Aloud Protocol

#Scenario 1:

You feel boring during a long flight. You want to read the book you bring with you, but it is too dim in the flight.

↳ Find the light bottom.

#Scenario 2:

You are a movie lover and you want to find out if there is any new movie you can watch during the flight.

↳ Find the remote.

↳ Touch the screen to start.

#Scenario 3:

It is time for snacks and you don't know where to put your snacks and drinks on the flight.

↳ Put them on the slide table or near the mini bar.

↳ Find where is the tray table hiding.

Feedback from Thinking Aloud Protocol

#Scenario 4:

You talk a lot with the passenger next to you and you feel thirsty.
You want to have a drink/water.

- ↳ Find the service bottom
- ↳ Ask the attendant.
- ↳ Take a drink from the mini bar.

#Scenario 5:

.If you spill a drink you just asked, what would you do to clean it?

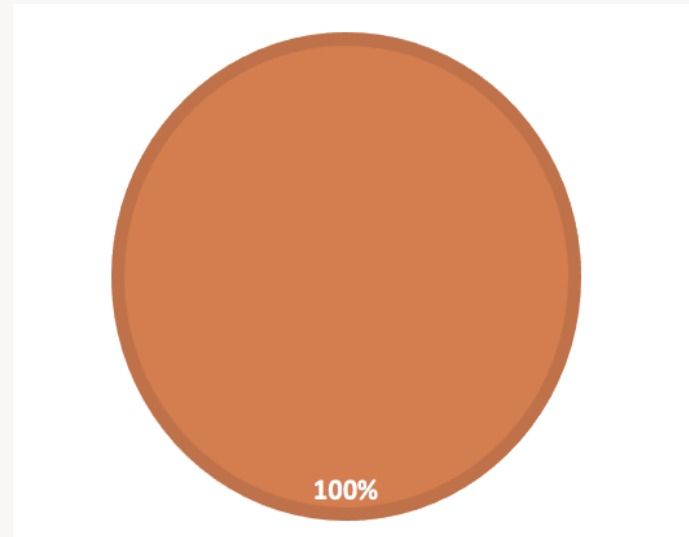
- ↳ Get tissue and clean it by myself.
- ↳ Call the attendant for help.

#Scenario 6:

You are wearing a coat and holding a carry-on bag with you and you want to find somewhere to place them but you can access them easily during the flight.

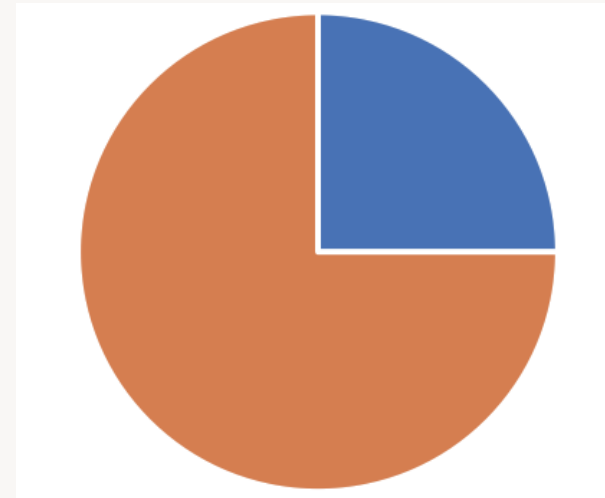
- ↳ Put them underneath the seat.
- ↳ Put them in the storage space.

Insights



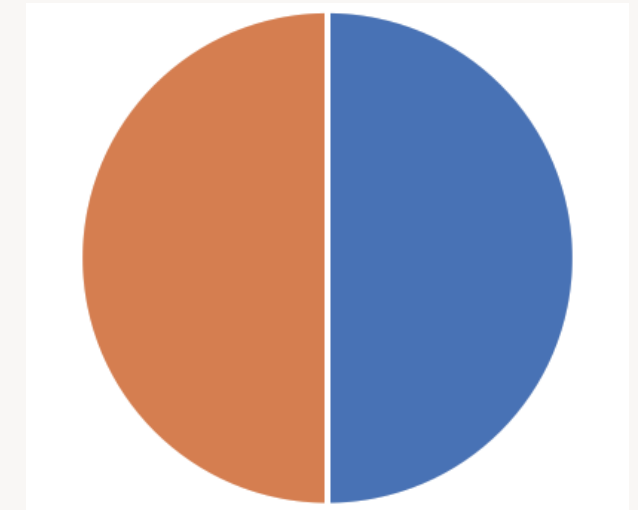
Senario 1

Find the light bottom (4/4)



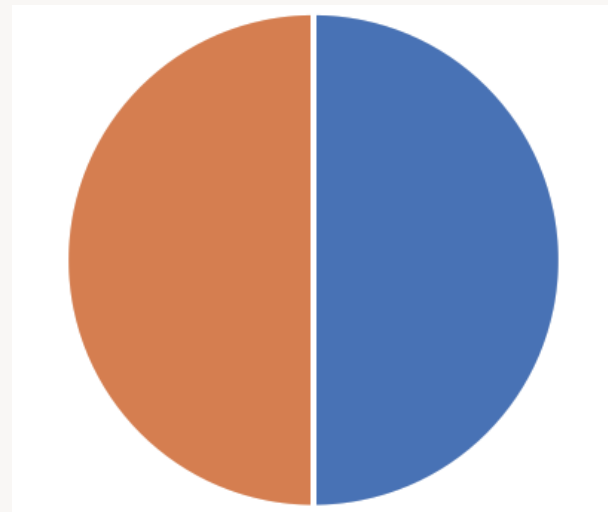
Senario 2

Use the remote to control (1/4)
Touch the screen to start (3/4)



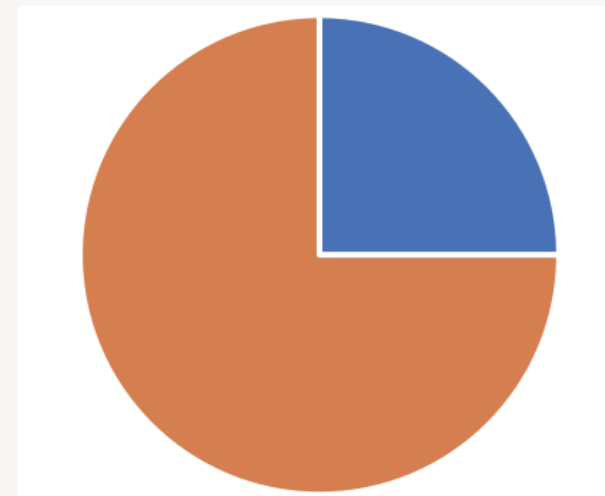
Senario 3

Put on the slide table or mini bars (2/4)
Find the tray table and pull it out (2/4)



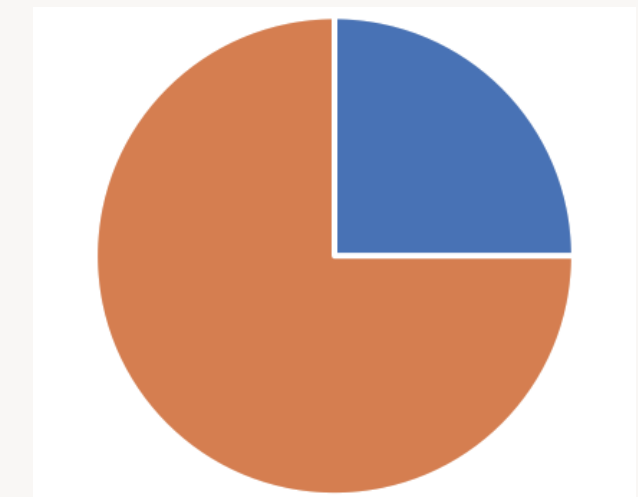
Senario 4

Press the service button (2/4)
Take a drink from the mini bar (2/4)



Senario 5

Find tissue and clean it by myself (1/4)
Ask the attendant for help (3/4)



Senario 6

Put them underneath the seat (1/4)
Put them in the storage space (3/4)

Notes From Research

Problems:

1. Can't find the table/attendant bottom.
2. The lighting is on the side which may be too bright.
3. There is no socket for usb charger.
4. Some functions are confusing.
5. There are not enough feedback from each function.



Solutions:

1. Add little icons on each bottom.
2. Add another lighting option from the back.
3. Add a usb plug in the socket.
4. Add icons and colors and make them more straightforward.
5. Add sound feedback when using each function.