

Assignment 5: Evaluator Experience Feedback

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1 Project 1 - Application to help english as second language speakers

1.1 Experience report

- Realized at March 17th, 18h20min.
- Research method: Interview.

1.2 Research details

This research seek to develop an application to help english speakers as second language but still have some minor difficulties with english. The group's idea is to create four different categories (speaking, reading, writing and listening), where users can improve their skills in what they most need help. The prototype presented had a good design and seemed to be very easy to use; however, only the reading section was presented at that time.

1.3 Personal Impressions

- **Chosen research method:** The interview was good, and made easy giving feedback and allowed me to ask questions about their prototype without wasting time.
- **Quality of research intruments:** The instrument used was prepared totally based on the presentation, matching the questions with what was being presented, which was good for the experience. However, the same instrument can cause some trouble if not applicable within the presentation; for example, design issues could be forgotten for the users if they were not looking at some specific screen of the application.
- **Choice and quality of questions:** The questions were basically based on the design for each new screen or new function presented. Despite the questions were clear, some of them were very broad; for instace, questions like *"What do you think about this design"* instead of asking about specif details on the design (menu bar or the suggested reading list, for example) were common.
- **Delivery Method:** The presentation was organized and easy to follow each new fuction presented.
- **Facilitator performance & attitude:** The researcher seemed to be prepared enough to present and to answer questions. Moreover, he was patient when asked about some confusing functions in their design.
- **Quality of execution of prototype:** A negative aspect is that only the reading section of the prototype was presented. Nevertheless, the execution followed some steps, which made it easy to understand each part of the prototype.
- **Overall research quality & applicability to the larger goal:** Even though not every section of the prototype was presented, the group's idea was very easy to understand and use. If they choose to build the other sections just like the reading one, their application would probably be applicable in a real scenario.

2 Project 2 - Easier ATM system

2.1 Experience report

- Realized at March 17th, 18h30min.
- Research method: Questionnaire.

2.2 Research details

This research seek to develop an application to an ATM in order to build an easier system then the current system used. The group have the objective of facilitate the system and make it understandable even for non-english speakers. Despite the simplicity of the prototype presented, their system seemed to be useful and providing each of the current ATM functions.

2.3 Personal Impressions

- **Chosen research method:** The use of questionnaire was a good choice to get direct feedback.
- **Quality of research instruments:** The questionnaire used should be improved with more specific questions about features of the system.
- **Choice and quality of questions:** The questionnaire had around five broad questions about the whole experience using the application, which made hard to express the whole feeling about each feature.
- **Delivery Method:** The facilitator briefly explained what was each section of the application and asked me to do some activities to test if I could be able to do so by myself. The system was simple and easy to use, although some features should be better explained, such as the use of more the one account and how to swift between them. After doing some tasks, he asked me to answer an online questionnaire in order to express my feelings about the system.
- **Facilitator performance & attitude:** The researcher seemed to be prepared during the presentation of the system and the tasks which I should complete. However, he was confused during the questionnaire, without knowing what I was supposed to answer.
- **Quality of execution of prototype:** The prototype was well briefly explained and presented. Moreover, the tasks which I was supposed to complete were also important to show some of other functions of the prototype.
- **Overall research quality & applicability to the larger goal:** The prototype presented is simpler than the current ATM used, but it still needs some improvements. The research said they tried to create something easy to use even for non-english speakers, but I do not think their system achieved this goal. Maybe they should use different pictures for each section of the menu in order to solve that problem.

3 Project 3 - Application to help travellers

3.1 Experience report

- Realized at March 17th, 18h50min.
- Research method: Interview.

3.2 Research details

This research seek to develop an application to help travellers to plan their trip. The application had a good design and was well prepared. Some features such as places suggestions, security levels and even the recent news about the place were being provided.

3.3 Personal Impressions

- **Chosen research method:** The interview was a good choice to easily get feedback.
- **Quality of research instruments:** The instrument used was good and easy to understand.
- **Choice and quality of questions:** The questions were well prepared and specific about some sections of the application.
- **Delivery Method:** The presentation was organized and easy to follow; however, the interview was done only after finishing the presentation, which caused the need of going back to already explained sections to remember me and make it possible to answer.
- **Facilitator performance & attitude:** The researcher seemed to be prepared enough to present and to answer questions. Moreover, he was also accepting negative feedback about some issues about their design choices.
- **Quality of execution of prototype:** The presentation was easy to understand and showed each of the possible functions of the system. Some sections were not so clear, but the facilitator was able to explain it.
- **Overall research quality & applicability to the larger goal:** This research is about an interesting topic, and the group's work seemed to be very good. The idea about including recent news occurred in some places was good and well designed. If some minor issues were solved, their application is totally able to figure in a real scenario.