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CSS 478
Human-Computer Interaction
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Conduct Nano-Usability Study

I conducted an in-person study on my first participant Yonas, showing him a low-fidelity paper prototype combined with an online survey. I asked Yonas to contact a friend of his that was located in a different state. Then I asked both of them to engage in a text message conversation. The texts from Yonas' friend contained different feelings and emotions. I asked the sender, who resides in another state, to send Yonas text messages that had sad and happy feelings. As they were texting one another I observed both participants on separate Google Meet links. I did this, intending to observe their facial expressions. I asked both participants questions about the text messages they were receiving and their feelings about the emojis within those messages in order to verify if their feelings are being accurately portrayed. I did that so that participants (a.k.a potential users) know and understand the aim of our technology which is analyzing and interpreting the tone and expressions of the texting parties.

Questions asked during the usability test:

1. What kind of feelings do you think the text message sender had when you received their first text?
2. What do you think when looking at this sad emoji?
3. How has your communication changed since using toneX, our new technology?
4. Do you feel toneX will positively/negatively impact your texting conversations?
5. What worked well while using our product? What didn't?
6. What changes would you like to see in later releases?

Things that I learned from the usability-study that I performed are users can be easily trained to use our product,

Based on the usability test that I conducted, I learned that users can be trained to use our product. I came to the conclusion that our technology has the potential to be synonymous with texting. Just as emojis have become an important part of texting, our application will be an essential feature in all texting conversations.

While doing the usability test I felt excited at the possibility of people using the features in our application. The most challenging aspect of the usability test is conducting it

online, which is difficult in some situations because ideally, I would want to see users interacting with the application in person.

What works well:

- Easy to find research participants
- Easy to gather useful data
- Can be done remotely
- Potential for the product is high
- User feedback was positive and helpful