

User Study Description

We expect to do anywhere from 8 to 12 participants. Each group member will attempt to lead at least 2 interviews, hopefully more. The length of the interview will likely be between 15 and 20 minutes. We have about 25 questions, with each question likely taking less than a minute, depending on how the interactions with each specific participant goes.

We will do a few interviews in the lab, however we do not have lab again until Monday the 24th, which is fairly close to the due date for the user study. Due to how close lab is to the due date we will do some user studies prior to lab time. Interviews will take place at group member's homes if not done in lab.

Some pre-study questions we will ask the participant are about their general level of sports knowledge and what they usually like to know before going to a sporting event. This will help us determine how much consideration to give their answers. If a participant does not follow sports at all we may want to weigh their answers less than a participant who follows sports a lot. During the interview we will mostly let the user interact with the API however they want. Our API is about users finding whatever information they want so we will not require them to do specific tasks. We may direct them back to our page if they have wandered off to other, external pages that we have linked within ours. We will record their interactions. This will take about 10 to 12 minutes due to us having multiple pages for the user to view.

During the study we will record what items the user clicks on first, second, etc. We will also ask about their opinion on certain pages and if the interface is clear on what the user can do. We will ask them how we can improve the user's experience using our API. This information will be entered into a google forms survey by the interviewer so we can have easy sorting and access of the data.

After the study we will ask the participant what they thought of the overall interface and how we can make it better. We will also ask them if there is any sports information that they feel is missing. The full question set is included below.

User Study Questions

Interviewer's Name:

Date:

Pre-Study Questions

1. How in depth do you follow sports?
2. What are some things you like to know about before attending a sporting event?
3. How do you usually gather this information?

Index Page Questions

1. What is your initial impression of this page?
2. Allow user to interact. Record their initial reaction (click something/interact with page).
3. Record their second reaction (click something else/interact differently).
4. Allow user to interact until they've clicked on multiple logos and team names. Record their actions.
5. Do you think it is clear how to access different pages?
6. How can we make it more clear what the user's options are?
7. What is your final impression of this page?

Team Pages Questions

1. What is your initial impression of this page?
2. What first caught your attention on this page?

3. Allow user to interact. Record their initial reaction(click something/interact with page).
4. Record their second reaction (click something else/interact differently).
5. Allow user to interact until they've interacted with multiple items.
6. Do you think it is clear how to interact with items on this page?
7. What would make it more clear how to use this page?
8. What things do you feel are missing that would make for a better sports fan experience?
9. What is your final impression of this page?

Overall

1. Let user go between index, team pages and external APIs/sources. Record what they do.

Post Study Questions

1. What is your overall impression of how the interface is put together?
2. Does this interface provide a user friendly method of finding information?
3. Are there any ways the interface can be improved?
4. Do you feel anything is missing content-wise?