Thermostat

User Test Design

Assignment

Design a single user test for an object in your home that you use regularly (daily or weekly). You'll need to identify a task that that you accomplish with this object. This could be something like "Changing the channel to QVC using this manufacturer remote". Essentially, you will be critiquing the user experience of a product that you use everyday, if you were to follow through and execute this user test and analyze the data.

Design

- User Task: "Change the room temperature"

    - Get an overview of the buttons. Do you have an idea what which button does?

    - Press the button(s) which you think will get the task done.

- Test users would be everyone that has a room thermostat for their rooms in the apartment or for their whole apartment. That includes people of all ages.

- Test users should approach the task cold. There are no prompts needed, since part of what should be tested is if the product is self-explanatory, or rather we would want to test the usability and user experience of the thermostat.

- I assume, based on my own experience with this product, that the feedback of what parameters have been modified and set is problematic. Therefore I would try different prompts when the user successfully changed the temperature to see if one can improve usability. A/B testing seems appropriate. One can compare reactions of users (A), who don't receive a real feedback (like it is right now) and users (B), who get a (possibly satisfying) feedback prompt.

- Feedback form to be filled out by the user:

    - Was it easy to change the temperature?

    - Did you know what buttons to press right away?

- Important aspects to analyze:

    - Compare observations and user's evaluation of the process

    - In particular how does it take them to figure out what buttons to press and also when they would signalize that they accomplished the task (is the change/feedback clear to them)