

COEN 163L

Week 5 – 2:15 section

Schedule

- 2:15-2:30 – lab 3 questions/demo time while everybody arrives
- 2:30 – introduce lab 4
- Work time – lab/assignment work, demos, etc.

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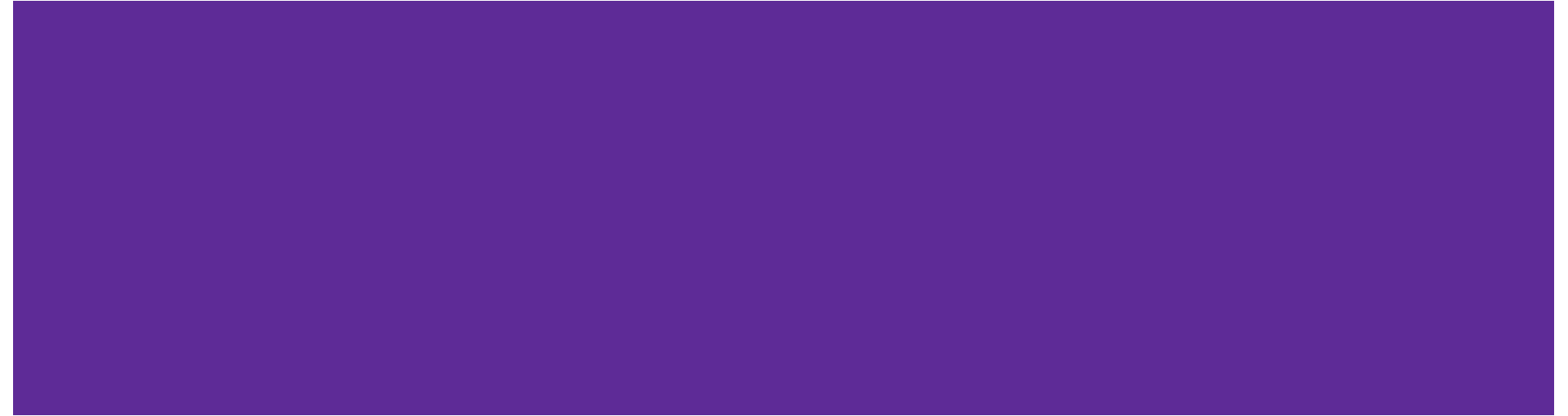
Week 5 – 5:15 section

Schedule

- 5:15-5:30 – lab 3 questions/demo time while everybody arrives
- 5:30 – introduce lab 4
- Work time – lab/assignment work, demos, etc.

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Lab 4 – Wizard of Oz Testing



What is Wizard of Oz (WoZ) Testing?

- To the test subject – software product looks and feels like the real experience
- Behind the curtain – operated by humans (the “wizard”)
- Participants may or may not know they are interacting with the wizard
- Why?
 - Test ideas and concepts without building a complete (or even working) product
 - Can be done at any stage of development (even with low fidelity prototypes)
 - Time and cost effective method to get user feedback



Lab 4 Tasks

1. Plan your prototype for user testing
 - Write down the instructions for the participants.
2. Practice Wizard of Oz methodology with a partner
 - Go through the WoZ procedure in the following slides
 - Sign up for a group on Camino! You may partner with anybody in the class (i.e. in the other lab section), just let me know so I know you have a partner

WoZ Testing Procedure

1. Take turns playing the Wizard while your partner acts as the test subject. Show your Lab2 tutoring prototype to your partner.
 - a. If needed, take some time to make any updates to your prototype before beginning your testing.
 - b. If wanted, you can also incorporate lab 3 HTML (but the assignment is designed around lab 2)
2. The wizard should give at least **3 commands** to complete actions and observe your partner's actions while they interact with your system
 - a. See examples of good and bad commands on the next slide
3. Take notes of what works and what does not work while doing the test
4. Ask your partner about his/her impression of the system and the design. Take notes.

WoZ Commands

- Good commands
 - Test your design, not the test subject's ability to follow directions
 - Verify whether users will be able to operate the system as it's intended/designed
 - Examples: “please solve the given problem x”, “please start using the companion study feature”
- Bad commands
 - Control the user by demanding them to do a certain action the way YOU want it
 - Examples: “click right to go in the next page”

Submitting

1. You and your lab partner's names.
2. Written instructions to prepare the user testing.
 - a. This is the wizard's complete guide for the testing session. This can include your commands plus any other notes, reminders, questions for the test subject, etc. that you'd like to give yourself so you remember everything.
3. Written commands that you give your partner.
4. Notes during procedure: what works what doesn't, impression.
5. Reflection notes: what would you improve or redesign?

Important: **no lab 4 demo**