

AutSPACES

Feedback Summary

19.10.2021

(Updated 04.11.2021)

Information Sources (10.19.2021)

The feedbacks were summarized from the following sources:

- Focus Groups:
 - 20190918
 - 20190924
 - 20191004
- Fujitsu Wireframe User Test
 - Sprint-6-Feedback
- 1st Figma Wireframe

Link for full [feedback categorization](#).

Feedback Categorization

The feedback is categorized in following 5 sections: category, feature, times, usage, and source.

- **Category**
 - Function, Design, Content, Other
- **Usage**
 - Platform, Research, Community
- **Source**
 - A = Autistica, T = Turing, F = Fujitsu,
 - R = Researcher
 - A = Autistic, P = Parent of someone autistic
- **Source - Connection to Experience**
 - d = direct: experience, suggestion, or opinion of speaker
 - i = indirect: witnessed or reported on behalf of someone else by speaker
 - g = general comment

Feedback	Category	Feature	Times	Usage	Source
upload a photo & geotag	Function	Upload Media	5	Platform	(R T d), (A g), (A d), (A p d), (P g)
save information & edit later	Function	Save Feature	5	Platform	(R T i), (F d), (R T i), (R T d), (R T d)
offering template	Design	Template	1	Platform	(A P d)

Top 5 Requests for Design

Feedback	Category	Times	Usage	Source
Limit quantity of information that is presented on any one screen [eg. one core item per area - (max 5 things)]	Layout	5	Platform	(A d), (A d), (A d), (A P d), (F g)
Templates for submissions	Template	4	Platform	(A P d), (F d), (F d), (Ag)
Different sections in the experiences for each sense.	Layout	3	Platform	(P d), (P d), (A P d)
Having 1 large textbox to input experience details.	Text Input	3	Platform	(R T d), (F d), (R, T i)
Using an accessible colour scheme	Color	2	Platform	(A d), (A P d)

Design Explanation - Information per page

one core item per area

- Direct Quotes
 - (A d): “just one thing or question or visual per page, and then...press next”
 - (A d): bring one thing up at a time
 - A P d): “you don’t want too many things on the page at the same time, because it’s just too much”
 - (A d): less information on one page: “I’ve always been better if there’s less information on one page”
 - (F g): [based on feedback from last session] limit quantity of items shown to user on page to 5 at once.
- Potential Application
 - "Accordion" this feature to allow users to find out more information on their own.

Top 5 Requests for Function

Feedback	Category	Times	Usage	Sources
upload a photo & geotag	Upload Media	5	Platform	(R T d), (A g), (A d), (A p d), (P g)
save information & edit later	Save Feature	5	Platform	(R T i), (F d), (R T i), (R T d), (R T d)
see own data & input & data analysis	API	5	Research	(A d), (F d), (R T d), (A P d), (A P d)
free choices of input languages	Text Input	4	Platform	(F d), (F d), (A P i), (R T g)
Hashtag feature	Hashtag	3	Platform	(F d), (P A d), (F d)

Functions Explanation - Data Visualization

see own data & input & data analysis

- Direct Quotes
 - (A d): automatically link up to physiological data, for example from a Fitbit, so it could be recorded in real time.
 - (F d): “I think it’s probably quite far down the track in terms of development, but I think it’s definitely worth having on there that we could potentially look at including physiological data”
 - (A P d): “definitely” want to see own data and input
 - (A P d): “...with the accumulation of data...you begin to see connections in your own life – and that adds value, you know you were talking about increments of value, but increments of value going both ways”
 - (R T d): Open Humans allow ways to link up with multiple other personal data sources – including your Fitbit, your genome, your google search, your Twitter account – once you’ve entered your experiences onto the platform, you, “could upload your own data and you can see how those things match up together”
- Potential Application
 - Dashboard for data visualization on “My Stories” page or “My account” page.

Functions Explanation - Input Languages

free choices of input languages

- Direct Quotes
 - (F d): Input would be free text, so could take any language, but language of navigation of site interesting to consider
 - (F d): “potentially we can look at that as a longer-term development, so initially say that the interface is in English but feel free to input in whatever language you wish”
 - (A P i): “a lot of the autism advocacy community...is European and Somalian, and they continue to complain about health interfaces that they really struggle with trying to relay their information even though they’re given the opportunity because when they really struggle with something it’s emotional, but they immediately revert back to their native language and they’ve got no way of filling it in”
 - (R T g): “one of the great benefits of citizen science is that it can be a totally global participation...even though it is more likely that people who engage will be English speakers at the beginning”
- Potential Application
 - A hint in the “Share Experiences” page that users are welcomed in sharing out their experiences in the chosen languages, like English, German, French, and etc.

Functions Explanation - Hashtag

Hashtag feature

- Direct Quotes
 - (F d): “you can take the tags that relate to the experience, and then you don’t actually see the free text of the experience, unless you want to investigate it for yourself”
 - (F d): Tag experiences, and instead of publishing full experiences in list, publish the tags
 - (P A d): highlight that as an option, “because I’m still very used to the hashtag”
- Potential Application
 - A filter bar for hashtags on “View Experiences” page
 - A badge or label bar for hashtags on “Share Experiences” page

Top 5 Requests for Content

Feedback	Category	Times	Usage	Source
current research questions are too vague & confusing		6	Research	(A g), (A P d), (P d), (P i), (P g), (P d)
translations of the platform	Language Choice Option	4	Platform	(A P d), (P F d), (R T d), (R, T d)
collecting demographic information on relations to autism, self, friends, relatives, carer		3	Platform	(R T d), (R T d), (R T d)
record both positive & negative experiences	Text Input	2	Platform	(F g), (R T d)
age bands (in decades)		2	Platform	(R T d), (R T d)

Content - current research questions are too vague

- Direct Quotes:
 - (A g): “At the moment it’s too general”
 - (A P d): “If I just see a page which says tell me about your experiences, I would just blank”
 - (P d): It’s confusing: “What am I supposed to, what am I meant to do for this, what is the idea behind your project?...as the parent I’d be like, okay, what do you want, what do you want from me, and what kind of experiences”
 - (P d): It’s what is expected of us, what do you want me to do?
 - ! (P i): [speaking of an autistic person for whom they are a befriender] “...he wouldn’t understand that form, because, he’d be like, um, what do you want me to say?” “maybe it’s not something about the wording itself, it’s the user journey of how you actually come to the question”
 - (P g): “in order to get people to join up or to contribute in the first place, hopefully you would explain there what kind of thing you would like, so by the time we get here we get some idea of what you mean by ‘experience’”
 - (P d): “I understand you don’t want to lead people on what type of...answer [you want people to give]”
 - (P g): Makes it easier to understand the type of thing you’re looking for
- Application
 - Redesign a user journey to emphasize the importance of experiences sharing and examples of shared experiences
 - Add multiple different example stories on “View experience” before launching the project
 - Add a template on “Share Experiences” page
 - Provide checkboxes options for most identified locations (outdoors & indoors; school, hospitals, transportation...)
 - The checkbox is both for data analysis and inspire users for recalling their experiences

User Tests Summary

Feedback	Category	Usage	Source
Voice to text & selective screen reading functions	Function	Landing Page	Summary Sprint
Adaptable Color, Contract, Size	Design	Landing Page	Summary Sprint
an illustration of "how it works"	Design	Landing Page Interface Design	Summary Sprint
a tag system	Function	Enter Experience	Summary Sprint
Responsive Design	Design		Summary Sprint 6

Responsive Design

- Original Data from User Test Sprint
 - With which devices would you probably access the Autistica Citizen Science Platform once it is online? (multiple answers possible)
 - Laptop/Desktop: 4
 - Tablet: 4
 - Smartphone: 3
- Potential Application
 - Responsive design infrastructure

Feedback Summary

- Design
 - Responsive Design
 - Template for sharing experience
 - Accessibility (Light & Dark theme), Sizes
 - Simplistic Information & layout
- Function
 - Tag System
 - “Save Draft” feature
- Content
 - Clear research questions
 - Collecting demographic information
 - Positive & negative experience