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CSS 478 (Human-Centered Design)

Professor Annuska

Prep for Nano-Usability Study: Practice User Questions

- ***A short write-up with your group project name and a brief summary of your group's product and key scenarios. (2-3 sentences).***

Our project is focused on interpreting emotional expression and tone in text messaging. It uses a facial expression to reduce misinterpretations that can occur between two texting parties. We haven't selected a specific name for our technology, but we are gathering key features and making user research on our product.

The key scenarios that are mentioned in my persona are a retired family man trying to text his children and grandchildren. These family members live in different cities that has different time zone.

- ***Identify the persona that you will be learning about in this nano-usability study.***

The persona that I'll be exploring for this usability Timmy Joe; a retired family man. Mr. Joe is an elderly man who has technological limitations. This research is going to help us learn more about the difficulties that people in this age group have with our technology. The key characteristics that define this persona are, he's easily frustrated, gets confused when he sees many buttons, and wants to hear from his children every day.

- ***List at least 5 interview questions you have prepared for your study participant.***

1. Do you think the available emojis allow you to effectively communicate your feelings through text messaging?
2. What is the first thing you think when you receive a text message containing a sad emoji from one of your children?
3. Do you/have you used emojis to communicate how you feel?
4. How effective are current methods of expressing emotion within text messaging platforms?

5. Are messages you write perceived with the same emotion and tone that you intended?
6. How do you feel about using these features of our techin your daily text messaging?
7. Would you recommend this application to other friends and family members in order to understand their feelings during text messaging?