UX Team Waiver Process

The NG User Experience team consistently pushes to conduct user research as early as possible, and as often as possible. In order for that to happen, we must talk to real users. Many of our researchers have a background in clinical psychology, and testing is conducted in a similar manner. Waivers are obtained from any and all test subjects, ensuring that we can legally use their feedback to inform our product. Similarly, we assure test subjects anonymity and that any criticism or negative feedback on our designs will not be attributed to them directly. Image licensing waivers are also signed if necessary, allowing us to take photos of our tests being conducted. These procedures ensure we get honest discussions with our user base.