

USER FEEDBACK FRAMEWORKS

| | FRAMEWORK OR ACTIVITY | SELF OR FACILITATOR LED | GOAL Outcome of using this framework | HOW MUCH TIME DOES IT TAKE? | PREP WORK REQUIRED? | SUGGESTIONS How could this framework better fit your trainings and needs? |
|---------------------|---|-------------------------|---|-----------------------------|---|--|
| INDIVIDUAL ACTIVITY | USER STORY | Self Led | Learn how and why someone would use the app | 10-15 min | | |
| | CAPABILITIES CARD | Self Led | Understand how useful each capability is to the user | 10-15 min | ✓ Determine and document the capabilities of your app. | |
| | QUESTION PROMPT | Self Led | Gather answers to specific questions you want to know | 10-15 min | | |
| | CONTEXT SURVEY | Self Led | Understand your users and the context they live in | 10-15 min | | |
| | FOLLOW UP SURVEY | Self Led | Gain any extra insight a user may have that hasn't been outlined in previous frameworks | 10-15 min | ✓ Determine what other questions you need answered. Prepare survey for easy and secure distribution. | |
| GROUP ACTIVITY | COMMON THREAT ACTIVITY | Facilitator Led | Understand what threats your users are facing | 30 min | ✓ Determine and document the threats a user would face with your app. | |
| | LIKES/DISLIKES ACTIVITY | Facilitator Led | Get a general overview of what people liked and didn't like about the app | 30 min | | |
| | BRIEF GROUP DISCUSSION ON APP TEST EXPERIENCE | Facilitator Led | Capture the Initial Takeaways and BIG 'things' | 30 min – 1 hour | | |
| | PERSONA BUILDING WORKSHOP | Facilitator Led | Personify typical user behaviors | 1.5 – 2 hours | ✓ Familiarize yourself with "How to Create a Persona" and "What Makes a Good Persona" | |
| ONE - ON - ONE | INTERVIEW | Facilitator Led | Gain any extra insight a user may have that hasn't been outlined in previous frameworks | 1 hour | ✓ Determine what other questions you need answered. Bring a form of documentation for the interview. (i.e. audio recorder, note taker, or paper) | |