**Plan for Gathering Feedback:**

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| **User** | **Type of User** | **Age group** | **Method of Feedback** |
| Class Members | Technical | 17+ | Questionnaire |
| Parents | Non-technical | 40+ | Questionnaire/Observation |
| Grandparents | Non-technical | 70+ | Interview/Focus Group |
| Aunties/Uncles | Both | 40+ | Interview/Questionnaire |
| Nephew | Non-technical | Primary School (5-10) | Focus Group |
| Parent’s Partner | Technical | 35+ | Interview |

**Method of feedback:**

* Focus Group – A focus group is where I will guide the user through the prototype to ensure that they know what they’re doing. This will be used for younger age groups who have no technical knowledge.
* Observation – An observation is where a user will be monitored using the prototype. Notes will be taken throughout the observation and can vary from how the user uses the prototype to which sections of the prototype the user struggles with.
* Questionnaire – A questionnaire is where a user will be given a form, of some kind, with a wide range of questions based around the product following their use of the prototype.
* Interviews – Post-use of the prototype, a user will be interviewed about their thoughts of the prototype. Notes will be taken throughout the interview and will be used to analyse the prototype’s success.

**Potential Questions to be asked:**

* Was the prototype easy to use?
* Would you recommend this prototype to someone else?
* How would you improve the prototype?
* Is this prototype something you would use in day-to-day life?
* Which feature would you see yourself using the most?
* Did you understand what you were doing when using the prototype?
* Did you encounter any issues while using the prototype? If so, what were they?
* What are your opinions on the design of the prototype?
* Was the prototype too complicated?
* Could you read the data you were giving and receiving?
* On a scale of 1 to 10, how well would you rate the prototype?
* How confusing was the prototype?

**Types of Questions:**

* Open-ended Questions
* Closed-ended Questions
* Multiple Choice Questions

**Types of Data Gathered:**

* Qualitative Data – Data that is measured by quality rather than its quantity (e.g., Surveys)
* Quantitative Data – Data that is measured by quantity (e.g., Star Ratings)

**Analysis of feedback:**

* How did age affect the feedback?
* Were the problems found consistent?
* Were the improvement suggestions similar?
* What percentage of the users would recommend the prototype to others?
* What percentage of the users found that the prototype was confusing?
* How well did the users rate the prototype? Did this vary with different age groups? How did the ratings change with people with different technical knowledge?
* How many users thought that the prototype was too complicated?
* What were the user’s opinions on the design of the prototype? Did they think it was too packed and hard to read?
* Could the users read the data they were giving to and receiving from the prototype?