

# Board Game Companion: A UX Design Project

Agnete W. Ilsøe // [agil@itu.dk](mailto:agil@itu.dk)

Daniel Valentin Laursen // [dvla@itu.dk](mailto:dvla@itu.dk)

Daniel Miertiz // [dmie@itu.dk](mailto:dmie@itu.dk)

Marie Mærsk Staunstrup // [mams@itu.dk](mailto:mams@itu.dk)

IT University of Copenhagen

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# 1 INTRODUCTION

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We live in a world where technology has soon found its way into every activity, event and experience. We use technology in our everyday life to organize, support, activate, engage and so much more. How these technologies are designed and shaped to either fit into our world, or disrupt it, is part of the designer's job.

We will in this report explore, discuss and evaluate our design process and final concept in regards to the case given as part of the course UX 1 at the IT University of Copenhagen (hereafter referred to as "ITU").

The case was to find an area of interest where structured leisure activities took place. We were then to examine the current situation and identify one or more existing issues, which we could then solve or assist in through a screen-based solution.

We have chosen to work with the event "ITU Board Game Night" (hereafter referred to as "BGN"). The event is hosted by the organization "ITU Connect" and takes place at ITU. The event is organized at regular intervals, approximately once a month, and advertised through social media, as well as communication channels at ITU. Participants can engage without registration and partake in the event free of charge. ITU Connect supplies board games, soft drinks and snacks.

Through our data we were able to identify several problem areas, which had the possibility to be improved through a screen-based solution. One particular issue seemed more prominent than the others: The lack of facilitation and guidance at the event. We found that new participants would be hesitant and unsure about the customs and allowed actions at BGN. We also found the regular participants could benefit from additional guidance in regards to the board games

themselves, and their mechanics. To help negate these issues, we developed a screen-based solution intended to enhance the structured leisure activity of BGN.

We have in this project employed the Design Thinking process. This is an iterative process, where the designers activate five stages (Empathize, Define, Ideate, Prototype, and Test) multiple times depending on the project's particularities ("Designtænkning – Værktøjskassen til innovation og entreprenørskab i undervisningen," n.d.-a).

We will in the following section provide an overview of our final concept, followed by a description of the methodology utilized in this project. The subsequent sections concern the four iterations that the project went through, highlighting the key findings carrying into each iteration from each stage. The project's process is illustrated in figure 1, displaying which stages were activated in each iteration.

DESIGN THINKING STAGE						
ITERATION		Empathize	Define	Ideate	Prototype	Test
	#1					
	#2					
	#3					
	#4					
	→					

Figure 1 - The specific Design Thinking stages activated in each iteration.

## 2 CONCEPT DESCRIPTION

We will in this section present our final concept, “Board Game Companion”. As mentioned in section 1, the concept was developed to help with the facilitation and overview of BGN. Through our observations, we found the main part of the participants are regulars, while a smaller group is either newcomers to the event or only participate sporadically. While there are always people from ITU Connect - the organizers - present at the event, they are mainly there to participate as players. Thus, there are no official hosts or designated individuals available to help and answer questions concerning the event, the games or rules. This is the role that our dual application would fulfill.

Our concept consists of two parts: One is a shared application (“app”), which is designed to be used on an iPad (see figure 2). The second is a personal web-app, that is designed to be accessed via a smartphone (see figure 3). The two parts compliment each other, but do not contain the same features or information.

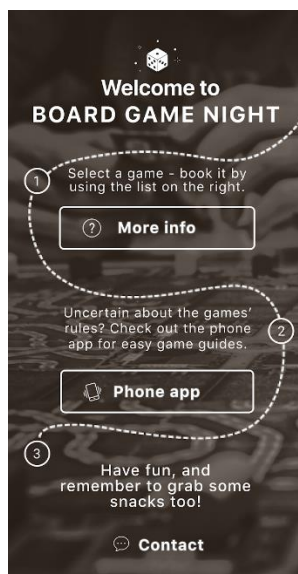


Figure 2 - Home-screen of the tablet app.

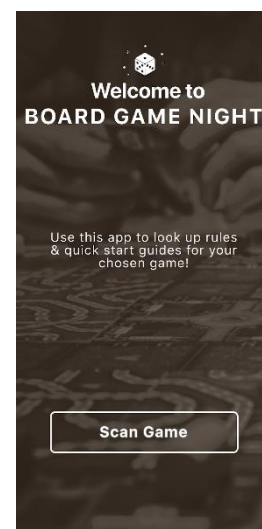


Figure 3 - Home-screen of the smartphone web-app.

Our concept has three primary functions:

1. To help guide new participants at the event, who has never attended or only attended few times before.
2. To serve as a helpful overview of possible games to play, with features to help participants decide on a game, based on certain criteria.
3. To help players get started and acquainted with unfamiliar games through the use of quick-start guides and electronic rulesets.

In the following section, we will elaborate further on these primary functions.

As previously mentioned, the event has no clear hosts or guides that participants can approach, and the structure of the event is generally opaque. The shared tablet app is therefore designed to help fulfill this role in particular, and guide new participants attending the event.

Upon seeing the app for the first time, the participants are able to see a step-by-step guide in the left-hand side of the app (see figure 2). This sidebar is static, and cannot be swiped away or removed, ensuring that it is always visible and ready to help possibly confused participants. It also contains options to receive additional information if the user is stuck.

The largest section of the app, however, is dedicated to helping the participants make decisions concerning which board game to play. The app facilitates this by providing an overview of all available (and unavailable) board games (see figure 2). On the overview-section of the home-screen, the user sees a brief overview of the most commonly used criteria to decide on games: Play-time, number of players and difficulty. The user can choose to filter the games based on these criteria, or search for a particular name. Furthermore, by clicking on a specific game, the user can access a description of the game (see figure 4). By clicking on the “Book”-button, the user can let other participants know that the game is not currently available for other players.

As can be seen on figure 4, the tablet app also includes a call-to-action, which prompts the user to go see more information about the game on the personal part of the concept: The

smartphone web-app. In this web-app the user will be able to access rulesets and quick-start guides, enabling participants to play new and unfamiliar games. These features are only available in the smartphone web-app as to keep the shared main platform unoccupied for participants who wishes to book or return a game.

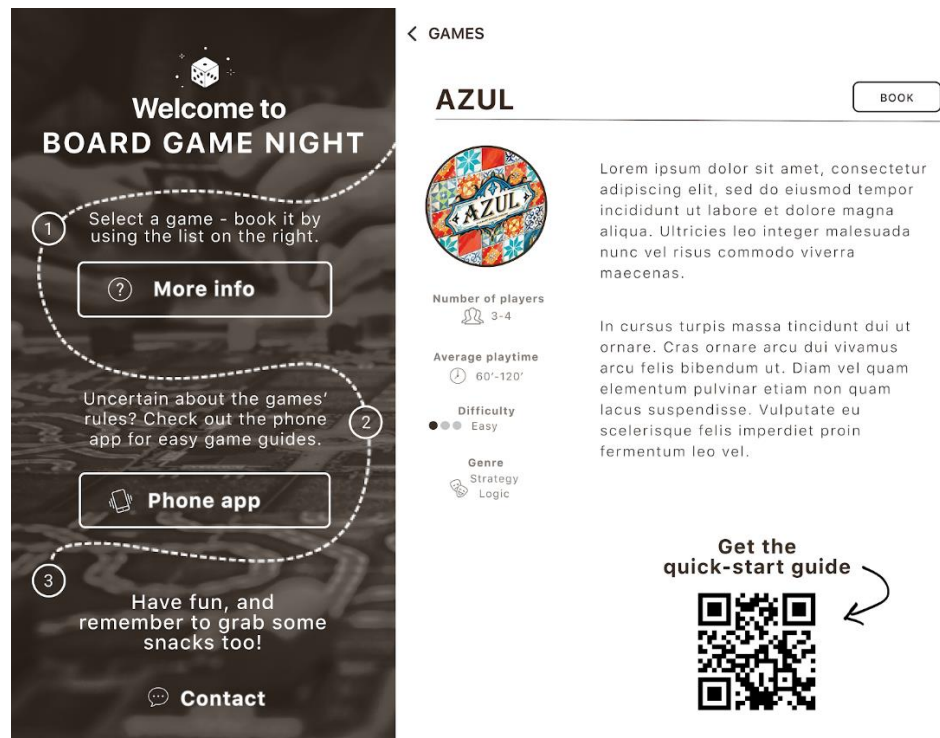


Figure 4 - Example of a game description.

To illustrate the concept, we have created a user journey, illustrating the app in use for a new participant at BGN (see figure 5).



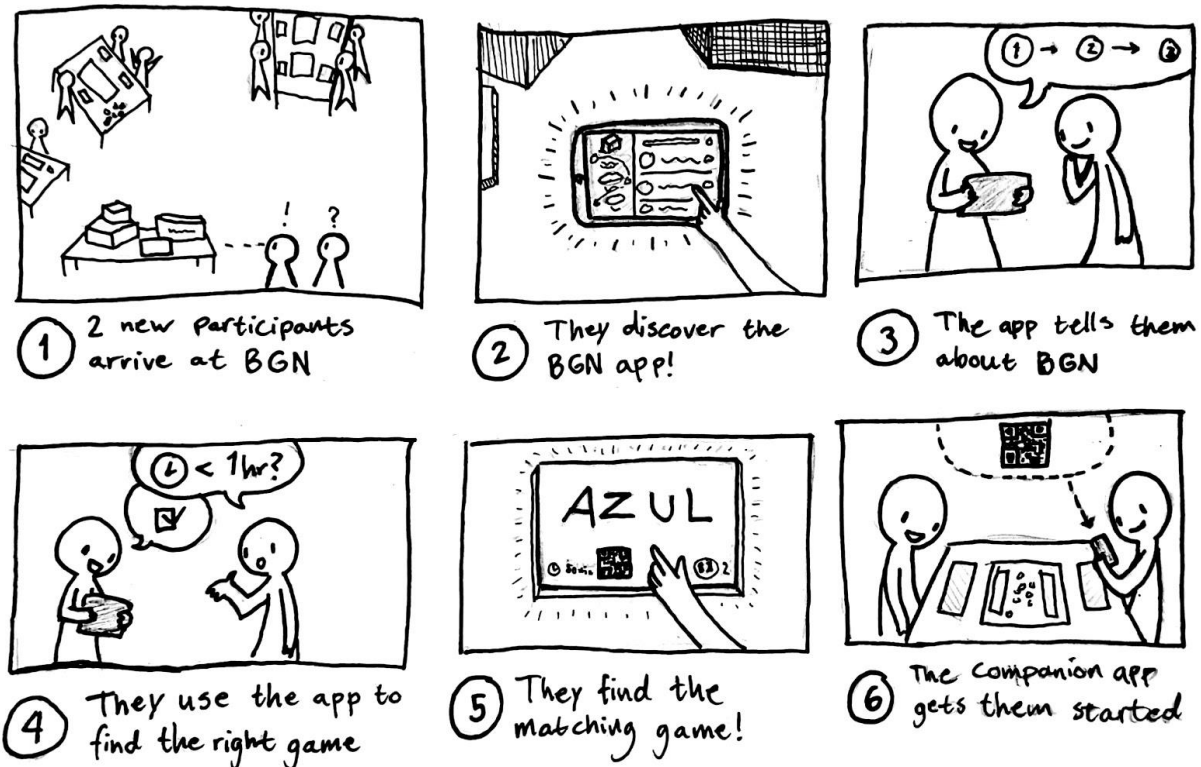


Figure 5 - Example of a user journey at BGN.

For our concept, we defined our success criteria as follows:

The majority of users from the target group, tested in a controlled setting, should validate both the issue and proposed solution through positive verbal response. For our current iteration, the issues are (1) the uncertainty of social conventions at BGN, (2) the troubles of deciding on the ideal board game for the given user situation, and (3) missing rulesets and uncertainty about unfamiliar games. The solutions are then to provide (1) a guide which facilitates the social norms, (2) an overview of all board games with specific game criteria available, and (3) virtual rulesets and quick-start guides.

## 2.1 DESIGNING THE USER EXPERIENCE

“User experience”, or UX, is a term that originated from the field of human-computer interaction. It is therefore generally related to instances where a human is interacting with a computer.

However, the focus has shifted from *usability* and product qualities into *experience* based user values and needs (Bargas-Avila & Hornbæk, 2011).

For this project, we chose to lean on the definition of UX as it is described in the ISO Standard, as being a “(...) person's perceptions and responses resulting from the use and/or anticipated use of a product, system or service.” (ISO 9241-210:2010, n.d.).

The ISO Standard also includes multiple notes, explaining how UX encompasses a multitude of parameters, e.g. the user's emotions, preferences, behavior and accomplishments. This further highlights the complexity of the term, as it pertains to a variety of different criteria and parameters; it is not so easily defined.

For our concept, we have worked with an array of UX theories, with the goal of designing for a positive user experience, leaving the user feeling reassured and confident in their participation at BGN. In the following section, we will be presenting a selection of these theories, describing examples of how we have designed or redesigned our concept to align with these.

### **2.1.1 Nielsen's 10 Heuristics**

For usability, we used Nielsen's 10 heuristics (Preece, Rogers, & Sharp, 2015, pp. 743–744), which describes the empirically derived most common usability problems. By considering these when designing a digital artefact, a lot of usability issues can be mitigated. We will now proceed to highlight three aspects where we improved the usability of our prototype with offset in the heuristics.

The heuristic of “help and documentation” has been a primary focus for us, as the app is designed as being a documentation for the event itself. This is the motivation behind making the left sidebar

static to ensure that there is always help available for the user. Clicking on the buttons in the sidebar will provide the user with further explanations through dialogue boxes.

Additionally, we were concerned with the heuristic of “error prevention”. The app should be designed both in a way that lets user recover from errors smoothly (as per the “error recovery” heuristic), but naturally, it is preferable if you can design the layout in such a way so that the errors do not occur in the first place. In our prototype, we had the ability to “book” a game, by pressing a button. In earlier iterations, this was a one-click operation, and the game would immediately be booked when the user clicked the button. However, as we are working with touch-screen input, the user can easily activate buttons by accident, without even noticing it. We iterated on the prototype to align better with this heuristic of “error prevention” by adding a confirmation dialogue box (see figure 6). This way, we re-designed to prevent the error of unintentionally booking a game.

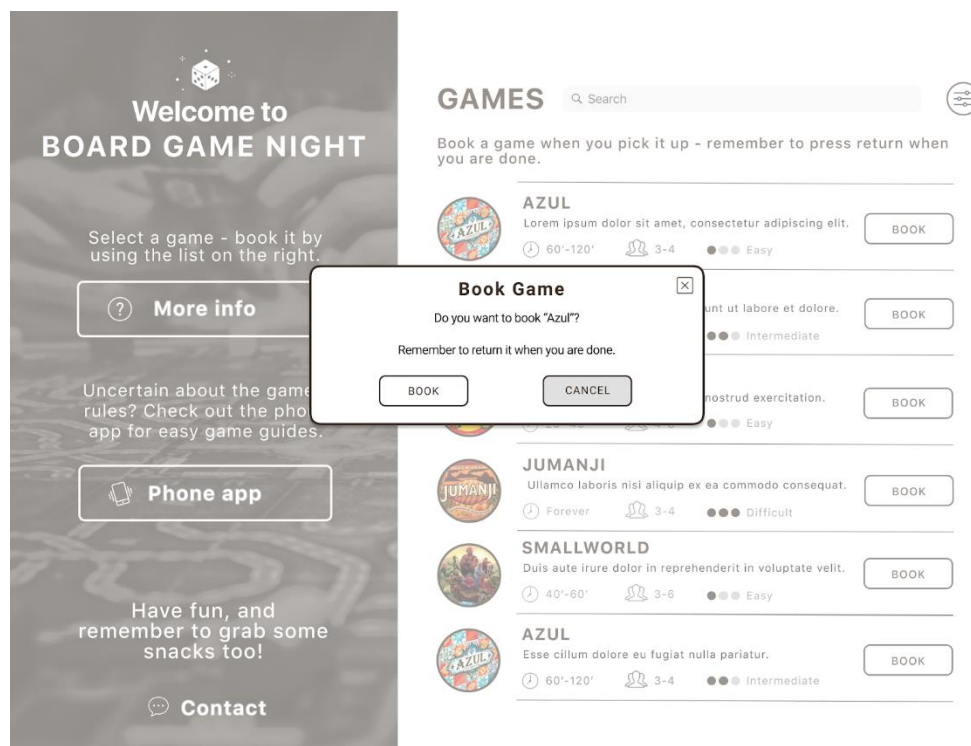


Figure 6 - Booking confirmation pop-up.

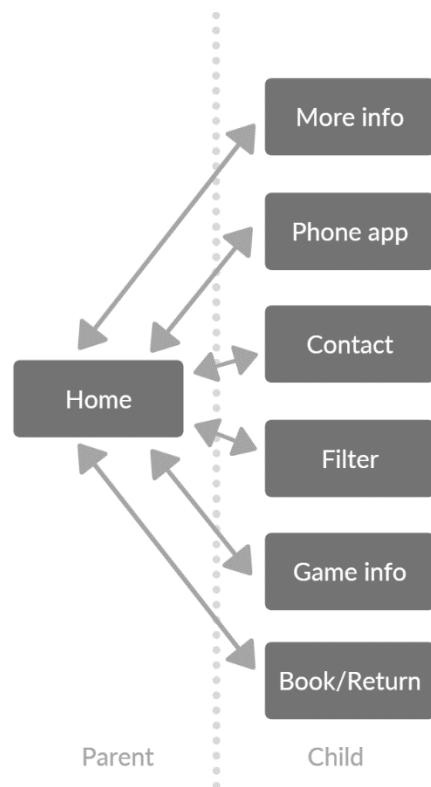


Figure 7 - The navigational flow of the app.

In accordance with the “Consistency and standards”-

heuristic, we chose to employ a navigational framework that the user would be familiar with. We chose to work with Apple’s hierarchical navigation guidelines ([Apple Inc. n.d.](#)).

This means that the user makes one choice per screen to navigate forwards or backwards. It is also what the Material Design style, used by Google, calls a forward navigation with a downward movements ([“Understanding navigation,” n.d.](#)).

By this, it is meant that the “home”-screen can be seen as a parent to all screens which can be reached through embedded buttons, making these screens “child”-screens (illustrated in figure 7). This type of navigational flow is quite common and can be seen in most utility apps.

### 2.1.2 Gestalt Theory

In working with the design of the app, we also drew on gestalt theory to help visually emphasize certain parts of the app and its functionality. Gestalt psychology is considerations about how humans perceive objects visually, from which the visual principles called gestalt laws have been created ([Graham, 2008](#)). While there is an abundance of these, we will highlight a few key gestalt principles, that we have employed to increase the usability of our app.

An important part of our app is the sidebar at the left side of the screen. In order to distinguish that this is a separate, and static, part of the layout, we employed both the law of figure/ground and of proximity. Figure/ground ascribes that when there is a great contrast between two objects (such as black text on white background), they will be perceived as different from each other, in terms of one being the “figure” and the other being the (back)”ground”. By

increasing the contrast between the sidebar (darker color scheme) from the background (the white backdrop), we are emphasizing that this is a distinguishable part of the app, and separate from the rest of the home-screen (see figure 3).

The law of proximity was employed in the grouping of items. The law of proximity dictates, that objects close together will be perceived as belonging together. All text, buttons and icons in the sidebar are grouped closer to each other than to the objects on the rest of the interface, thus helping the user understand that these are a separate part of the app, again, with no direct affiliation to the “overview” part of the interface.

### 2.1.3 The Fogg Behavior Model

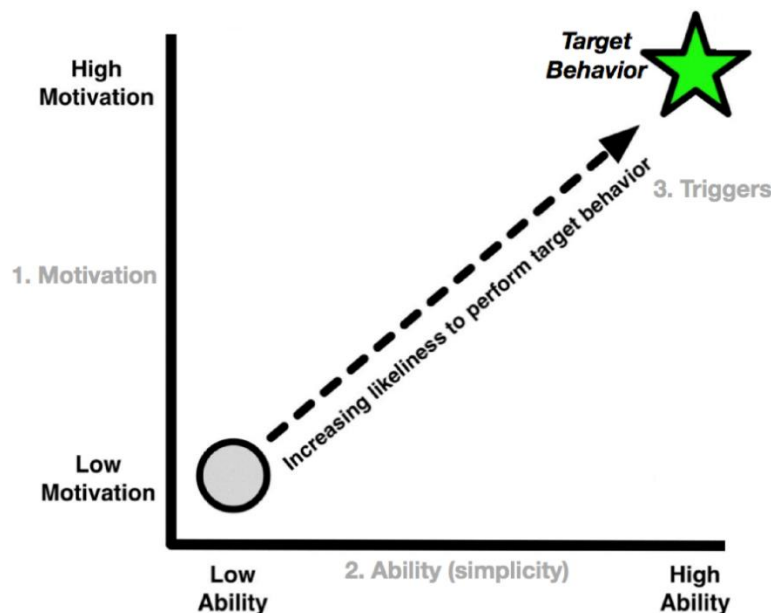


Figure 8 - The Fogg Behavior Model (Fogg, 2009).

The Fogg Behavior Model (“FBM”) (Fogg, 2009, p. 1) is a model for describing and understanding behavior in specific situations (see figure 8). The model argues that to achieve target behavior in a user, one must ensure that the user has both the “ability” and “motivation” to do so (Fogg, 2009,

p. 1). In order to increase either, the designer can implement various “triggers” to further the desired outcome.

As we are working with people in their leisure time, we find it important for our app to be persuasive, in order for the potential users to both *want to* and *be able to* engage with our concept. We therefore found it useful to utilize the FBM during our Ideation stage, to assist us in iterating and building upon our ideas with specific regards to how we could enhance both ability and motivation in our potential user group.

As described in the above sections, we have taken various measures to ensure a high level of ability. Naturally, though, the steps mentioned above taken to improve usability would be redundant if the user never interacts with the app. As the app is intended to be displayed on a shared tablet, accessible by all attending BGN, it might be occupied at times where multiple users wants to access it. Because of this we chose to move some of the functionality - the quick-start guide and rulesets - to a smartphone-accessible web app. As these are functionalities that might take longer for the individual user to interact and consult with, we wanted to increase the ability to use the functions (and also freeing up space to use the “shared” tablet), by moving these functionalities unto multiple personal devices at the same time.

Our primary argument for why our users would have high motivation for engaging with the app is within the domain of “social acceptance” - knowing how to engage oneself in a context that is different from what you are used to can be daunting. Our app is designed to help alleviate some of this anxiety by giving the user explicit instructions on do’s and don’ts at the event, as seen by the guide in the sidebar.

## 3 METHODOLOGY

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In this section, we will explain our approach of Design Thinking, and elucidate the theory and methodology utilized throughout the project.

### 3.1 DESIGN THINKING

Design Thinking has proven itself a useful methodology in projects that aims to“(...) understand users, challenge assumptions, redefine problems and create innovative solutions to prototype and test.” (The Interaction Design Foundation, n.d.). The Design Thinking methodology aids in mitigating the impact of the ever-increasing complexity in contemporary IT work, and makes it possible to design solutions upon a human-centered foundation.

Design Thinking is an iterative process aiming to understand users, re-frame problems and assumptions, and develop solutions to prototype and test. It consists of five stages: Emphasize, Define, Ideate, Prototype and Test (The Interaction Design Foundation, n.d.).

One of the affordances of Design Thinking is its flexibility, and as such it can be used in many different ways. In the case of BGN, several different methods were selected to fulfill the goals of each stage in the Design Thinking process. Following, is an account of methods used in this project to attain sufficient knowledge and drive the iterative progress.

### 3.2 EMPHASIZE

The first stage of Design Thinking, Empathize, seeks to establish an understanding of user needs and potential problem areas within a given context (“Designtænkning – Værktøjskassen til innovation og entreprenørskab i undervisningen,” n.d.-b). Here, the human centered approach is especially important as the user research performed here will aid in settings aside any bias affecting the researcher perception of the situation.

### **3.2.1 Interviews**

Central to the Empathize stage, interviews were used to gather the bulk of the data that would drive the project forward. For this project, we chose to use semi-structured interviews. This decision was made as semi-structured interviews allow the interviewee to be more forthcoming in their information sharing, while still allowing a certain order in the questioning (Rogers, 2015, p. 359). The interviews were conducted with this focus on getting the “(...) interviewee to say more until no new relevant information [was] forthcoming.” (p. 359).

Open ended questions were used to probe for more information without disrupting the natural flow in the interview. An example of this way of questioning could be “Do you want to tell me anything else?” as this would allow for the interviewee to include any information that they felt relevant, but might exceed the initial topic and questions asked, giving a more holistic view of the situation.

### **3.2.2 Ethnography**

As this project deals with a specific social context where certain interactions are carried out, this study inherently has to deal with culture. Ethnography was therefore essential to our Empathize stages. It was a key concern in the study to attain knowledge that was as holistic as possible through “(...) in situ observation of interactions within their natural settings” (Randall, Harper, & Rouncefield, 2007, p. 3). Ethnographic observation can vary in nature, and may include observations, activities, or anecdotes. This means that “Ethnographic data is typically rich, but informal, poorly-bounded and perennially pointing to the provisional, partial and incomplete nature of any account of a social situation” (Randall, Harper, & Rouncefield, 2007, p. 140), which we also found to be true for our collected field data.

Ethnography served as the primary tool for engaging with our chosen contexts, namely at BGN, which is aligned with how ethnography has been used historically. Ethnographic observation deals with the “(...) limited to small-scale, well-defined, and usually quite confined contexts”



(Randall, Harper, & Rouncefield, 2007, p. 4), and therein lies its strength. The context of BGN was in accordance with this setting, seeing as BGN is a rather small confined context. However, as ethnographic observation in its traditional sense is a prolonged activity not well suited for establishing findings overnight, it has in this project been used adjacently with complimentary methods.

### **3.3 DEFINE**

In this section, we will go over the methods utilized during our Define stages. Define is the second stage of the five-stage Design Thinking method (see section 3.1), and in this stage, we were primarily concerned with analyzing the material collected during other stages.

#### **3.3.1 Qualitative Analysis**

As we gathered all of our empirical evidence through various forms of qualitative methods, we chose to employ qualitative analysis methods as well. Primarily, we worked analytically inductively (Tanggaard & Brinkmann, 2010, p. 242), meaning we were looking at the gathered data with as little as possible preconceived idea about what we might find.

Working inductively proved to be valuable to us in the early stages of the project, as we were not occupied with a preconceived problem. In the Define stage of Design Thinking, we were working towards synthesizing the findings into a core, human-centered problem, based on the data from the Empathize stage (Dam & Siang, n.d.; "Designtænkning – Værktøjskassen til innovation og entreprenørskab i undervisningen," n.d.-b). It made sense for us to initially work inductively here, ensuring that all uncovered problems and characteristics were based on empirical (human-centered) evidence.

As we went through the Define stage several times, we switched from working inductively with the data to working deductively. This was primarily when the empirical data gathered originated from the Test stages, as we were then looking for specific evidence in the dataset, to either verify or disprove our various hypotheses and success criteria for our concept.

### **3.4 IDEATE**

In the Ideate stages of our project several methods were utilized to generate ideas to solve the uncovered issues. In the following section, we will be describing the most prominent methods employed.

#### **3.4.1 Brainstorm**

A method frequently used to quickly generate many ideas is the method of “brainstorming”. We utilized this method often during our multiple Ideation stages in the way described by Löwgren and Stolterman: Collecting a group of people together (the team), and write out as many possible ideas on different pieces of paper (one idea per paper) as they can, without criticizing. Building upon the ideas of others are encouraged. Then, at the end of the brainstorming session, the ideas are gathered together and structured to be used for further work (Löwgren & Stolterman, 2007, p. 71).

In order to end lengthy discussions after brainstorming sessions, we created a *dotmocracy*, as described by Osterwalder et al. (2015, p. 138). Dotmocracy is a way of letting the team vote visually, using a set amount of stickers (“dots”) per member (figure 10). Each team member has a specified number of dots. These were then placed by each designer on the ideas that best aligned with a previously set criteria (e.g. “favorite idea” or “solves problem most efficiently”) (figure 9). Forcing the members to prioritize which ideas they would like to continue to work with,

by only allowing a set amount of votes, helped the team speed up the process of selecting which ideas to continue iterating upon.



*Figure 9 - Dotmocracy and sorting of ideas*

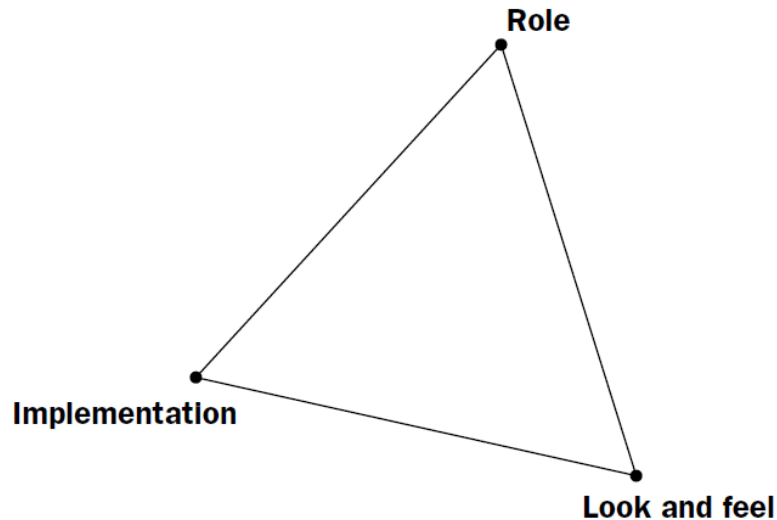


*Figure 10 – Brainstorming*

### 3.5 PROTOTYPE

The fourth stage of design thinking, Prototype, entails the production of prototypes for the purpose of investigating the proposed problem solutions.

To develop our prototypes in a reflected manner, we drew on Houde and Hill's (1997) model (figure 11) of viewing prototypes, focusing on three aspects: "Implementation", "Role" and "Look and feel" (p. 3). The three aspects concern the technical implementation of the prototype, its role in the users' lives, and the sensory experience of using the artifact, respectively. The advantage of this approach is that it ensures that all facets of the prototypes are considered and that we, as designers, remain conscious on what aspects are emphasized in our prototypes.



*Figure 11 - Houde and Hill's model for prototypes (Houde & Hill, 1997).*

When creating prototypes, it is also worth considering their “fidelity”. Fidelity refers to the prototype’s level of detail and functionality, both in terms of visuals and interactivity, and how closely it matches the intended end-result; the higher the fidelity, the closer to the finished product (“Low-fidelity vs. high-fidelity prototyping,” n.d.). The advantage of low-fidelity prototypes is that it enables rapid prototyping, as they are easy to create and adjust; high-fidelity prototypes, however, typically has users behaving more naturally since the prototypes appear finished (“Low-fidelity vs. high-fidelity prototyping,” n.d.).

### 3.6 TEST

The fifth stage of design thinking, Test, concerns evaluating the solution propositions from the Prototype stage.

To evaluate our prototype, we have made use of methods from each of the three categories of evaluation from Interaction Design: Beyond Human-Computer Interaction, these being “Controlled settings involving users”, “Natural settings involving users” and “Any setting not

involving users” (Preece et al., 2015, pp. 673–674). All three methods were intended as formative evaluations.

The first of the three evaluations, “Natural settings involving users”, was based on an in-situ evaluation, meant to evaluate the situated user experience by testing the prototype in the users’ context (Randall, Harper, & Rouncefield, 2007, p. 2), i.e. BGN. Here, a prototype was present at the event in the context of its intended use, with facilitators present to prompt interaction with the prototype and address potential questions, while notetakers observed and documented findings.

Additionally, we made use of an “expert test” in the form of a heuristic evaluation, adhering to the “Any setting not involving users” category. A heuristic evaluation assesses an interface based on a set of agreed-upon best practices for usability (Martin & Hanington, 2012, p. 98); for this evaluation, we chose Nielsen’s 10 heuristics (Preece et al., 2015, pp. 743–744). This was particularly helpful prior to our last evaluation, as it allowed us to identify potential baseline usability problems before users were to evaluate in a controlled setting (Martin & Hanington, 2012, p. 98).

The final method, from the “Controlled settings involving users” category, was structured around a focus group interview, supplemented by a roleplay-inspired exercise to base the discussion on. The focus group consists of a small group of select individuals that, guided by a moderator, provide insights into the given issue (Martin & Hanington, 2012, p. 92) – in our case, our prototype. The method’s strength is particularly the dynamic that evolves from the individuals involved (Martin & Hanington, 2012, p. 92). To stimulate the participants, and create basis for the interview, the session began with a roleplay-inspired exercise designed to imitate the context of BGN, where each of the participants were asked to use the prototype to solve a given task, each of them having received a small note beforehand that would guide their personal approach to the task.

## 4 THE PROCESS

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In the following sections we will go through each iteration of our concept, documenting the design stages and the associated methods and findings from each, as well as how they eventually led to our final concept (see section 2).

### 4.1 ITERATION #1: TABLETOP GAMES

Our first iteration was mainly based around finding a user group, and uncovering which issues they might have that we could solve through a screen-based solution. In the following section, the first iteration of our concept will be presented and discussed, with an emphasis on which findings we used to move us forward into the second iteration.

#### 4.1.1 Ethnography - Bastard Café

We had preliminarily made a decision to work with tabletop games and tabletop game players for this project. The topic was chosen due to the returning popularity of board games within recent years (Millhouse, 2018), and its alignment with the presented case of working with a structured entertainment-based leisure activity. We set out to gain a better understanding of our potential user group (in our first Empathize stage) by visiting one of the most popular tabletop game cafés in Copenhagen: Bastard Café.

We decided to conduct ethnographically inspired observations to get a sense of the potential user group. Prior to the fieldwork at Bastard Café, we had set a few focus areas for the observations. We were not following any specific individual, as we were rather observing the café and its customers as a whole, and staying open to any potentially interesting findings. The observations were carried out on a Thursday night, where the café was busy, but not overcrowded.

#### **4.1.2 Findings from Observations - Bastard Café**

Returning from Bastard Café with our field notes, we moved into our first Define stage. Here, we synthesized our findings from Bastard Café using qualitative inductive analysis, in order to uncover the issues our potential user group might be struggling with.

The first finding we want to highlight was the way games were chosen by players at the café. At first glance, the sheer number of available games at Bastard Café can be overwhelming, especially to a new player. It seemed like the players in the café picked a game they either knew beforehand (approximately half of the groups in the café were playing well-known games such as Scrabble, Uno or Ludo), or, seemingly at random. This raised some questions for us in terms of figuring out how the players picked their games and what criteria they based their decision on.

Another finding was that upon closer inspections of some of the games, most of them looked old, worn out or repaired, some with missing pieces, such as the ruleset.

Conclusively, our main takeaways were that the tabletop games consist of a lot of pieces, and if they have many users, some of these pieces will inevitably get lost or broken, thus shortening the lifespan of the tabletop game causing moments of frustration and/or annoyance for the users.

## **4.2 ITERATION #2: BOARD GAME NIGHT**

Following our first iteration, we chose to adjust our focus from Bastard Café to more specific events centering around tabletop games. Iteration #1 gave us valuable insight into the world of tabletop games and their players. However, while Bastard Café does arrange some specific events at their café, we ultimately could not work with them, as it would require the involvement of the café management, and unfortunately, they were not interested in cooperating with us. Instead, we decided to sit in at BGN, arranged by the student organization ITU Connect.

#### **4.2.1 Ethnography: Observations at BGN**

We started again at the Empathize stage, as we conducted a mix of observations and contextual inquiry at BGN: Two of us were sitting in with specific groups of people playing a tabletop game, and one team member participated in playing a game in a third group. Our foci for this fieldwork was twofold: Confirming or contesting the findings we had discovered at our first fieldwork and thus figuring out if they applied in this context as well, and uncovering any problematic areas specific to the BGN event.

#### **4.2.2 Findings from Observations - BGN**

Moving into the Define stage, we will now describe our main findings, which we took further into the next iterations.

Firstly, all observed groups at BGN had a clear “decision maker” present - someone who took charge, mostly in terms of explaining the game rules to new players, but also in generally leading the gameplay. We noticed, that even though the game might be explained by an experienced player, the ruleset from the particular games were often consulted with, nonetheless. As the games present at BGN seemed a lot less used or worn out (compared to Bastard Café), this was not yet an issue, as the rulesets were present.

As we were working towards creating a screen-based solution, we also took specific notice of when or whether screens were used at BGN. Generally, the players did not use their phones during gameplay, with the exception of using the internet through their phone to clear up uncertainties about the rules.

BGN is a drop-in event. People did not seem intimidated to approach other people at the event, in order to form groups. On the other side of this, there were also a fair amount of “we’re missing one player, I’ll just text my friend” (before a game would start), where the participants at BGN were recruiting more people that they already knew, to come and join the event.



### **4.2.3 Brainstorming: Matchmaking & Tools**

Entering our first Ideate stage after this encounter, we commenced a brainstorming session. The brainstorm was built upon the findings from both from encounters, mostly centered around BGN as an event and how we could solve the issues we had observed there.

Our initial idea was to create an app that that could facilitate the coordination of specific tabletop games. For example, a group of players who are attending a game event (such as BGN) could “host” their game in the app, along with information such as whether they are looking for more players. Similarly, individual attendees who are looking to join a game could browse through the games hosted on the app. The app could also facilitate other functionalities such as letting players flag themselves as being experienced and willing to lead or help new players.

Our second idea supported the findings from both encounters by including external tools for the tabletop games in a virtual form. As the rulesets in particular seemed important at BGN, and similarly were missing from some games at Bastard Café, we identified this as a potential breakpoint for tabletop games. Having the ruleset in a virtual version could mitigate this problem.

## **4.3 ITERATION #3: VISIBILITY AND TOOLS**

For our next iteration, likewise to Iteration #2, we sought to further investigate the acquired findings, both from our first fieldwork at Bastard Café, but also from the BGN investigations. To dig deeper into this, as well as to test some of our hypotheses concerning early ideations of the solution, we chose to investigate qualitatively with two participants from BGN. In the following section we will present the methods utilized, as well as the analysis and findings from these, and further ideation built on previous and new findings.

#### **4.3.1 Interviews: Elaborating on Issues**

Through our personal network, we established contact with two individuals, both of whom are enthusiastic about playing board games and have attended BGN previously. Interviews were conducted with both, separately.

Our first participant, James, is an avid tabletop game enthusiast, and enjoys playing frequently, with lots of different people. He is also one of the organizers of BGN - therefore, he is present at almost every event.

Our second participant, Tina, defines herself as a casual tabletop game player, placing herself somewhere in the middle in terms of knowledge about board games. She has attended BGN a few times, but mostly on the coincidental basis that she was present at ITU as the event was happening.

Both of the interviewees emphasized that they play mainly for social reasons.

James mentioned, that he uses apps to help with “meta” aspects of board games, such as deciding which player goes first. Tina similarly acknowledges that it would be nice to have assistance from technology, for example when playing complex games.

#### **4.3.2 Findings from Interviews**

In the following section, we will be elaborating and discussing upon some of the findings, which helped move our project forward into this iteration. We are including both findings which has been carried over and been elaborated on from a previous iteration, as well as findings which originate from the abovementioned interviews.

James and Tina, to some extent, already uses different digital tools when playing board games. This confirms our premise of working with BGN and tabletop games, in an attempt to solve an issue through a digital screen-based solution.

A finding from both Iteration #1 and #2 was that the rulesets were important but also easy to lose. Supporting this finding, James mentioned using apps to facilitate certain meta-game functions; “(...) playing Munchkin, I experience that other people suggest using phones, because you don’t have anything else nearby, and you don’t wanna tear up pieces of paper to keep track of your levels.” - James, appendix 6 (our translation). This was a sentiment also expressed by Tina. We hypothesized that this might be an issue that we could solve through the design of a screen-based solution. Therefore, we decided to take the combination of these findings with us into the Ideation stage of Iteration #3 (see section 4.3.3).

A prominent problem that we saw from two different angles in each interview is more of a facilitating problem at the event itself.

Recently, BGN have had to switch physical location, from DesignLab at ITU, to a classroom. While this in itself was not an issue for the participants, it might be an issue for the continued survival of the event.

DesignLab is a room facing the atrium, where most students pass by while arriving or leaving ITU. DesignLab has a glass wall, which enables people in the atrium to see into the lab. BGN has thrived off of this, because, as Tina also mentioned, the participants drop by when they see the event; and if they do not physically see it, it might be easily forgotten. This was a concern that James, being one of the organizers of the event, especially voiced; as DesignLab is being repurposed, they have had to switch locations to a regular classroom, which is not as physically visible to the outside world.

We therefore also saw a problem which did not necessarily pertain to the actual playing of tabletop games, but rather to the continued survival of the event itself; the visibility of BGN was diminishing.

#### **4.3.3 Brainstorm: Visibility and Tools**

After synthesizing our findings, we moved into the Ideation stage for Iteration #3. Again, we chose to conduct a brainstorm. This time, it was based around the two primary problems we had identified and built upon from the empirical evidence gathered in the Empathize stage of this iteration: Visibility and Game Tools.

These two problem areas were explored by brainstorming ideas that could fix them through a screen-based solution.

However, after a lengthy discussion concerning the ideas generated and sorted through the brainstorm, we were still diverging in many different directions. In order to help us converge back, we employed the method of dotmocracy (see section 3.4.1). This helped us narrow down which part-problems and part-solutions - found through the brainstorm - was most prominent to each of us.

The outcome of the dotmocracy and brainstorm was a decision to iterate further on how we could enhance BGN's visibility.

At this point, we were considering implementing different versions of playful concepts such as live-streaming the event unto a screen in atrium. In considering different ways to make this interactive, we worked with ideas such as playing a game *on* the mirrored screen, where people in the atrium or outside BGN in general could interact with the game as well.

## **4.4 ITERATION #4: COMPANION AND OVERVIEW**

Following the idea of a mirrored screen for enhanced visibility, we proceeded to Iteration #4.

### **4.4.1 Interview: Uncovering New Areas**

With the focus on visibility from the Ideation of Iteration #3, we returned to the Emphasize stage to ensure that we had sufficiently solid grounds for our ideas. To this end, we conducted an interview with a third participant. We used the same format as with the previous two interviewees, inquiring about the participant's general view on board games and experience with them, as well as his experience with BGN itself.

The interviewee, Simon, considered himself a casual player, with a moderate experience with board games, and had participated at BGN three times previously. Like the first two interviewees, Simon primarily attended BGN with people he already knew.

### **4.4.2 Findings from Interview #3**

Processing the findings from the interview in the Define stage, community was discussed as a central concept, putting a new aspect on the issue of "visibility". Here, it was discussed that the event might be unfolded, so that it was clearer what exactly was happening, both in the sense of what was played and what was possible for new players. When discussing the event, Simon stated that it was very "hands off" from the organizers, and that "maybe it's a bit intimidating for people who just .. Don't know what to do, where to start, things like this" - Simon, appendix 8. In this sense, visibility was less about attracting people *to* the event, but rather lowering the entry barrier for joining, and making visible how one might properly participate. The knowledge of how one properly participates and navigates the social conventions in a new and unknown situation can be crucial to being socially accepted. Thinking back to the earlier discussed FBM of persuasive technology, Fogg lists "social acceptance" or, conversely, "fear of rejection" as one of the possible motivators to engage with a certain piece of technology (2009, p. 4). Based on this,

we hypothesized that social acceptance could be a key factor for driving user motivation in our design and concept.

Two potential features that were met with enthusiasm by the interviewees was (1) a type of overview with filtering, so that the *appropriate* game might be found quickly, and (2) a type of quick-start guide to help getting into games that none of the participants were familiar with; discussing filtering, Simon stated having a filter “would speed up the process of just choosing something” - Simon, appendix 8. This resonated with earlier findings, such as Tina from the second interview, expressing that she had initially gotten into board games at ITU due to the people’s welcoming nature and willingness to explain the rules.

#### **4.4.3 Brainstorm: Overview & Companion**

Moving to the Ideation stage, a brief brainstorm based on these findings resulted in a concept that consisted of three parts: (1) A welcome screen that provided the user(s) with an overview of the event itself, (2) an overview of the available games, and (3) a quick-start guide with the games’ rules.

Refining this idea, we arrived at an early iteration of what would be our final concept (see section 2). Summarized, the final concept consisted of a tablet app, including both a welcome screen and a game overview, and a companion smartphone app. In addition to these, all BGN’s games would include QR-code stickers stuck on the boxes, leading users to quick-start guides or full manuals in the smartphone app upon scanning them with their smartphones.

#### **4.4.4 Prototyping: Choosing a Focus**

Referring back to Houde and Hill (1997), we decided to build a prototype in the Prototype stage (see figure 11) with a focus on “Look and Feel” and “Role” specifically.

For “Look and Feel”, we decided to create a relatively high-fidelity version of the app, especially concerning the visuals. This was done to create “experience prototypes”, where the experience of interacting with them more closely resembled the reality of a finished product so

that it would be easier for users to imagine its actual use in the context (Buchenau & Suri, 2000, p. 424). Even so, due to the internal culture at the ITU, most participants at BGN are familiar with prototypes of both high- and low fidelity, and thus we hypothesized that they would not be significantly hindered in giving feedback despite the prototypes' appearance.

Concerning "Role", we decided to include enough interactivity in the prototypes so that they could be tested in their intended context of use. For the tablet app, this included booking the games (and returning them), viewing descriptions of the games, and being able to gain additional information about the event itself. The web-based smartphone app included a mock-up of its functionality, showing information about a single game only, which was deemed sufficiently to display its intended functionality.

#### **4.4.5 Evaluating & Testing**

As described in the Methodology section, our method of evaluating in the Test stage consisted of three methods: An in-situ evaluation of the concept at BGN, an expert test in the form of a heuristic evaluation, and a focus group interview with a roleplay-inspired exercise.

##### ***4.4.5.1 In-situ Evaluation: Testing in Context***

The in-situ evaluation occurred at BGN, meaning that the prototypes were present at the event in the context of its intended use. Facilitators were present to prompt interaction with the prototypes and address potential questions, while notetakers observed and documented findings. The participants that tried the apps were positive, and expressed the preference that the phone app should be web-based. However, it was also pointed out that the board game's genre(s) should be made clearer, as it factored into choosing what game to play.

#### **4.4.5.2 Expert Test: Heuristic Evaluation**

Following the in-situ evaluation, we carried out a heuristic evaluation. This was done by using Nielsen's 10 heuristics (Preece et al., 2015, pp. 743–744). In the expert test, we asked a fellow student from the “UX 1”-course to review our app for potential usability issues. As such, it is important to keep in mind that the findings from this test was uncovered from the perspective of someone already accustomed to user centered design. Based on his education, and his job as a student UX designer, we deemed him sufficiently skilled in UX principles to qualify as an expert for the purpose of the test.

The expert was exposed to our interactive prototype (figure 12; appendix 10). The feedback from this evaluation was generally positive, but affirmed the earlier finding that certain functions could be made more explicit, such as increasing the visibility of when a game was booked, and thus unavailable.

Two central findings emerged from this evaluation: The need for a more obvious affirmation when registering a game, so that the risk of accidentally registering it as booked was lowered, and a clearer guide to the user-flow of the event – what a participant should do in what order.

In summary, the match between the real world and the app needed to be more intertwined in terms of the event's flow. The booking system itself also needed a redesign in order to avoid potential errors and guide in error recovery.



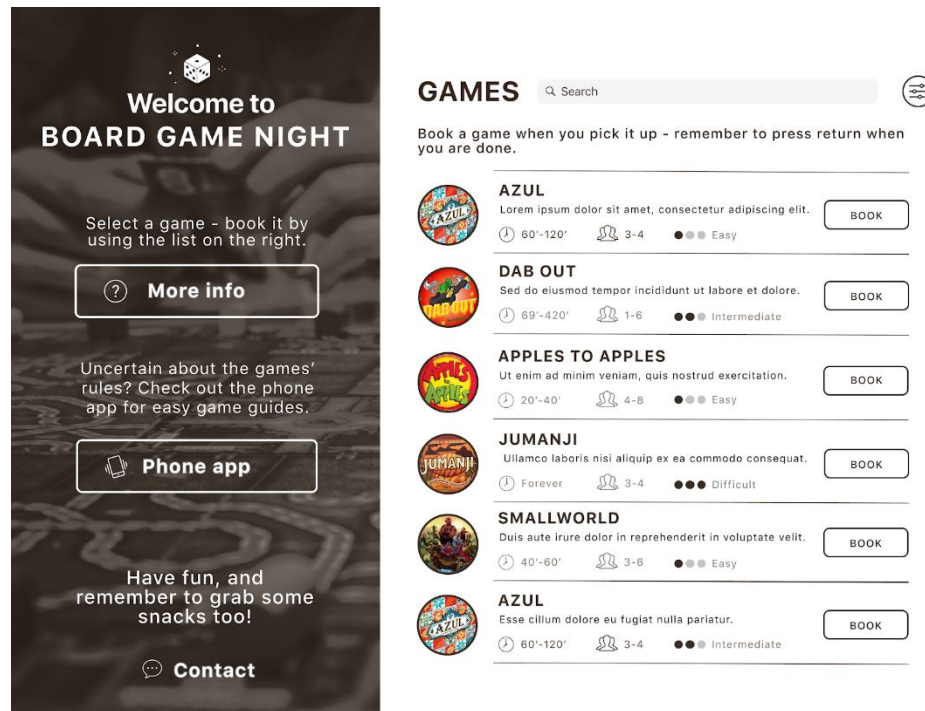


Figure 12 - Home-screen for an early prototype.

#### 4.4.5.3 Focus Group Evaluation

The final evaluation was carried out with the idea that the focus group interview would allow for insights into the community aspect of BGN. The evaluation included the three participants from the earlier interviews. In the first part of the focus group evaluation, the participants were briefly introduced to the concept of the tablet prototype, then asked to use it to find and book a game. Each participant was then given a role with a certain characteristic that would influence the process, and asked to use the prototype with this characteristic in mind. Afterwards, the participants were asked to discuss their experience collectively. The facilitator added a few questions in-between, but otherwise simply assisted the discussion between the participants, ensuring that all opinions were heard. This evaluation affirmed the concept as a whole, particularly in regards to the interest in the smartphone companion app, and emphasized a need for a filtering

system. Likewise, a finding from the in-situ evaluation – that the games' categories should be clearer in the app – was also affirmed.

## 5 FURTHER DEVELOPMENT (“ITERATION #5”)

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In the following section, we will briefly comment on the changes made to the final concept, following the tests.

The most prominent findings from the evaluations conducted in Iteration #4 were the lack of step-by-step guidance in the tablet app (as seen from the expert evaluation), the desire for the filter functionality, and issues with the hypothesized technical implementation of the phone-app (as seen in the in-situ evaluations and focus group evaluations).

Addressing the concern of the absence of a step-by-step guidance was crucial for us, as a significant part of the idea behind the app is to help guide newcomers through the social conventions of the event. Deficiencies in this area would therefore be a major flaw. To alleviate this, we therefore implemented a flow-line in the sidebar, with numbers pertaining to the order in which the potential user should carry out the tasks listed (see figure 13). Whether this solves the problem to satisfaction would need to be tested further, going forward.

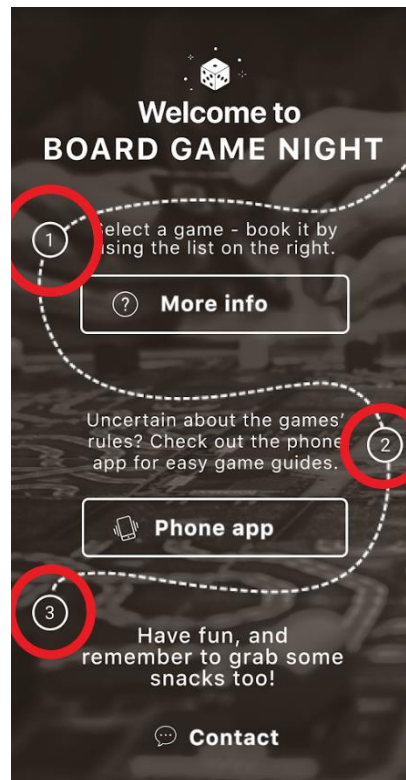


Figure 13 - A new flowline in the sidebar.

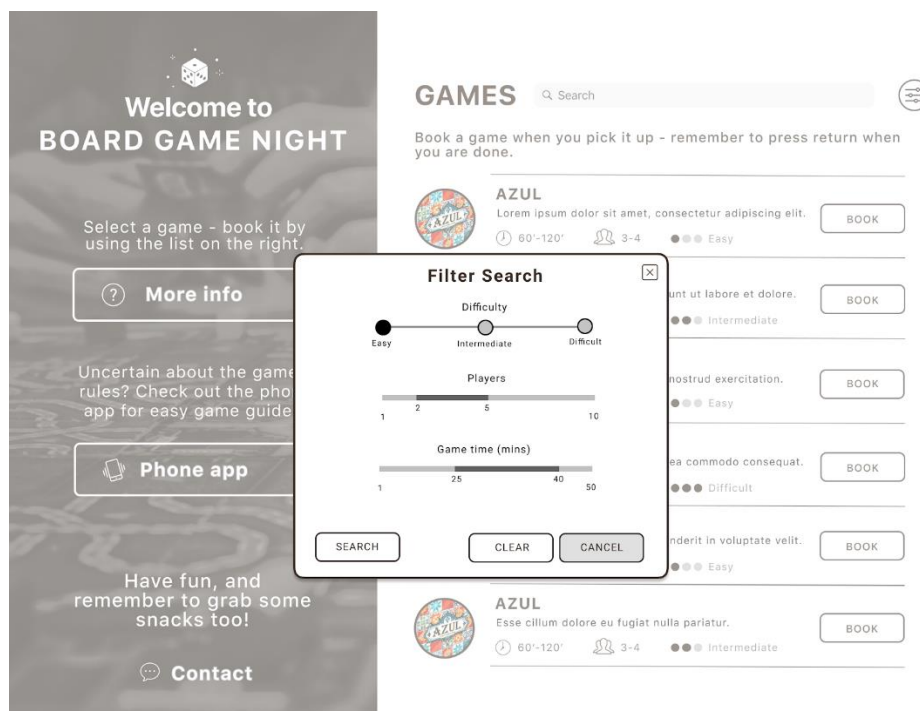


Figure 14 - A new flowline in the sidebar.

Several participants seemed highly interested in the filtering-function. However, at the time of testing, it had not yet been implemented in the prototype. As we are interested in further discovering how this filter function best can be designed, we would like to test this. For our final concept, we created a mock-up of how the filtering function pop-up could take form (see figure 14), but have yet to test this as well. There are many ways that one can filter, and based on many different criteria. To further confirm our hypothesis about how exactly this function should be designed, additional tests on this area specifically would be required.

Concerning the technical implementation of the phone app, we received feedback that our participants would prefer it to be a web-app instead of a native app. As we are not prepared to start technical development of the back-end systems, this is a consideration that we will take into account in the future.

## 6 REFLECTIONS

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We will in this section reflect briefly on the premises for this project. We will do this by considering the constraints we have faced, and how these can cause tension with stakeholders and limit the project scope. Conversely, it can also enable creativity by thinking inside the box (Boyd and Goldenberg, 2014), and focus on issues that might not otherwise have been considered.

As a basis for the design of our concept, we were tasked with a specific assignment: To design a screen-based solution that could help alleviate issue(s) in a setting of a structured leisure activity. While this was helpful in setting a direction and giving us certain constraints, it can also be the cause of issues.

In our project, we worked alongside an external stakeholder - ITU Connect. However, we chose not to involve them further than getting permission to conduct research at their events. This was due to the concern that a certain amount of stakeholder tension could emerge. A stakeholder would not necessarily be aware, or care about, the constraints that we are subject to. There is therefore a risk in having them identify issues that we are not able to work with, due to our constraints; thus, they might lose interest in the project. If the project is dependent on their involvement, it can be devastating to have a stakeholder withdraw participation; this was the primary reason we chose to not continue working with Bastard Café.

Conversely, constraints can be enabling for creativity. While designers are often asked to think big and with no constraints, it can actually be limiting and daunting. Boyd and Goldenberg (2014) argues that “thinking inside the box” is actually more enabling for creativity - and that, when faced with constraints and limits, the designer will often be able to find solutions that are much closer to the issue instead of taking big detours to solve smaller issues.

In our experience with this project, we believe that while the constraints has kept us from certain aspects of design (such as using participatory design methods, which can otherwise be beneficial when designing a product which has a specific user-group), it has also enabled us to discard a lot of proposed solutions early on and instead focus on what could actually help solve the uncovered issues, within the constraints we were facing.

## 7 CONCLUSIONS

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We have, through this report, documented and discussed our process in designing a screen-based solution for an issue uncovered in a structured leisure activity. We will now proceed to summarize the process, and reflect on our proposed success criteria.

We have moved iteratively and dynamically through the stages of Design Thinking, applying methods in each stage that contributed to moving our process forward. Through each iteration, findings have been uncovered and carried over into new iterations, all developed with the goal of solving the uncovered issues.

Summarized, the concept is an app, designed to be consumed on a tablet and smartphone, useful for both new and returning players at ITU Board Game Nights, at the IT University of Copenhagen.

The observed issues and proposed solution have been validated through positive verbal response from our participants. Our solution focuses on alleviating social insecurity in relation to being new at BGN, as well as assisting returning potential users in finding and choosing a tabletop game to play. Thus, we argue that our success criteria have overall been met.

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## 9 APPENDIX 1 – INDIVIDUAL EXAM QUESTION

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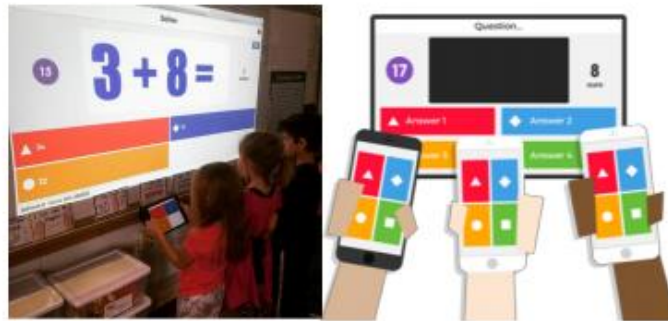
### Exam question User Experience Spring 2019

Format: approx. 1 page (normal page, 2400 characters). Note that if being slightly above or slightly under 1 page is okay, we are not counting words.

Attach your exam questions to your group report in pdf and submit one file. Only submit one file per group.

#### Question

Herzsum [1] lists six usability images: Universal, Situational, Perceived, Hedonic, Organisational, and Cultural.



Imagine that you work as an UX expert for a company that has made a quiz app to be used in schools that enables teachers to create their own quizzes for their students. Each question of the quiz is shown on a computer connected to a projector, and the students answer the quiz questions on the quiz app running on their mobile phones. Examples of existing apps with this functionality include Kahoot.com.

The company wants to evaluate its app concerning the most important images of usability.

1. What would you consider the two most important images of usability for this app, and why?
2. For each of what you consider the two most important images of usability, suggest an evaluation method that would enable you to measure this image of usability for the quiz app. Argue for why you think your choices of evaluation methods are appropriate.

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1. Hertzum, M. (2010). Images of usability. Intl. Journal of Human-Computer Interaction, 26(6), 567-600.

## 10 APPENDIX 2: INDIVIDUAL ASSIGNMENT – AGIL

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### UX1 | Individual Assignment | Agnete W. Ilsøe

In analyzing the proposed app (see appendix 1), I will argue that the images of situational and perceived usability are most important in designing for a positive user experience, for this product and context. There are, naturally, several overlaps in the images, and a focus on other images than the ascribed could be beneficial in other regards. However, I will proceed to discuss why I have chosen these, and how one could evaluate the product based on these images.

#### *Situational usability*

I would argue, that situational usability is the most important lens for this app. Situational usability is about focusing on the entire use-situation of the concept, including context. As the app will be used in specific contexts, such as classrooms, it should be accounted for in the design of the app. For example, the context could be noisy, meaning the use of sound to portray important information would be undesirable. There might also be an amount of movement around the user, meaning that the buttons should be of a certain size to prevent mis-clicks if somebody accidentally bumps their elbows.

I would suggest that the evaluation of this would best be conducted through qualitative investigation, where the app is tested and observed in the context and situation it is intended for, and with the intended user group as well. This evaluation could for example be conducted in a living lab (Preece, Rogers, & Sharp, 2015, p. 676) or an observational field study (p. 679). As the image is focused on the situation, I would argue that including the situation in the evaluation would be beneficial.

### *Perceived usability*

For the second image, I would argue that perceived usability is of importance. Perceived usability relates to the subjective user experience, and whether the user feels that their investment of time and energy into the product are worthwhile.

As students and teachers are under increasing amounts of pressure, it is important that both parties feel like they are gaining something from using the app. This includes designing the app with a (perceivably) soft learning curve for the users. Otherwise, it might quickly lead to a disregard of it. If the app is perceived as useful for both parties, it can also lead to increased enthusiasm and engagement in learning, amongst the students.

Hertzum (2010) suggests administering questionnaires constructed with questions for usability on different scales to evaluate the perceived usability. I would agree with this, especially if it is combined with the earlier mentioned in situ observations. This way, the qualitative and quantitative methods can support each other in finding empirical data, both in relation to perceived usability issues and issues originating due to the situation in which the product is used.

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## 11 APPENDIX 3: INDIVIDUAL ASSIGNMENT – DMIE

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### UX1 | Individual Assignment | Daniel Mieritz

To evaluate the usability of the quiz app, as described in appendix 1, I would consider the images of **Universal** and **Hedonic** usability the two most important images. Additionally, I consider the user group as being both the teachers and students using the app.

The first image, universal usability, concerns making systems usable to all; this involves considering challenges such as diversity amongst users, gaps in knowledge, and variety in technology (Hertzum, 2010, pp. 2-3).

Universal usability is particularly important to consider in terms of the diverse circumstances of the case. The app must be usable by both teachers and various students, where age, gender and competences, to name a few broad characterizations, varies significantly. This is also potentially true for the gaps in their knowledge and for the technological facilities of the given class.

One way to evaluate the app's universal usability could be through heuristic evaluations, where heuristics can help ensure a certain level of general usability (Hertzum, 2010, p. 3; Preece, Rogers, & Sharp, 2015, section 13.3.3, para. 1-2). Alternatively, observation might be used to examine how well the app encompasses the entire user group when used in the different contexts by different users (Preece, Rogers, & Sharp, 2015, section 7.6, para. 1).

The second image, hedonic usability, focuses exclusively on positive emotions such as joy, excitement or fun over task-related qualities (Hertzum, 2010, pp. 6-7).

Hedonic usability is particularly relevant in systems involving sustained user activity or getting a good experience (Hertzum, 2010, p. 7). As such, this image is especially useful to ensure engagement and positive experiences – and thus, repeated enthusiasm for its use for the entire user group.

Evaluating hedonic usability for the app could involve questionnaires, as these are well-established for collecting users' opinions (Preece, Rogers, & Sharp, 2015, section 7.5, para. 1). However, as these can lack depth by reducing emotions to fixed rating scales (Hertzum, 2010, p. 7), they are best combined with interviews to gain greater insight into nuances of the users' experiences (Preece, Rogers, & Sharp, 2015, section 7.4).

By considering these two images in particular, one better ensures that the app is usable for the entire user group while being enjoyable to use.

## 11.1 REFERENCES

- Hertzum, M. (2010). Images of Usability. *International Journal of Human-Computer Interaction*, 26(6), 567-600. doi:10.1080/10447311003781300
- Preece, J., Rogers, Y. & Sharp, H. (2015). *Interaction Design: Beyond Human-Computer Interaction*. John Wiley & Sons. [e-book]

## 12 APPENDIX 4: INDIVIDUAL ASSIGNMENT – DVLA

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### UX1 | Individual Assignment | Daniel V. Laursen

Usability as a term, is defined by being diverse and complex in nature. The design considerations, proposed by Hertzum are in no way exhaustive, nor are they mutually exclusive. However, two very important usability images for this specific scenario would be *Universal usability* and *Hedonic usability*.

In supporting classroom activities, the diversity of background, abilities and values must be considered. The classroom as a setting, will contain students with culturally different backgrounds, and potentially disabled users. Knowledge gaps might be present, and certain metaphors might not be understood by all students. Technological variety must also be considered as all students might not have the same phone, if they even have a phone at all. Universal usability should therefore be at the core of such a design.

Hedonic usability would be important in supporting this gamified activity. Gamification has been proved a successful methodology for various learning scenarios. However, if such a design were to draw upon gamification methods, it is needed to consider how to create pleasurable emotions in relation to its use. This emphasis on excitement, fun and joy is a major driver in gamification, and would be vital for its success. Namely, the idea of social pleasure would be prudent to include in the considerations. Given the settings, more than 20 people will be playing the game together and thus the need for creating a general feeling of social pleasure.

In evaluating the methods, it is clear that especially the universal usability image is difficult to evaluate. There are multiple different usability principles that seek to aid in verifying design choices, such as heuristics (Nielsen, 1994). However, these high-level methods depend on the usability experts ability to interpret the situation. In opposition to this, very specific and detailed

usability rules can be implemented, which in turn can lead to confusion and misuse of the guidelines. In deciding on a evaluation method for establishing universal usability, it depends solely on the design situation and therefore requires analysis.

In evaluating hedonic usability, questionnaires can be used to collect information on the users' experience. This typically is done using a rating scale wherein the users can communicate their experience in a quantitative manner. However, it can be argued that emotion cannot be reduced as such, which lends credence to the idea of using the "repertory-grid technique" (Kelly, 1995) wherein only the evoked emotion is measured.

In conclusion, the images of usability are important in establishing well structured and concise considerations for any design project.

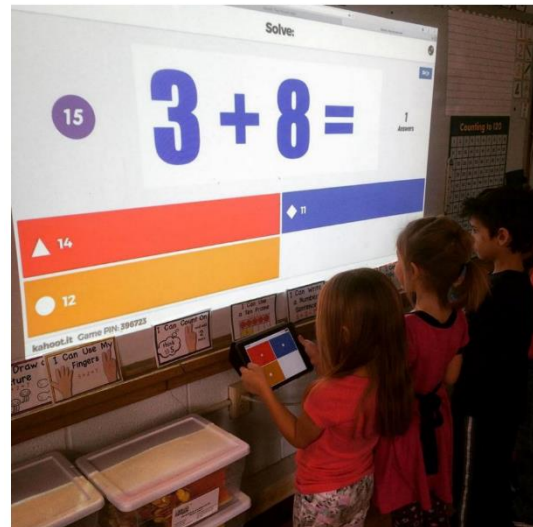
## 13 APPENDIX 5: INDIVIDUAL ASSIGNMENT – MAMS

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### UX1 | Individual Assignment | Marie M. Staunstrup

I will begin with a brief description of my understanding of the application (hereafter app) in question, as this will have a direct impact on which of Hertzums usability images (2010) is the most important.

The app's intended use is in a classroom, with a target user group of students from the third to the fifth grade. The students will through an app on their personal mobile device be able to anonymously answer the questions.



#### Question 1:

I have chosen the Universal and the Situational usability images as being most important for this app. The universal usability image has a broad focus and is concerned with avoiding to consistently exclude people, while the situational usability image focuses on finding the usability in the use situation, always keeping the users, the task and the context in focus when designing.

I have chosen these two, as I believe they can complement each other well in designing this app, despite seemingly having very different foci. I chose the universal usability image specifically as the app will be a tool which *all* students are expected to use. The app should therefore be universally accessible and usable within the constraints of the situation. This means



for example accounting for color blind or dyslexic students, as well as the technological differences in which type of phone each student might own.

The situational usability image was chosen to account for the specific context of use. By applying this image, we move the focus from only the interface of the app, to include the surrounding context. I chose this image because the app in question is developed to a specific, not universal, situation and task, and the “[.] particulars of the use situation are imperative to whether a system is usable.” (Hertzum, 2010, p.5). As classrooms are a very specific context, with some added constraints that one might not otherwise be facing, I believe situational usability is of high importance for this app.

### **Question 2:**

When evaluating the two images chosen, I would utilize the same method for both. I would place an early prototype in the use situation, and observe the results, through in situ observations. I would then follow up with a semi-structured interview with the users, to learn if any problems arose that was not immediately visible. Based on the findings from this, a new iteration would be made and evaluated again, preferably in a new classroom.

I chose this combination of methods to ensure, among other, a diverse testing group, just as can be found in a “real” classroom. I also chose to evaluate in the actual context, instead of an isolated evaluation as the results would not be able to determine if the system is usable in the situation.

## **13.1 REFERENCES**

Hertzum, M. (2010). Images of Usability. *International Journal of Human-Computer Interaction*, 26(6), 567-600. doi:10.1080/10447311003781300

## 14 APPENDIX 6: TRANSCRIPT (JAMES)

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Following is a transcript of the interview conducted with participant James. The recording can furthermore be found attached, named "Interview\_James". The recording has been edited to retain the anonymity of the respondent.

I: Interviewer

R: Respondent

I: Jamen, tak fordi du ville være med.

R: Det var da så lidt.

I: Vi tænker at det nok tager omkring 20-30 minutter. Stille og roligt, det er ikke super formelt, så vi tager det bare lidt løbende. Jeg ved ikke hvor meget I har snakket om projektet..?

R: Noget med brætspil, og at det er til folk, der spiller brætspil, er cirka det jeg ved.

I: Ja, altså... Det vi arbejdede med, det er konteksten "Board Game Night på ITU", hvor vi stadig er i den fase, hvor vi prøver at finde ud af, om der noget i den oplevelse, eller experience, vi på en eller anden måde kan arbejde med.

R: Ja.

I: Og bare svar hvad der falder dig ind - det er bare derudaf. Yes... Bare lige for transskribering, alder og navn?

R: 23, [navn].

I: Yes, og du læser..?

R: Softwareudvikling på 2. semester.

I: Super.

I: I forhold til brætspil, hvad er din historik der? "History of playing"...

R: Jeg tror, at da jeg var lille, så synes jeg at sådan noget som Settlers var meget sjovt, men jeg tror aldrig, at jeg fik taget super meget interesse i det. Så var det først i gymnasiet, først i 2.G. - det skal lige siges, at jeg gik på et gymnasie, der underviste i spiludvikling, så det var rimelig spilorienteret - men så var der nogen, der lavede noget 'board game night'-agtigt. Jeg tror sådan set, at det var sådan, det startede. Det var den måde, jeg oplevede det første gang rigtigt, at så var der alle mulige underlige brætspil, som var ret sjove - eller, forskellige grader af sjove. Så sådan lidt, "Det er fedt, det her!" og så tror jeg det har været sådan nogenlunde sådan der. Så den gang, der havde jeg ikke selv så mange brætspil, fordi de koster rigtig meget, men så var det sådan noget, han prøvede at holde en gang hver anden måned; så prøvede de at holde sådan noget 'board game night'-agtigt noget. Og der var jeg så med, fordi jeg synes, at det var sjovt. Så det er ligesom der, at jeg er kommet ind i hobbyen. Så har jeg bare spillet siden da.

I: Og nu er du så med også herude til board game night..?

R: Ja, altså, så jeg har jo sådan set været den primære organisator bag Board Game Night. Man kan i hvert fald sige, at før det... jeg er også relativ... ja, tidligere stamkunde på Bastard Café, og sådan set er jeg Guru nu. Der er sådan lidt forskelligt, men lige nu er den primære ting, at jeg står for at organisere... jeg er en af dem, der står for at organisere Board Game Night her på ITU.

I: Lidt om den måde, du synes det er sjovt at spille... Er det socialt, er det mere skill-based..?

R: Det er mere socialt. Jeg spiller, fordi jeg synes, altså... det er sjovt at spille, men jeg kunne aldrig falde mig ind at tage til turneringer eller noget som helst.

I: Nej, det er ikke noget kompetitivt?

R: Nej, overhoved ikke. Altså, der er et eller andet... det socialt-kompetitive; jeg kan godt li' det der med at skulle spille med venner, og så være god til det, og så slå dem. Men det er kun fordi det er venner. Så det er helt klart en social ting.

I: Okay, så det er det, at det er folk du kender?

R: Præcis. Men jeg går da også op i, når jeg spiller, at jeg prøver at vinde. Det, at jeg bare spiller, fordi det vigtige egentlig er selskabet, og så er brætspil bare en undskyldning. Jeg synes, at brætspil er sjove, og jeg spiller dem også fordi jeg i en eller anden grad synes, at de er sjove, men det er mere en social ting end en kompetitiv ting.

I: Okay.

I: I forhold til, hvis du skulle give dig selv et 'skill-level' - dit eget skill-level - hvor du måske har været lidt indenfor det her med, at du har været game guru og så videre -

R: Nåh, det siger ikke nødvendigvis så meget, vil jeg sige. Men ja.

I: Ej, men altså, ja - ville du sige, at du er sådan 'hardcore' eller 'casual', eller..?

R: Snakker vi, altså... hvad snakker vi helt præcist? Hvor god jeg er til at vinde et brætspil, eller bare hvor meget jeg ved om brætspil?

I: Ja, det er et godt spørgsmål. Det er vel i virkeligheden... det hele. Total.

I2: Ja, det hele. (griner)

R: Så sådan, total ting... det er en meget underlig matriks, jeg prøver at sammenligne på, for jeg kender rigtig mange spil, og kan fortælle om en del spil, og hvordan man spiller dem, men det er ikke særlig mange spil, jeg er særlig god til. Så på den måde er det måske sådan noget... det ved jeg ikke. Jeg er måske nok 6-7 stykker, måske? Det er svært at sige. Jeg tror heller ikke, at jeg er på den måde føler mig dårlig til de fleste spil, så 7 stykker, hvis jeg skulle sige ud af 10.

I: Ok.

I: I forhold til den specifikke kontekst, i forhold til [Board] Game Nights... Du er selvfølgelig med hver gang, kan jeg regne ud.

R: Det er jeg!

I: Når du ankommer, ankommer du bare med dig selv, eller ankommer du sammen med dine venner altid, eller?

R: Øh... ja. Det har tidligere været altid selv, fordi de venner, jeg var sammen med, da... altså, fordi så ville det være fordi jeg allerede studerede med dem, at vi allerede var sammen der. Ellers er det sådan noget, hvor jeg siger, "Jeg holder det," og så skal jeg typisk... jeg skal for eksempel købe snacks hver gang, så det er jeg nød til at gøre på forhånd. Så på den måde er det svært at gøre på forhånd. Så på den måde er det svært at komme sammen med venner. Men hvis det er sådan noget, hvor jeg har siddet sammen efter en forelæsning, og bare ventet på at det bliver board game night, så ville jeg typisk blive med dem... altså, indtil vi skal ud og købe snacks, så kommer jeg tilbage med dem, og så sætter vi os til at spille brætspil. Så det sker også nogle gange. Men så er det ligesom fordi de alligevel skulle med.

I: Er det så typisk flok, I altid spiller med, eller..?

R: Mmh, ikke rigtigt. Det er meget variende, hvem der kommer med til Board Game Night, og hvem der ikke gør. Det er blevet lidt mere de sammen mennesker nu, men ellers har det været meget skiftende.

I: Okay.

R: De eneste, jeg kunne være rimelig sikker på dukker op, det er de andre organisatorer.

I: Ja, ja.

I: Lidt i forhold til selve spillene, hvad har du spillet? Spiller I typisk...

R: Et spil eller genre?

I: Både genre og spil.

R: Øh, så det er mange af sådan nogle mere 'causal' spil... sådan noget, der ikke tager 5 timer, i hvert fald. 5 timers spil bliver typisk ikke spillet til Board Game Night mere. Det er sådan noget, Magic Maze, Secret Hitler, Decrypto, Codenames, øhm... hvad kan vi ellers komme i tanke om, som typisk bliver spillet? Keyforge, er folk blevet ret glade for, efter vi fik fat i det? Det tror jeg er de mest typisk spillede spil. Ellers så er det sådan noget som... det ved jeg ikke... Der er ikke andre, jeg ville sige, der bliver spillet ofte. Resten af det varierer rigtig meget. Folk spiller sådan noget som Betrayal at the House on the Hill, og folk der spiller Dead of Winter eller et eller andet fucked - men det er ikke noget, jeg ser ofte. Det er bare noget, jeg ser nogle gange.

I: Okay. Så det er typisk spil, der ikke varer helt vild lang tid, og som ikke er mega svære?

R: Ja.

I: Okay.

I: Hvordan vælger du så de spil? Er det så ud fra kriterier?

R: Altså, det kommer meget an på den gruppe, jeg spiller med. Board Game Night inaktivisme[?] er blevet sådan en ting, hvor folk kan finde på at komme og gå lidt tilfældet, og også bare hvor man er en stor gruppe mennesker. Så typisk, hvis der er mange mennesker, så er der typisk også kortere spil. Hvis man er i den der situation, hvor man måske venter på, at der kommer nogle flere, som lige skulle blive færdig med et eller andet, eller hvor nogen hopper ud i god tid - det er fordi, de skulle hjem og lave aftensmad eller sådan noget - så passer det bare meget bedre, at man spiller kortere spil. Så det er ligesom det, der er motivationen i det. Jeg synes også... jeg er også rigtig glad for lange spil, men det er bare sjældent, at det kan lade sig gøre til Board Game Night. Også fordi, at hvis det endelig er sådan, at jeg har en masse venner, til sådan lange spil, så er der måske 4 mennesker til det... så kan jeg ikke rigtig spille med de andre hele aftenen. Så det er også bare for at få lov til at prøve lidt forskelligt med forskellige mennesker.

I: Når I så spiller, er det typisk dig som starter spiller, samler folk, eller joiner du andre?

R: Det er ret typisk mig, der starter det, ja. Det kommer så også af, at jeg kender til en masse forskellige brætspil, så det er sådan noget... ret ofte, så -- jeg prøver lige at regne ud, for jeg har det som om, at folk siger, "[Navn], du finder bare ud af det, men jeg ikke om det egentlig er derfor, eller der bare ikke er nogen, der ved, hvad de har lyst til at spille, og så er det mig der er hurtig til at tage mig sammen og sige, "Hm, vi spiller det her, så!" når der ikke er nogen, der siger noget andet, eller ikke kommer med nogen forslag. Og så siger folk, "Narh, jeg har egentlig lyst til det her" - og så spiller vi det her. På den måde er det typisk mig, der i en eller anden grad vælger, hvad vi spiller. Så kan det godt være, at jeg prøver typisk at gøre sådan, at jeg siger, "Ud af de her muligheder, hvad har folk lyst til?" Så kan folk sige, "Arh, jeg har faktisk ikke så meget lyst til Cards Against Humanity denne her gang," eller, "Jeg har rigtig meget lyst til Magic Maze," eller whatever.

I: Så du fungerer lidt som 'host', eller?

R: Ja, det er det. Men det tror jeg, at det er ikke så meget fordi at jeg er den, der organiserer det, så meget som det, at jeg i min vennegruppe bare er ham, der ved mest om brætspil. Så det tror jeg lidt er derfor, at jeg bliver spurgt.

I: Ja, okay.

I: Nu hørte vi lidt om din rolle i sådan en scene der, men hvilke andre 'roller' ville du sige - nu har vi det der med 'host' - men er der andre?

R: Nu vil jeg også sige, at der var noget host...- det er lang tid siden, at jeg har skulle gøre det, men at, tidligere, så har folk spurgt om et eller andet spil, og så har jeg sagt, "Jeg kan godt forklare

reglerne," på samme måde som en Guru ville gøre på Bastard Café; det der med, at selv om det ikke er min vennegruppe, og jeg ikke skal være med i spillet, så skal jeg gerne forklare, hvordan man spiller det her, eller hvad er et godt spil til den her gruppe, eller...

I: Sådan en facilitator?

R: Ja, der er lidt host-rolle i det. Men det er lang tid siden, jeg har skulle gøre det. Jeg ved ikke, om det bare er fordi jeg er blevet bedre til at sætte mig ned i et spil, og så finder folk selv ud af det, eller sådan noget hvor... jeg ved ikke lige præcis, hvad der har været ændringen. Hvad kunne jeg have rollen som..? Der er lidt, måske, i en eller anden rolle i forbindelse med, at - jeg har indflydelse på det - men i og med, at jeg er med til at organisere det, skal jeg også være der, når vi lukker, og være med til at rydde op og sådan nogle ting. Og der er altså nogle ting, der bliver tænkt ind i dét. Altså, sådan noget med, at jeg er altid frisk på at spille noget mere, for jeg skal alligevel blive hængende, til vi er færdige, hvor at der så er mange af mine venner, der er sådan, "Jeg vil gerne spille til dét tidspunkt, så er jeg egentlig lidt træt, jamen så vil jeg egentlig gerne videre," eller, "Så vil jeg egentlig gerne i Scrollbar og feste," eller sådan noget. Så der kan man sige, at der er måske lidt rolle over dét, men det ved jeg ikke hvor meget hænger sammen med host-delen.

I: Ser du nogensinde bare på andre spille?

R: Øh, ikke rigtig. Jeg synes ikke, at det er super interessant bare at kigge på andre spille, uden selv at have nogen indflydelse. Altså, hvis jeg lige venter på, at nogen bliver færdige, måske, så kan jeg godt - så er det en ting, jeg gør. Men så kan det også sagtens være, at jeg ender med at sidde på min telefon. Så ellers skal det være fordi, at det er nogen, der sidder og spiller noget, jeg aldrig har set før. Så kan jeg se på og prøve at regne ud, hvad det handle om, og måske spørge ind til det og finde ud af hvordan spillet fungerer. Der kunne jeg godt finde på, at se på... men det er ikke så ofte. Så skal det være et meget interessant-udseende spil, og det skal også lidt være der, hvor jeg ikke selv skal til at spille et eller andet. Jeg ville ikke pause i at spille noget, for at gå hen og kigge på nogle andre.

I: Det var også mere, om det var en aktivitet i sig selv at se andre spille.

R: Ikke rigtig.

I: Nej.

I: Rekrutterer du nye spillere, eller spiller I med de samme mennesker hver gang?

R: Ikke så meget med at rekrutere. For vi laver bare et opslag på vores Facebook, og så siger vi, "Yo, vi spiller brætspil," og så prøver vi også at gøre lidt for at sige -- for eksempel, jeg prøver at skrive ud på Facebook-gruppen for folk på ITU, og så siger jeg, "Hey, er der nogen, der har lyst til at spille brætspil?" Og faktisk nu har jeg så - det er en rimelig ny ting - at en i min vennegruppe, efter en ting jeg fortalte vores gamle hold havde gjort, fordi det var noget, vi havde gjort - så har vi fået lavet en chat, der hedder "Skal I spille brætspil?" hvor det eneste, der bliver skrevet, er "Ja!" på et eller andet tidspunkt. Den er vi så begyndt at bruge. F.eks., "brætspil på tirsdag til Board Game Night." Så det er vi begyndt at bruge for at hive folk med der. Men det kan man ikke nødvendigvis kalde at rekruttere. Så jeg rekrutterer ikke igennem den der.

I: Den gruppe der, er det så de samme mennesker, eller?

R: Altså, det er jo bare en gruppe med nogle mennesker i. Så der kan være en udskiftning i, hvem der er med i den, og det er ikke alle, der siger ja. Så det er bare lige, hvem der har lyst. Så det er en meget åben rekruttering. Jeg siger bare, "Der er den her ting, jeg vil gerne spille brætspil med jer," og så kan folk være sådan, "Det vil jeg gerne!"

I: Dem, der joiner, joiner bare?

R: Ja, præcis.

I: Okay. Så det er ikke sådan en...

R: Det er ikke sådan, at vi er en fast gruppe mennesker, der spiller brætspil hver gang.

I: Det er hvem end, der gider - ok.

I: Lidt omkring teknologi og brætspil, hvordan har du det med det, at man begynder at mikse IT ind i brætspil?

R: Altså, i selve spillene, eller i at facilitere, for eksempel?

I: Begge dele, i virkeligheden.

R: Jeg tror ikke, at jeg har spillet særlig mange spil, der gør det. Og dem, der har gjort det, de har sådan set fungeret meget fint. Men jeg synes i en eller anden grad, at det er irriterende, at for at skulle spille mit spil, der ikke har noget elektronik med, så skulle jeg bruge noget elektrisk. Så, for eksempel, det ville irritere mig ikke at kunne spille et spil, fordi min telefon er løbet tør for strøm. Det har jo ikke været relevant, fordi det er ikke så ofte, at spil kræver en telefon. Det ville i hvert fald irritere mig. I forhold til at facilitere det... jeg bruger Bastard Café's app meget, når jeg er derude, men det er bare fordi, at det er et helvede at finde ud af, hvor spil ligger, medmindre man er meget vant til hvor de er blevet lagt hen. Jeg bruger faktisk... jeg vil sige, at halvdelen af tiden, så er det næsten som en gimmick. Det er sådan, at jeg har, så kan alle spillere sætte en finder på, så vælger den en af fingrene, f.eks. "Det er den her, der er start-spilleren". Så på den måde bruger jeg faktisk IT til at facilitere det, for det er en dejlig måde at komme udenom det der med, hvem skal så starte?

I: Så det er en fair måde..?

R: Jaja, så kan man sige, at så gør vi bare sådan her, hvor vi sætter fingeren på telefonen, og så finder vi ud af noget. Så på den måde bruger jeg alligevel IT. Jeg kan også finde på... det har jeg også gjort tidligere - det er typisk irriterende - men sådan et spil som Munchkin, hvor man skal holde styr på, hvilket level man er i. Spillet giver ikke nogen tokens til at holde styr på det; de siger bare, at det finder I selv ud af, så der kunne jeg nogen gange finde på at bruge min telefon til at sige, hvilket level jeg er i. "Nu er jeg level 2; +1, så er jeg level 3."

I: Så, som jeg forstår dig, så har det relativt lavt impact på selve spillet?

R: Jaja, præcis.

I: Det er sådan en token...

R: Jaja, det er det. Så en lille ting, som er irriterende, at gøre med selve spillet, eller så har jeg en løsning, på det her lille problem som eksisterer, som er lavpraktisk løst med en app.

I: Er det noget, du har lagt mærke til, om folk til Board Game Night generelt bruger telefoner til at holde styr på sådan noget?

R: Jeg kender ikke mange, der gør det, nej. Så skal det være, hvis man føler-, f.eks. hvis vi spiller Munchkin, så oplever jeg også andre der foreslår, at vi bruger en telefon, fordi man ikke har andet i nærheden og ikke gider rive papir i stykker til at holde styr på ens level. Så er der også andre, der siger, "Hvad med at vi gør det på telefonen?" Jeg kender ikke særlig mange, der har appen, der vælger, hvem der skal starte. Jeg tror, at jeg har set to andre, der har haft den? Det eneste, jeg kan komme i tanke om, er et spil, der hedder [Gnuhale?], som er et super kompliceret spil, der tager ret lang tid at spille. Der kan man få... jeg tror, det er en app eller hjemmeside. Der har vi spillet med - han havde det på sin computer - så ser man en sådan her stor computerskærm, som han satte for enden af bordet, som man kunne kigge på, mens vi spillede. Det synes jeg var det ultimative indenfor at få IT til at facilitere et brætspil. Men [Gnuhale?] er bare sådan... Det havde virkelig været en indsats at gøre det med komponenterne i Analog. Det er en hel masse med rækkefølger, ting skal ske i, og hvad ting har af liv, og sådan noget gøgl. Det er når spil bliver for 'fiddly', og man kan løse problemerne med noget IT. Så tror jeg, at det er en af de ting, man kunne bruge IT til. Men det er bare et eksempel - det eneste tidspunkt jeg har set folk have en computer stående, mens man spiller et brætspil.

I: Men det er måske også for stor en investering til Board Game Night.

R: Jah, det ville ikke være en ting, vi satte op; det var fordi, at han havde spillet det, og havde erfaret, at han synes, det var irriterende. Så det var en løsning på hans frustration. Og jeg synes, at det var meget praktisk. Vi sammenlignede det med, at min storebror så havde købt [Gnuhale?], og så tænkte jeg, "Gud, det gider jeg ikke," så på den måde... men jeg tror ikke, at det er noget,

vi ville sætte op, så folk bare kan bruge det. Det ville være ret få mennesker, der brugte det. Så det tror jeg ikke ville være relevant.

I: Jeg ved ikke, om du havde noget, [I2]?

I2: Narhj. [noget urelateret om de engelsktalende]. Jeg ved ikke, ud fra det vi har snakket om i dag; hvis nu vi sagde til dig, at vi godt kunne tænke os at lave en eller anden digital løsning, så... er det noget, du tænker, at der overhoved er interesse for?

R: Altså, det kommer an på, hvilket problem det prøvede at løse. Altså, det ville være min tanke med det. Alt, jeg bruger IT til, er for at løse et eller andet problem. Eller fordi, at spillet ikke rigtigt kan fungere uden en app. Så i forhold til det, I snakker om, ville det nok enten være sådan noget som... hele idéen med at lave Board Game Night, var fordi jeg gerne ville spille brætspil med folk. Så det var lidt det problem med, at jeg ikke fik spillet nok brætspil, og det tror jeg er kommet af, at jeg synes, at det har været for besværligt at facilitere. Så hvis det skulle være et eller andet med, en app der selv svarede til hvad der er blevet til den der Facebook-chat, med "Jeg vil gerne spille!", så kunne det være, at jeg kunne skrive, "Det her spil, den her dag," og så kunne folk skrive sig på det. Eller, "Nogen der har lyst, til at spille det her spil?" og så kunne nogen sige, "Ja, så kan vi finde ud af det." Det ville måske være en måde, jeg kunne bruge sådan noget på. Nu har jeg jo så den der chat, som jeg synes er en fin løsning på det. Ellers ved jeg ikke lige. Så skulle det være sådan en 'general purpose/convenience'-ting. Sådan noget, hvor i stedet for, at jeg har 30 forskellige apps til at løse forskellige problemer, så havde jeg bare en app, som bare havde det hele - counters, vælg hold, et eller andet. Sådan nogle ting. Så ville man også være nød til at finde ud af flere problemer, der kunne løses, fordi hele pointen er, at den skulle kunne løse mange forskellige problemer.

I2: Så det skulle enten være en faciliterings-ting, eller en general purpose schweiserkniv?

R: Ja, sådan nogle småting, som min egen app gør lige nu. Ellers ved jeg ikke lige, hvad det kunne være.

I2: Jeg tror ikke, at vi har andet. Hvis vi finder ud af noget på et tidspunkt, kunne du så være interesseret i at være en 'tester'?

R: Gerne.

I2: Hvis vi får lavet noget. (Alle griner.) Men det kan så godt være, at jeg tager fat i dig igen. Tak.

I: Ja, tak for at være med.

R: Det var så lidt.

## 15 APPENDIX 7: TRANSCRIPT (TINA)

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Following is a transcript of the interview conducted with participant Tina. The recording can furthermore be found attached, named "Interview\_Tina". The recording has been edited to retain the anonymity of the respondent.

00:55 **D** Alder? Uddannelse?

00:59 **T** Jeg er lige fyldt 21 i går, og jeg læser GBI på andet semester.

01:06 **D** Ja! Cool. Lad os hoppe ud i det! Brætspil... Er det noget du har erfaring med?

01:11 **T** det kan man godt sige, jeg har altid været glad for brætspil og synes det har været super hyggeligt siden jeg var helt lille. Min mor er ret glad for det, men min far har aldrig været så glad for det så...

01:27 **D** Hahahah!

01:30 **T** ... Det er lidt en ting jeg har haft med min mor og da jeg startede på SFO der havde vi rigtig mange brætspil og der var mange at spille med altså pædagogerne og så videre. Efterhånden som man blev ældre var der ikke lige så mange der ville spille med mig, men da jeg startede i gymnasiet fandt jeg så nogen som da havde lyst til at spille lidt med mig igen derhjemme på hyggebasis. Det at jeg har startet her på ITU har virkelig åbnet for mulighederne for at spille brætspil på en helt anden måde end før og på en måde som jeg synes er utrolig hyggelig som jeg er glad for, og jeg egentlig synes at jeg har savnet lidt. For jeg har en veninde som elsker at spille brætspil men hun går altid ud fra at jeg kan reglerne på forhånd, og det kan jeg ikke. Så det at starte her og at spille de samme spil med nogen andre som... "Kender du spillet?" (svar) "Nej det gør jeg ikke!", Det er fantastisk! Så ja en del erfaring efterhånden vil jeg sige.

02:31 **D** Hvis du selv skulle sætte dig på et skill level på en eller anden måde, ville du så sige at du var meget erfaren eller sådan lidt casual? Hvor ville du lægge dig selv?

02:43 **B** Jeg tror det ville være lige i midten. For der er nogle spil som jeg har hørt at folk er meget glade for som kan tage op til 3 timer og det har jeg ikke spillet før, og det er jeg ikke særlig skilled i og nogen gange synes jeg at reglerne er meget komplekse så... Ja så har de også snakket om at de nogle gange skal bruge mere end 1 time på at forklare reglerne for at du kan forstå spillet i sit fulde længde. Mange gange spiller jeg fredag efter skole, og der har man lige et par timer inden scrollbar starter og hvis det tager 2 timer så har man ikke tid til det. Derfor tager de hyggelige spil. Så efterhånden vil jeg sige at det er et godt sted i midten.



**03:30 D** Hvis du skulle sætte en finger på motivation for at deltage, eller hvis du har set en trend i de her brætspil du har spillet er det det sociale eller er det for ligesom at blive dygtigere til et eller andet? Er der noget konkurrence der driver det eller? Hvor synes du at du ligger med motivationen?

**03:47 T** For mig er det helt sikkert det sociale. Jeg synes det er så hyggeligt at sidde og tale sammen, og være sammen. Jeg er ikke særlig konkurrence dreven når det kommer til spil. Selvfølgelig vil jeg gerne vinde, og det er selvfølgelig også sjovt at vinde når man så vinder. Men det er ikke det der er motivationen, eller målet i sidste ende. Det er bare at sidde og snakke sammen og hygge og komme tættere på hinanden. Jeg synes også det er sjovt at se at folk er på en bestemt måde når de spiller spil. Så er der nogen der ligger meget mere energi i det og gør det meget mere intenst end andre. Så for det sociale fordi så undervejs siger man "hey kan du huske dengang hvor et eller andet" eller "der hvor jeg gjorde"

**04:33 D** Når hvor sjovt så det også refererer tilbage til tidligere spil?

**04:36 T** Ja, altså for eksempel har jeg spillet "hint" de sidste par gange. "Jeg kender ikke nogen af de sange" - "hvorfor kender du ikke nogen af de sange".. Så ja. Jeg synes det er meget hyggeligt.

**04:58 D** Det kan jeg godt følge. 100%. De her board game nights. Hvor ofte deltager du i dem?

**05:23 T** Der har været flere jeg end jeg har deltaget i, siden jeg er startet. Jeg har deltaget i 3 indtil videre. Ja, det har været tilfældet alle 3 gange. At jeg lige har været her og tænkt "når der er brætspil". Så kan vi jo godt sætte os og spille et eller andet hvis der er nogen man kender.

**05:49 D** Var du så lige i nærheden eller?

**05:49 T** Ja der var fredagsbar og det var dengang det stadig var i design lab. Der var jeg med inde en aften. Jeg kom ved en 18 tiden, og vi sad og spillede en til halv to om natten. Jeg tror vi var 8 mennesker eller sådan noget, og det var super super hyggeligt. Til sidst sad vi bare og snakkede lidt.

**06:10 D** Så det er faktisk bare blev gradvist mindre om spillene og mere bare det sociale?

**06:17 T** Ja og så gik vi ind i baren og hentede noget at drikke engang i mellem.

**06:24 D** De gange du så er kommet har det så været i selskab med nogle andre, eller har det været sådan at du var alene opsøgte det eller?

**06:30 T** Det varierer lidt. Sidste gang jeg var der kom jeg sammen med en veninde. Der havde vi aftalt et par timer inden at komme. Jeg var egentlig hjemme, men skulle her tilbage igen. Så det passede rigtigt fint. Min ven havde fødselsdag, han sad dernede så det var smadder hyggeligt. Ellers de andre gange har det været spontant. Fordi jeg har set at det har været der. Så har jeg taget fat i noget og spurgt om de ville med op, og se om der var nogen vi kendte.

**07:24 D** Når i så spiller hvad slags spil spiller i så?

**07:31 T** Her på de sidste er jeg blevet rigtig glad for secret Hitler. Det synes jeg er virkelig sjovt. Ja der var nogen der tog sin studiegruppe med og de synes vi skulle secret hitler da det var sjovt hvis der var flere mennesker med. Det spillede vi så et par fredage i træk. Det var også super sjovt. Jeg er også blevet rigtig glad for at spille hint her på det sidste. Det er også for nyligt at jeg er blevet introduceret til det. Så det synes jeg også er rigtig sjovt. Jeg synes også selv at jeg er god til hint så... Men jeg kan også godt lide at spille timeline.

**08:20 D** Hvad handler det om?

**08:22 T** Det er et historiske begivenheder du skal sætte i rækkefølge. Så man få afhængigt af hvor mange spillere man er får man et vist antal kort og så står der hvad begivenheden er og så bliver der trukket et kort inde fra midten. Som måske er .... [Beskriver spillet]. Mind, har jeg også forsøgt mig med på det sidste, det er også virkelig sjovt.

**08:56 D** Er der nogle fællestræk der er synlig for de her spil? Er der nogen genre der går igen?

**09:09 T** Ja jeg vil gerne sige at det er spil hvor man skal tænke sig lidt om. Jeg kan godt lide at man skal tænke sig om, men det skal ikke være i en sådan grad at jeg ikke kan forstå det. Jeg har også prøvet at spille spil hvor jeg bare gør et eller andet fordi jeg ikke forstår det. Hvis det er meningen at det skal være en holdindsats så forstår jeg det ikke og så ødelægger jeg det. Jeg kan godt lide når man står til ansvar for sig selv i spillene. Så det ikke nødvendigvis trækker de andre ned. Det er selvfølgelig noget lidt andet i hint men det er også et lidt mere roligt spil. Men timeline for eksempel skal jeg bruge den viden jeg har. Jeg kan godt lide at vise at jeg ved ting. Vidensspil, for eksempel jeopardy er også sjovt.

**10:03 D** Som jeg hører det er det også begrænset hvor lang tid det tager at sætte sig ind i de her spil? Altså man kan relativt hurtigt gå til det?

**10:08 T** Ja det er også rigtigt. Det er noget man hurtigt kan lære, og det er ikke for komplekst. Da kan jeg også godt lide. At det ikke er svært at komme ind i. Det er fint at det tager 1-2 gange at lære, men hvis det tager 5 gange mister jeg interessen.

[Non relevant smalltalk about a game recommendation]

**11:18 D** De forskellige spil, hvor lang tid tager det cirka? Tror du? Er der en grænse for hvor længe et spil skal vare?

**11:26 T** Jeg tror vi siger max en time, og så vil vi gerne spille noget andet. Så har vi så måske flere runder. Timeline for eksempel er hurtigt overstået, der spiller vi flere runder.

**11:46 D** Hvordan vælger i de her spil? Ser i dem bare på bordet, eller er der bare nogen der kender dem?

**11:51 T** Som regel er der nogen der kender dem. Så forklarer de med glæde spillene. Mange gange spiller vi det samme spil fordi det er hyggeligt, men vi har også prøvet og stå at kigge. Så tager vi noget med ned og prøver hvis ingen kender det. Så er der måske nogen der kender det, og så for man en overordnet fornemmelse af hvad formålet med spillet egentlig er.

**12:53 D** Når du så spiller, så fornemmer jeg ligesom at det ofte er jeg der sætter spillet i gang? Eller hopper i bare på nogle andre der spiller?

**13:01 T** Vi sætter ofte noget i gang selv. Jeg har en aftale med nogen af dem der går en årgang under mig at vi spiller sammen hver fredag eftermiddag, fordi vi har fri på samme tidspunkt. Min veninde kender en fra årgangen over mig, og så tager hun sin studiegruppe med. Så jeg spredt budskabet lidt, så nogle flere af dem fra min årgang også. Så det er lidt os der har sat den tradition lidt i gang ihvertfald. Fordi vi spiller så meget spil der så har jeg måske ikke samme behov for at gå til board game night. Hvis det er der, vil jeg også gerne og der er nogen jeg kender.

**13:44 D** Til selve board game night hopper du så på der eller?

**13:49 T** Ja det har jeg gjort en enkelt gang ja. Hvor jeg spurgte om jeg kunne være med og de sagde "selvfølgelig kan du det". Så var jeg med da de startede næste runde.

**14:04 D** Er der nogle bestemte roller som du ligesom har set være til stede under de her brætspil sessioner for eksempel, folk der bare deltager, eller folk der står for sessionen?

[Spørgsmålet bliver uddybet]

**14:44 T** Jo, der er nogle stykker der vælger hvad der skal spilles. Når vi spiller secret hitler er det som regel også den samme person vi vælger der skal være overstemme, eller hvad man siger. Så lukker man øjnene, så kan man se hvem naziterne er og så videre. Vi synes hun gør det godt, så hun får lov at gøre det. Det er det samme hvis vi spiller Codenames, der foretrækker jeg også at være den der skal gætte ordene frem for den der skal finde på dem. Men jo, der er lidt en tendens til at de samme mennesker der gerne vil have den rolle. Men jeg synes også at der er plads til at folk siger "jeg gider ikke spille det her, kan vi ikke finde noget andet?". Jeg synes vi er dygtige til at gå på kompromis og finde noget andet vi heller vil spille.

**15:51 D** Er dem der forklarer reglerne typisk dem der er mest bekendt med det eller? Supplerer folk hinanden?

**15:56 T** Ja det vil jeg sige. Altså den der kan det bedste starter med at forklare det og hvis vedkommende der kan det bedst er i tvivl om noget så plejer vi så at supplere.

**16:19 D** Har du nogensinde bare kigget på andre spille?

**16:23 T** Ja det har jeg, jeg synes selvfølgelig at det er sjovest at deltage men ja flere gange. Jeg prøvede ligesom at få en fornemmelse af hvad spillet handlede om, før siger jeg at jeg kunne tænke mig at prøve. Men jeg foretrækker altid at spille det selv med nogen.

**16:51 D** Har det så mest været for at lære reglerne? Eller mere bare nysgerrighed?

**16:57 T** Nysgerrighed. Jeg så engang et spil hvor de bare blev ved at skubbe en rød brik frem og tilbage, rigtig hårdt ned i bordet. "hvad skal det til for". Så stod jeg og kiggede lidt på det og fandt et samtale par.

**17:19 D** Nu nævnte du at i gruppen i nogen gange godt kunne bruge nogle flere spillere. Hvis i skal rekruttere flere hvordan foregår det så? Skriver i til venner, eller kigger i jer bare omkring?

**17:38 T** Jeg prøver at være.. [ Inaudible ] Så sidder vi ofte nede i Analog. Så ser vi om der er nogen vi kender der har lyst til at være med. Første gang vi spillede det havde vi en runde, så var der mange der skulle gå. Så satte vi os over til det andet bord og så var vi pludselig rigtig mange. Der altid nogen der kender nogen.

**18:28 D** Hvad tænker du om at blande IT og brætspil? Er det noget der forekommer naturligt, eller er det lidt to separate ting?

**18:40 T** Det er ikke noget der virker som to separate ting. Hvis det er integreret ordentligt. Jeg har en udgave af trivial pursuit derhjemme som skal bruge sådan en lille dims. Det fungerer ikke. Jeg har aldrig fået det til at virke, og da jeg så endelig fik det til at virke så var det bare spørgsmål som ingen af os kunne svare på.

**19:10 D** Hvad var det den gjorde?

**19:14 T** Bare først og fremmest kunne jeg ikke finde ud af hvordan man skulle gøre. Når man så skulle svare på spørgsmålet så var der tre knapper ude på den ene side og tre knapper på den anden side. Men altså hvis det fungerer så synes jeg sagtens at man kan gøre det. Hvis det kommer naturligt og giver mening for spillet så synes jeg at det kan være godt.

**20:06 D** Har du oplevet nogen instanser hvor der er blevet brugt IT sammen med brætspil? Altså enten en app eller noget integreret i spillet?

**20:18 T** Altså der findes jo ego. Det findes som app.

**20:22 D** Altså hvor det er rent app?

**20:28 T** Ja men så er det noget helt andet. Så går man lidt væk fra selve..

**20:29 D** Ja så er det vel ikke supplerende, så er det vel nærmest spillet

**20:34 T** Jeg synes at det er en lidt simplere udgave af det. Det er lidt nemmere at have at gøre med.

**20:59 D** Hvis du bare kigger tilbage på brætspil du har spillet før, kunne du forestille dig at det kunne være fedt med noget IT baseret eller? Eller et supplerende værktøj på en eller anden måde?

**21:26 T** Det kunne måske være meget fedt.. For at tage eksemplet med secret hitler.. Vi har oplevet flere gange at det har været et problem med at uddele rollerne. Det ville måske være nemmere at have en enhed der går på omgang, for at fordele rollerne. Mange gange så roder vi rundt i det.

[Afrunding]

## 16 APPENDIX 8: TRANSCRIPT (SIMON)

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Following is a transcript of the interview conducted with participant Simon. The recording can furthermore be found attached, named "Interview\_Simon". The recording has been edited to retain the anonymity of the respondent.

Interview with S.  
Sometime in the end of March, 2019.

Interviewer (I): Daniel.  
Notetaker (N): Marie.  
Interviewperson (S): S.

// All incidents pertaining to S's real name has been redacted, to ensure the anonymity of the participant.

I: Wonderful. So, don't worry.. It's cool, it's cool. I just wanna give you a thank you again for participating in this interview, and it's gonna take approximately 20 minutes, we've estimated it. It's for a UX project exploring ITU's Board Game Night, we're trying to make a UX-based solution, and are looking to explore the context of Board Game Night. So that's the purpose of this interview.

S: Perfect.

I: Yeah. Just, answer the questions as honestly as possible, there's no right or wrong answers, just what you think or feel. And your responses will be anonymized, so you can withdraw your consent anytime, and we'll just take it out of the whole thing, and otherwise we won't put your name on anything.

S: It's fine.

I: Awesome. Cool. And, do we have your informed consent to interview and everything?

S: ..Yes.

I: Awesome, haha. Brilliant. Perfect. We're just gonna start off with a small background question then, which is uh, your age, your study and, if you have one, your profession?

\*\*Not sure\*\*.

S: Yes, so.. I'm 28, I'm studying computer science in - a master's in computer science here at ITU, second semester. And uh, profession. I'm actually supposed to start soon as a software developer.

I: Oh nice. Cool. In terms of board games, do you have a history of playing boardgames?

S: History.. Um, yeah I.. I mean, chess and \*\*what\*\* Yemen are board games, I've actually played those extensively when I was a kid. Also other board games, right, I don't really remember their names. Especially in English..

I: Haha, I get it.

S: But yeah, I enjoy playing board games.

I: Awesome.

S: It's definitely something I enjoy doing in a group or with people.

I: So what's your main motivation for playing, is that, is that, you know, let's just say, being in groups or, like, the social part, or is it some skill thing, like mastering it, or..?

S: Uhh, it's definitely more on the social part. I'm not going for the mastering part, no.

I: Haha, cool. So, competition either, or..?

S: Mm no, in fact I tend to prefer more cooperative games, to competitive games, but uhm.. But yeah I mean, I play games as well, I'm just not particularly competitive, I just play it for fun.

I: Cool. If you had to self-report a skill level, like hardcore or casual, or.., where would you put yourself?

S: Uh. Casual.

I: Just casual?

S: Casual, yeah.

I: Cool. Yeah.

S: Yeah, definitely I'd say casual.

I: Haha.

S: I did win a tournament. But that was by accident, so.

I: Okay, do tell?

S: Okay, so, last year I went with a friend to comic con, here in Copenhagen. And they had a Pandemic tournament, they were announcing a new expansion and they were also hosting the tournament there. And uh, you know, I went, I signed up, we were like "yeaah let's just give it a shot", just .. Then we started playing, and you know, we said 'there is one objective: let's not be last, not finish last', and we actually won.

I: Oh wow.

S: So we got like this Pandemic expansion thing.

I: Oh nice.

S: As a prize.

I: Does it add on to the base game or?

S: No it's actually kinda cool, it's called Pandemic Rising Tides (?).

I: Oh, I've heard about that one.

S: So it came out last year, and during the announcement we were at comic con and we won this.

I: Have you -- isn't it a cooperative game?

S: Yeah yeah yeah.

I: How do you compete at that?

S: Well, so, you have, everybody starts off with.. Everybody starts off with the same board, and there's only one deck, used by the organizer. And, he draws, basically, every turn and what happens. Everybody makes decisions. So it's a two-layered game and .. \*\*??\*\* So the way you win is that you cure all four diseases, first to cure all four wins and then it just goes down from there based on the amount of diseases or.. So if there is a tie, then it's also based on the amount of infections you have.

05:03

S: There's a tie to break another tie, but yeah..

I: Cool, and you were just the fastest?

S: Yeah, we .. \*\*??\*\*

I: Well done.

S: I actually remembered, during the tournament we had this moment where somebody, one of the teams, basically failed, and we were like "yes, we're not last!" and they recalculated some stuff and they didn't actually fail, and we were like, oh no, there's still a chance for fail.

I: Oh no. Especially like, after the fact right, where you've all just gotten the impression that..

S: Yeah, thinking about it afterwards, that was pretty silly but yeah. But kinda fun stuff.

I: What about um. Going from like board games, to board game nights here at ITU specifically, how often do you participate?

S: I think I participated three times or something like that? So I'm in the second semester, so in the last 4, 6, 7 months I think.

I: Cool.

S: I believe I skipped two, one of them I didn't know about which was in the beginning of last semester, and the other one I had some plans in that timeslot so I couldn't.

I: Yeah. When you heard about it, where was that from?

S: Um, it actually started with the ITU Connect volunteering meeting something, so I started volunteering with them and they were like, "oh we organize board game nights", and I was like "okay that's interesting".

I: Ah okay, nice. When you do arrive, do you usually arrive by yourself, or with others or..?

S: Typically with others. Yeah.

I: Planned beforehand or spontaneously or..?

S: ...

I: Haha.

S: It depends. Um, until now we've always been at the university before this happened, so we'd be like, "ah our lecture finishes now so let's just drop by the board game night", so yeah it's kinda spontaneous.

I: Okay, cool. When you're there, what type of games do you usually play? Anything specific, any genres..?

S: Uhm.. We typically do like a round to see who's playing what, and see if we know someone else, and just join them on whatever they're playing. If not, then we just pick something that's available. Genres.. Strategy games, I guess..? What else, yeah, typically, strategy games. Cooperative strategy games. Either cooperative or competitive, it depends. I think, mostly strategy genre.

I: What about the games, would you consider them casual as well, or would you consider them, perhaps, a bit more like .. How long does it take to get into, for example? Or how difficult are they, to..?

S: The ones we play, they typically have like a low entry barrier, so to say. Like a round shouldn't be more than an hour, and by the second round you should kinda be able to understand what's going on, because if not then it's not fun. Like if you spend the whole evening trying to understand a game, by the time you're into it, then it's over.

I: Yeah, 'we think we get it but we can't even play'. So the duration is typically also in the lower end, or..? Do you have a preference?

S: An hour, most. If it stretches more than a hour, then it's usually because of some reason, two players who are battling it out. But it becomes boring, and people drop out earlier.

I: Definitely.

S: And also for the people.. Like okay were trying this out, but um..

I: Yeah and then it's even worse when people start to drop out, because then you're feeling the pressure to finish..?

S: Yeah yeah yeah.



I: So, when you go and pick your games, how do you choose them? Is there any process involved, any..?

S: Either somebody from the people who I'm with know them already, and they say hey, this is good, or we just read the box. We just go for the average playtime and maximum player count that's on the box and then just start from there.

I: Okay, nice. And, um.. I think I already heard the answer to this, so forgive me if I'm repeating, but when you do play, do you typically initiate the play or do you join in? Like is there a trend to what happens?

10:04

S: I think more often than not we just pick something and start playing.

I: Okay, yeah.

S: But there were occasions where we just walked in, and there were other people we knew who were playing something and we were just like "hey can we join", and then we just join.

I: Okay, cool. Does that ever happen with people you don't know?

S: No. I don't think it ever happened. Maybe except with that tournament at comic con, but yeah.

I: Why do you think that is? Is it just because it's familiar, or..?

S: Yeah I guess it's a bit less familiar, you're not familiar with the people who are playing it, maybe you're not even familiar with the game and then it's just ..

I: Yeah, it's a lot to take in. Alright, um.. Let's see. Do you ever observe any kind of roles when you play with your friends? Like people who takes charge to explain the game, typically, or people who typically just join in, or..?

S: Oh yeah definitely. Typically, when you're sitting down, there's gonna be that guy who's eager to unbox everything, and then just see what's inside the box. And there's the guy where the first thing he takes out of the box is the manual and just start reading every single step.

I: Hah, nice.

S: So yeah, there's.. You typically see these people.

I: Awesome. Do you ever watch others play? Like, just observe it?

S: I guess it depends on the game, and how familiar I am with the game. If I'm familiar and know what's going on, I might as well just, yeah, just not watch it, but um. Yeah, sometimes it happened, I think .. We were playing Keyforge, and.. Yeah we finished our turn and then we were just looking at some other people who were playing.

I: Cool. Let's see.. Do you ever recruit any new players? Look for new players? Or is it usually the same people joining in?

S: Well, again, as I said, it's a bit spontaneous, so.. In my case at least. So yeah I don't actively look for people who, to join.

I: That makes sense. Especially considering what we talked about beforehand.

S: Yeah yeah yeah.

I: What about, if we take another small jump, what about from like a technology perspective.. What are your thoughts on mixing IT with board games? Do you have any positive experiences with that, is it something you've ever thought about?

S: No I've actually never thought about it. Well maybe except for Facebook group, I think that's kind of a thing. I know there is a Facebook group for um.. I'm not sure about board games, but I know there's one for tabletop roleplaying nights. You know, just sort of people

who are players or GM's looking for people, but also Bastard's café has kind of a big following around this .. Facebook page. \*\*Mumbles something\*\*. They interact with that. But yeah in terms of board games, I've never really thought about it.

I: What about the thought of um, say, having an app to kind of supplement the board game? You've ever experienced anything like it?

S: No. Never experienced anything like it. Although now that you mention it, it might be a really useful to have something that kinda does a quick .. quick guide .. On the a game that you don't know and you just wanna quickly start it, okay, the game has half an hour play, I'll just quick start it and have.. It'd be nice to have a place that's a bit more electronic than having to scroll through the twenty, thirty page manual, just to understand what you're trying to do. If you could just push a button and it gives you a list of steps and then it just goes on from there.

I: Cool. That's a nice idea, actually.

S: Yeah. At this point you could even make it searchable, so if you have like disputes, like "ohh I have queens of something" and then you just put it in, 'queen of something' and then you search for it, and then oh there's the rules for it, you're not allowed to do it. Something.

I: Yeah, like, I thought you could only place this tile in these prerequisite and "no, no", then you could look it up.

15:14

I: Any other functions you would have thought, or thinking, in the same lines, like, any functions you can think of that would be like, "that would be nice to have", some kind of tool to help you, in some sense?

S: ...

I: That's a very open question, so don't feel pressured to..

S: Yeah, yeah. No, apart from the game..

I: The quick-start?

S: Yeah, the quick-start, the rule-set a bit more electronic than just a manual.. Then again, maybe also having an index of um, what games are available and what kind of .. just sort of filters, say on play time, players, that would probably be useful.

I: Is it something you could imagine using, if it was available, say, at board game night?

S: Yeah, definitely. I mean, that would speed up the process of just choosing something. Yeah, actually, an electronic form of platform that would have a rating system, or similar to how external movie websites link to IMDb or maybe take the data and just show you a list, and maybe the ratings.. And say oh, these are all the avenger-movies and they're all rated 7 out of 10 stars.

I: You want something like qualitative, like..

S: Yeah, yeah.

I: Is there any things you'd search for, like, category, duration, anything specific?

S: Duration, player-count. These are the variables.

I: So you could say like, "we're a group of 3, what could we..?"

S: Yeah, and then I want average playtime less than an hour and then .. Yeah..

I: Cool.

S: \*Mumbles\* That'd be very useful.

I: Awesome. Is that a thing you've ever spent a lot of time of, that you'd rather be free of? Like do you spend a lot of time looking for something that's appropriate, or would it just be cool to have?

S: That depends, we actually did.. So I was living in Aalborg before, and we have a similar concept to Bastard's café. We actually went there one evening, and I think we spent 45 minutes trying to select our first game. Because they have such a huge.. I have no idea what's what. I think we were also five people, and most of the short ones where for a maximum of four people, and so we had to choose the upper category but then they became more complex.. You know, there were these trade-offs. Ah, we're gonna spend 2-3 hours learning the gaaaame..? So it took a while. I think the tie-breaker was the fact that finally the guy who was serving drinks of whatever, he gave us a box and was like "play this". \*\*??\*\* You spent so much time here, just..

I: Yeah we've talked about fatigue.

S: So yeah I did experience this.. Here, not, because the available is not that high, there's not so many board games, the selection is not that high. Plus if you show up a bit later, people will have chosen stuff, the selection is even narrower. But yeah if you're faced with this infinite wall of boxes you're like, "what do I do".

I: Cool. Um.. Yeah. That was honestly it.

N: Uh, I have a question! I have some uh question.

I: Yeah I was just about to say that was it, so unless Marie wants to add anything?

N: I have something.. Um, I was just wondering if you could, if you should say something about the event and the way its organized, and something negative about the event?

S: The Board game night here?

N: Yeah, exactly.

S: Well.. Positive, is that it's, you know, it's a free event, you can just join up, come, play some board games, it's.. It's no string attached, they even have snacks and drinks. It's cool, it's perfect.

I: Perfect.

S: I think that itself is really positive. People that take time to organize it just for fun.

I: Definitely.

20:07

S: Anything negative.. Hm.. I wouldn't say it negative, but I would say something that could be improved, could be to build a bit of a community around the event, because I know that the organizers are very hands-off. They're like "hey, this is the meeting place, here are the games and the snacks", and then you do you, right? So, maybe it's a bit intimidating for people who just .. Don't know what to do, where to start, things like this. Although you can always you know, pull someone and ask hey what should I do, and they'd be glad to help, but there's not.. You know. Initiative, I guess. In a way.

I: Yeah I can definitely follow you, having that kind of environment where it's more natural in a sense?

S: Yeah, you just walk in like "ah, yeah, do you come here alone or do you wanna play some board games here, there, do you wanna play this?", yeah I'd definitely return to that, "oh I've never thought about it" and gonna play this.

I: Cool.

N: Yeah. I think that's it. Oh, um, if we develop a prototype-something, would you be okay if we asked you to test it?

S: Yes!

I: Non-binding of course..

N: Yes.

S: Yeah I actually want to have a look at it and test.

N: Great.

I: Brilliant. Well, I guess we'll stop the recording here. Thank you so much. Genuinely.

21:48

## 17 APPENDIX 9: TRANSCRIPT (EXPERT)

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Following is a transcript of the interview conducted with the expert used for our expert evaluation.

The recording can furthermore be found attached, named "Interview\_Expert". The recording has been edited to retain the anonymity of the respondent.

Expert-evaluation with P.  
Sometime in the end of March, 2019.

Interviewer (I): Daniel M.  
Notetaker (N): Daniel V.  
Interviewperson (S): P.

// All incidents pertaining to P's real name has been redacted, to ensure the anonymity of the participant.

D: Men du er jo ligesom vores ekspert, og vi har lige fundet prototypen frem her, så det vi tænker at gøre er lige at gennemgå prototypen og så lige gennemgå de 10 heuristics, fra Nielsen, som de gerne skulle vurderes ud fra.

P: Ja.

D: Jeg kan lige gennemgå hurtigt med titlerne. Visibility of system status, det her med at øhm, the system should always keep the users informed about what is going on, with appropriate feedback within reasonable time, ikk?

P: Ja.

D: Så er der match between system and the real world, at det sådan er.. Være genkendeligt for brugeren, ikk? User control and freedom, det der med at du forstår hvad der er muligt at gøre og at du kan komme tilbage og så sådan.. Hvis du laver en fejl så recover fra det. Consistency and standards, meget med conventions og ja..

P: Ja.

D: Error prevention, det med at.. Prøve at eliminere fejl til at starte med, give gode fejlbeskeder. Recognition rather than recall, det der med at minimere brugerens memory-load.

P: Ja.

D: Flexibility and efficiency of use, øhm.. At der er funktioner der gør det muligt for folk der er meget bekendt med systemet at operere det mere effektivt end nye brugere.

P: Ja.

D: Aesthetic and minimalist design, ja, det giver lidt sig selv. Help users recognize, diagnose and recover from errors. Og ja så den der help og documentation. Det er bedst hvis det kan bruges uden dokumentation, men hvis det er, så.. Om der er tilpas dokumentation til at bruge det.

P: Ja, cool.

D: Cool. Cool, cool, cool. Øhm, ja. Og vi kan jo lige starte med at gennemgå det, har du lyst til det, Daniel?

DV: Ja, det kan jeg godt. Jamen, det er jo den her Board Game Night vi beskæftiger os med, og øh ja, jeg ved ikke om det giver mening. Måske er det lidt self-explanatory her på det første view, men vi dealer meget med det her med, at vi får folk til at booke spil, og ligesom give lidt mere struktur til eventet på den måde de ligesom .. Folk ligesom forstår nogle af de her ikke så tydeligere regler når man kommer ind til eventet. For eksempel sådan noget som det her, ikk, altså det her.. Vælg et spil og eller.. Hvis man ikke ved hvad reglerne er til spillene, så kan man række ud til folk, ikk?

P: Okay.

D: Contact eller noget der ligesom supplere, quick-start regler eller lignende. Og så more info, det er sådan en lille uddybelse af hvad er det her for en event.

DV: Men jeg tænker vi tager telefon-versionen efter eller .. Hvordan .. Hvad vi ender med at kalde den. Men ja altså sådan, lige nu her, så den interaktive del er at man kan selvfølgelig booke et spil, det ser sådan her ud. Så man kan selvfølgelig returnere det når man er færdig. Man kan finde mere information om spillet. Specifikt, hvor mange spillere, hvor lang tid det tager at spille, hvor svært det er og så videre. Så bruger vi QR-koder til en quick-start guide. Det skal lige siges, at det her det ville typisk bare være, det officielle regelsæt for eksempel, eller hvis der findes en officiel quick-start guide, så du ikke bare får en 70-siders PDF i hovedet når du scanner den. Vi snakkede også om at man kunne have video eller man kunne have måske nogle forskellige kilder til quick-start.

D: Og jeg tror ikke det er implementeret endnu, eller hvad, men det er også meningen at man skal kunne søge efter spil, bl.a. på navn eller kategori.

DV: Ja, man skal selvfølgelig kunne filtere, tænker vi, den her.. Man kan sige, jeg vil gerne finde et spil med fire spillere, eller i hvert fald op til fire spillere indenfor den her genre, og så finder den de eksisterende spil der er tilgængelige.

D: Ja, ellers så vil vi vel bare lade dig klikke rundt som du har lyst.

P: Skal vi tage dem en ad gangen eller..?

D: Altså hvad tænker du er mest naturligt for dig, at tage dem en ad gangen eller at tage dem løbende?

P: Tænker måske bare at tage en skærm og så tale om det. Hvad tænker I sådan..?

DV: 100. God idé.

P: Skal jeg bare starte her, så?

DV: Ja, gør det.

P: Altså, øh.. Måske skal jeg bare starte med sådan, det første jeg lagde mærke til det er overview, og det er ret hurtigt for mig at det sådan drejer sig om forskellige spil. Men, en af de, sådan, jeg lægger meget mærke til den her, den venstre kolonne heroppe. Det er den der ligesom træder mest visuelt frem. Jeg tror det er pga. den kontrast, ikke? Ja. Så det er sådan det jeg kigger på først, og så laver min øjne sådan en bevægelse til højre, herover. Hvor jeg ser listen.

05:05

DV: Jeg tror også, vi har tænkt meget i det her med at, altså, det skal jo være en eller anden form for stander, det her. Så på det måde kan man sige at der er noget der skal være statisk, og det havde vi ligesom tænkt skulle være den der. Kan man sige.

P: \*\*Mumler\*\* (Lyder som om han kigger på oversigten over heuristikker)

D: Bare lige så vi har alle overskrifterne.

P: Ellers kan jeg også bare selv finde dem..

D: Jeg kan lige sende dem til dig..?

DV: Tror forresten.. \*\*Mumler\*\*

P: Er det ikke på NN Group?

D: Jo, NN Group.

P: Øhm.. Yes. En ting jeg måske var lidt i tvivl om, det er måske sådan noget.. Den her, jeg er lidt i tvivl om sådan, hvad er rækkefølgen jeg skal gøre ting i? Altså sådan, eller er der en rækkefølge eller der ikke nogen rækkefølge? Det er måske lidt den der, match between system at real world, tænker jeg. Så hvis .. Hvis der nu er en rækkefølge eller sådan noget 'preferred' man skal gøre først, i real world, så skulle det måske også være tydeligt herovre. Det er jeg i hvert fald i tvivl om - om det sådan er optional, eller om en af dem er vigtigere end de andre, eller. Ja, det var bare sådan, den første ting. Øhmm..

DV: Ja.

P: Jeg tænker.. Altså sådan, consistency and standards, det synes jeg egentlig i følger meget godt, de fleste apps.. Jeg har set før. Man kan se de der knapper. Ja. Og list view her. Det er meget hurtigt sådan at scanne sværhedsgraden, synes jeg faktisk.

D: Fedt.

P: Yes. Jeg kan måske prøve at klikke lidt rundt.

D: Haha.

P: Så hvis jeg klikker på et spil, hvad så..? Ja. Øhm. Synes det er meget overskueligt, på mange områder. Det er rimelig tydeligt, jeg kan booke den heroppe, for det er sådan en primær.. Sådan call-to-action i det her ting. Og så herovre er der noget meta-tekst, som sådan synes jeg adskiller sig godt indholdsmæssigt fra resten, yeah. Og så er der så, synes også det er meget fedt den måde i sådan har.. Quick-start-guide her, det er meget sådan tydeligt, så læser man, bla bla bla, og så skal man herved. Agtigt. Ja. Øhm.. og Yeah, den har en kontrol heroppe, i forhold til at man kan gå tilbage. Det lagde jeg også rimelig hurtigt mærke til. ... Booke her? Måske, hvis jeg booker, så kunne jeg måske godt, altså sådan.. På en eller anden måde.. Gøre det lidt mere tydeligt, at den er booket? Jeg kan godt se nu at nu er den ikke mere tilgængelig, men måske man skal lave et eller andet, en lille notifikation eller et tal eller på en eller anden måde sådan. Lige nu får jeg som bruger følelsen af at..

DV: Om det stadig er tilgængeligt?

P: Om det er tilgængeligt eller bare nu er den bare "unavailable", men hvad med "mit".. "Min booking", er den gået igennem eller..?

D: Ja.

P: Hvad hvis jeg booker flere..?

D: Det .. Det burde godt kunne understøtte det, men det kan vores version ikke her.

DV: Nej, ikke endnu, så skal man have en frame til hver..

P: Yeah, det er også fair. Jeg tænker selvfølgelig, hvis man nu, lad os lige, havde en liste af spil og kunne scrolle eller sådan noget, så er det måske.. Altså så booker på forskellige sider, så er det måske svært at bevare overblikket og hvad jeg har booket og hvad jeg ikke har booket, fordi så skal jeg selv manuelt.. Hvem der nu skal..

DV: .. holde styr på..

P: Et.. Sådan.. Your bookings eller et indkøbskurvskoncept, tænker jeg?

D: Oh, jeg ved forresten ikke om vi fik gjort det helt klart, men bare for at vi har sagt det helt eksplicit, men det er tænkt som at det her er en iPad der ligesom står ved spillene, hvor der kun er én af dem til eventet. Og så når folk går hen for at tage et brætspil, så skal de booke det. Det tror jeg ikke lige, jeg fik gjort helt klart.

P: Nåååårh, okay!

DV: Ja jeg fik lige sagt det kort, det der med at det var en stander, men det var måske ikke helt klart.

P: Ahh okay.

D: Ej, sorry, sorry.

10:07

P: Så er det totalt.. Ej, så er det helt fair, det giver fin mening.

DV: Vi har snakket meget om det der med, hele det der med, hvis man gør det personligt, så skal man også have brugere og sådan nogle ting. Det der med at det bare er sådan et "dumt" system på en eller anden måde, er måske mere for synligheden, end det er for sådan tracking af hvad der er booket eller ..

P: Ja, det giver god mening. Kunne man på en eller måde gøre det endnu mere tydeligt, forskellen mellem de bookede og de ikke bookede? Nu er den lidt unavailable, men hvis de her måske var .. Altså, nu kommer jeg bare med idéer, så må I selv iterere, hvis de nu var sådan "primary", hvad hedder det, sådan, sort baggrund eller sådan noget.

DV: Så de poppede lidt ud?

P: Yeah, så der var endnu mere forskel på..

DV: Mhm. Yeah.

P: Yeah.

D: Ja.

DV: Helt sikkert, god idé.

D: Fedt.

P: Ja, cool. Jeg synes det er rigtig godt. Synes det er meget overskueligt.

D: Fedt, fedt, fedt.

P: Er der andre, så kan jeg måske lige kigge her.. Hvis der er andre, kan jeg lige kigge her..

D: Det der med notifikationer og tal, kunne man lidt kalde det for visibility of system status, det der med at se hvor man står, ikke?

P: Præcis. Det kunne man godt forbedre på lidt.

D: Ja.

P: Det der med, jeg synes den matcher meget godt, real-world.. Hvis I har den der stander, fordi så er det sådan, så kunne man ligeså godt gå hen og kigge i spilreolen, men det er bare noget der danner overblik. Så der er noget sammenhæng mellem de tilgængelige spil, og de tilgængelige spil her. Så det giver meget god.. Meget logisk.

DV: Ja, for de smider dem bare ud på et bord, så de ligger bare..

P: Præcis. Ja. Så det, det synes jeg giver god mening.

D: Fedt.

P: Error-prevention, øhm.. Det er måske sådan noget med at, den her er meget overskueligt ikke? Altså, listen .. Der kunne jeg ikke forestille mig at lave de store fejl.

D: Ja.

P: Altså, en fejl man måske kunne forestille sig man kom til at gøre, var hvis man gerne ville læse mere, så kom man til at trykke så knappen og så booker man.

D: Yeah.

P: Yeah.. Altså.. Sådan. Jeg ved ikke, det er sådan.

DV: Skal man have mulighed for at sige nej til en booking, igen, men på den anden side, så man kan selvfølgelig også bare trykke igen..

P: Det ved jeg ikke. Det er måske .. Det er en mulig fejl. Jeg ved ikke om det er en major pain eller et eller andet, men..



D: Nej, men det er fedt at du siger det.

P: Det er bare fordi, at jeg tænker .. Man skal klikke for at læse mere, så man kunne godt forestille sig at der var nogen der kom til at klikke på knappen i stedet for, eller et eller andet, ikke?

DV: Og ikke lige lagde mærke til det første gang.

P: Yeah eller omvendt, at de går ind på den og tror de har booket, og så går de tilbage og "hov, jeg har ikke booket" og så skal de trykke igen.

D: Ja. I forhold til den næst-sidste, "help users recognize, diagnose and recover from errors", hvis vi så antager at, i forhold til error-prevention, at den.. Det er den potentielle error. Hvad tænker du om recover-muligheden for, hvis man for eksempel kommer til at booke ved en fejl, fordi man bare ville læse mere?

P: Der tror jeg måske, at hvis den er lidt mere.. Jeg tænker, at hvis, en ting der sker når man kommer til at trykke her, og så går den bare videre. Så skete der ikke lige noget. Så trykker man igen her eller dobbeltklikker eller sådan noget. Så måske hvis man kunne arbejde med at få det lidt mere tydeligt, lidt som vi snakkede om før, at den er booket.. Det kunne være, en lille notifikation, boop og så forsvinder den igen. Så en signifier om at nu har du booket et spil. Meget ekstremt, det er måske lidt dumt ikke, men en "congratulations..!" eller "success", gør det lidt tydeligt. Lige nu kan man måske godt komme til at trykke på den og så scrolle videre, eller dobbelt-trykke og så hov, der skete ikke noget, så trykker jeg lige igen, hvis jeg nu bare ville læse om spillet. Det kan gøres meget tydeligt at.. Nu har man booket, så tror jeg også at det er meget tydeligt for brugere der har booket ved en fejl, at nu skal de om-booke det.

D: Er det..

P: Men, altså, jeg synes, ellers, jeg synes ikke at der er potentiale for så mange fejl.. Det er meget, altså.. Overskueligt med navigationen, ikke? Tilbage. Og så herude.. Havde I tænkt man skulle scrolle?

DV: Ja, altså det her var ment som sådan en kontinuerlig liste.

D: Yeah.

P: Øhm. Det kunne man måske..

15:01

P: Nu skyder jeg bare, så må I sortere, men der er måske nogle brugere der ville prøve at swipe den her vej, så der man kan måske lave sådan noget med at man lige kan se en kant hernede, så man kan se at man skal scrolle.

DV: Yeah, bare lige for at få retningen på plads.

P: yeah, men jeg tror de fleste ville scrolle op og ned. Øhm. Yeah. Og så den herude med error prevention, altså, måske bare at der er noget der er vigtigere end andre? Jeg har lidt svært ved at scanne det hurtigt. Men jeg synes det er fedt, at den der er herude ligesom er den man skal forholde sig til først. Hvad siger i?

DV: Yeah, det var i hvert fald meget tænkt som værende sådan, den statiske skærm, som .. Hvis du er i tvivl om hvad der foregår her, så kan du booke et spil og spørge dem her hvis du er i tvivl, agtigt. Men yeah, man kan måske godt gøre noget med..

D: Prøv øøh..

P: Altså, det her er også noget, bare for at inddrage de her heuristikker, der er jo en lille form form help .. documentation. Altså, altid guide i sådan den overordnede kontekst. Hvad er det du skal gøre sådan generelt for det her event.

D: Den skal jeg lige have en gang til, undskyld?

P: Altså, hvis de snakker de her heuristikker, så lidt den sidste, ville jeg sige, "help and documentation", altså sådan.. Det giver sådan .. overordnet guidelines til hvordan du bruger hele det her system, sådan med spillene og så videre, så det synes jeg er meget fedt.

D: I forhold til om documentation så er tilstrækkeligt, hvad tænker du i forhold til det med, for eksempel at læse mere om spil? Er det klart nok at det er en mulighed, eller finder man naturligt ud af det ved at klikke rundt, eller? Er det veldokumenteret nok, men andre ord?

P: Ja, altså at man kan klikke lige her og så..

D: Ja, for eksempel. Eller hvordan man læser mere.

P: Altså, jeg skulle .. Jeg skulle lige sådan tænke lidt over det. Inden jeg fandt ud af det.

Altså. Jeg synes det gav fin nok mening med at klikke på den, men den første tanke er at man bare kan booke, ikke? Så det er måske i virkeligheden, .. Du havde sagt noget med at du havde svært ved ..?

DV: .. \*\*Mumler\*\* .. Det kan godt passe..?

P: Nå, ja. Øh.

D: Hvad med, hvad hedder det, for eksempel derude i siden, med de her mere info og phone app knapper? Jeg mener man kan klikke på mere info?

DV: Mmmhhjaa der er sådan en..

P: Ah ja, okay.

\*\*Stilhed - der læses? \*\*

P: Det synes jeg er meget fint, faktisk. Synes jeg, at hvis jeg er lidt i tvivl om præcis hvordan det foregår. Det er en meget fin beskrivelse det her, faktisk, sådan af hvad der skal ske. ..

Phone app .. Aaah. Ja. Det er også cool.

DV: Hvad synes du om det her med at skulle installere en app til et specifikt event? Tror du det er noget folk ville..?

P: Hm..

D: Kom vi ikke frem til bare en webapp?

DV: Joh, men det var mere for bare lige at få tankerne med.

P: Altså, jaer, altså.. Jeg tror jeg ville have det federe med en hjemmeside end en app.

DV: Det er også det vi har hørt.

P: Der er også lidt den der, hvad er det nu man kalder det, app.. Altså vi er noget til sådan et punkt hvor alle har så mange apps, så hvis man får nye apps, så skal de virkelig altså kunne noget, give noget værdi ikke?

D: Jo.

P: Så der tror jeg alle.. Jeg ville nok foretrække en webapp.

DV: Yeah, tror også det var det vi kom frem til, men det var mere ...

P: Yeah.

DV: Det var mere fordi at det var lidt interessant, og det havde vi slet ikke tænkt over.

P: Nej. Altså, jeg tror måske det ville, der ville være noget der ville blive sådan lidt discouraged af det. Jeg kender også en del som sådan ikke har så meget plads på deres telefoner, eller har nogle meget gamle iPhones for eksempel, eller sådan noget. Så det ville måske bare være bedre for dem også. De er sådan endnu mere conscious omkring installs. Det ville måske være bedre hvis det bare var et link til hjemmeside, eller bare sådan en webapp.

DV: Webapp.

P: Præcis. Nå, contact. Måske skulle.. Jeg var lidt i tvivl om hvad contact var, her.

20:02

D: Ja.

P: Fordi jeg synes, når man klikker på den, så synes jeg .. Så forstår jeg godt hvad contact er, altså sådan noget med at man kan få hjælp.

D: Ja.

P: Og assistance fra nogen i rummet. Måske skulle man sådan, altså jeg ved ikke om den skulle have en anden f.. Altså.. Kalde den noget andet eller, en anden overskrift, sådan noget.. "Got stuck"-spørgsmålstegn, get help eller sådan noget. Måske sådan, fordi min første tanke var at contact, det er sådan noget, hvis jeg vil mere vide om arrangøren eller sådan noget. Eller vil sende en mail til dem.

DV: Yeah, det havde vi også haft snakket om kort, at man kunne linke direkte til ITU Connect for eksempel.

P: Okay. Jeg tænker bare, at hvis det sådan var.. Det i tænker at gå med, så er det måske mere sådan en "help"-funktion, eller guiders eller sådan noget. Det skulle man måske frame lidt anderledes. Det her jeg tænker, det tænkte jeg i hvert fald mere som sådan en..

DV: En event-ting?

P: Yeah sådan om eventet, eller hvis man skal kontakte arrangøren eller sådan noget.

D: Ja.

DV: Okay.

D: Cool.

P: Er der andre ting?

D: Eventuelt noget om det her aesthetic and minimalistic design? Om .. Dialogue should not retain more information than is relevant.. not.. What is rarely needed.

P: Yeah, præcis. Jeg synes.. Jeg synes faktisk den heuristic i opfylder meget godt. Jeg vil sige, den måde i har vist meta-dataen på er meget to-the-point, ville jeg sige. Du skal bare lige, hvad hedder spillet?, så hvis man kender nogle spil i forvejen eller hvis man kender nogen eller følger lidt med, så kan man hurtigt finde ud af, hvad går spillet ud på eller .. Catching dragons and dungeons spil eller et eller andet. Og så kan man se hvor lang tid tager spillet, hvor mange spillere og hvor svært er det. Det er måske også de ting jeg ville forvente man sådan havde brug for at vide. Altså. Det er sådan noget jeg i hvert fald gerne vil vide inden jeg committer til et spil, for det er sådan.. Når først man er gået igang så har man jo ikke lyst til at stoppe vel, men altså, i forhold til den, det er meget god udvælgeelse af metadata, og meget god måde at vise det på, meget tydeligt. Ja. Og det er sådan, listen er meget clean, der er ikke så mange andet, så det er en meget traditionel liste. Så det er sådan..

D: Hvad tænker du om..

P: Det synes jeg også er super.. Minimalistisk og.. Den funktionalitet er mest bare det jeg har brug for synes jeg.

D: Hvis man går ind på en af de her spil for at læse om, passer de så stadig sådan nogenlunde overens med det princip?

P: Ja, det synes jeg. Virkelig godt, faktisk. Det er meget.. Altså, meget tydeligt hvad de forskellige situationer gør. Herover har du metadata sektionen, herovre har du en beskrivelse og hernede har du så et call to action. Eller. Hva. Ja. \*\*Mumler\*\*. Og her har du book-knappen, i forlængelse af titlen. Super. Jeg synes det er helt skarpt.

D: Fedt.

D: Daniel..? Kan du ikke.. Kontakten, kanten?

P: Og. I har også en lille smule det der med recognition i forhold til spil, øhm.. Spil-ikonet, her. Det synes jeg også, passer også meget godt.

D: Fedt.

P: Tit måske har man bare set en forside, og så skal man netop ikke recall hvad hedder den, eller sådan. Hvad var det nu min ven fortalte om, så kan man måske bare, nårh ja, det er det der spil jeg har set før.

D: Fedt.

P: Jeg ved ikke, der var en af punkterne, som var sådan noget omkring .. Hvis man var ekspert bruger, så kunne man.

D: Ja, jeg tror det er flexibility and efficiency of use.

P: Jaer. Altså. Det synes jeg måske ikke rigtig bliver opfyldt. Men spørgsmålet er også om den skal det. For man kan sådan .. Man kan måske overveje hvor mange af brugerne her er ekspertbrugere, og er der så stor forskel på brugersegmentet, altså, det ville jeg ikke sige der var, vel? Den bliver ikke rigtig opfyldt, men den synes jeg heller ikke I skal fokusere på. Ja.

D: Hvad med, helt generelt, med det her recognition, når man går fra en skærm til en anden, eller ind og åbne en infoboks ellers.. Er man.. Altså, hvor vel-orienteret er man?

P: Jeg synes det ser rigtig godt ud, øhm..

P: Jeg synes man er vel orienteret. Det passer godt overens med det at jeres sektioner er meget klare i hvad de gør. Herovre har du spilsektionen, hvor man navigerer, og herover har i info sektionen. Det er meget tydeligt for mig at hvis jeg kigger på [inaudible] stadig i samme applikation. Jeg kan stadig se info sektionen herovre. Det er ligesom bare spil sektionen der har ændret sig. Heroppe har i lavet sådan en hvad hedder det.. Sådan at man kan gå tilbage til games. Det er meget tydeligt hvor man navigerer sig hen, altså tilbage til games. Det er ikke så dyb en navigation kan man sige. Det er meget overskueligt. Det vil jeg tro de fleste brugere har prøvet før

D: Vi tænker også at .. den tror jeg ikke er implementeret endnu. Når, men til søgefunktionen hvis du går ind på en af spillene der kan du se at dernede er der jo ligesom de der genre. Det er også noget man skal kunne søge efter. Bare om du lige har nogen tanker om det. Især i forhold til det her med flexibility and efficiency of use.

P: Det vil være et punkt hvor hvis man har været der mange gange, eller hvis man er expert. Det kan være man har nogle præferencer. Det kan være at man gerne vil have lange eller svære spil. Der vil det være godt med sådan en funktion. Jeg tænker at hvis man klikker på den kunne den kollapse hernede. Sådan nogen e-handels butikker er ret gode til det. Jeg synes egentlig at det er et meget godt valg, da dem der har brug for den kan bruge den men jeg synes det er godt at i ikke har den som default. Det er også noget med at man ligesom skal layer information. Der synes jeg ikke den er så vigtig som resten. For langt de fleste af brugerne vil jeg tro at det er nok med bare en liste, så de kan scanne selv. De brugere som så måske er mere kritiske kan måske bruge den. Så den synes jeg er god.

DV: Det skal måske også siges i den sammenhæng, det ved jeg ikke helt hvor vi endte på, men det her med at kunne tilføje spil til appen der kommer nok til at være en eller anden back

D: ja en slags administrator funktion til dem der holder eventet selv kan regulere hvilke spil der er med og ikke er.

P: Det ville så være en admin app eller?

DV: Vi ville gerne holde det så "dumt" som muligt. Det kunne godt bare være en pinkode beskyttet funktion.

P: Det tænker jeg måske i forhold til error prevention at det er en god ide at adskille det fra flowet, det kan være at noget tænker at det er en knap til at få nye spil. Hvis der er en knap er der helt sikkert nogen der vil trykke på den på et tidspunkt. Så kan det være at den kommer til PIN-kode skærmen, og de går hvilket betyder at den vil blive efterladt sådan. Hvis man helt kunne adskille de to flows. Man kan sige hvis der slet ikke er mulighed for at trykke forkert, så har i ihvertfald en god error prevention. Noget af det jeg rigtig godt kan lide ved det nu er at det er meget genkendeligt. Man ved lidt hvad man kan og hvad man skal.

DV: Skal vi vise telefon companion?

[Finder telefon app og forklarer scannings processen]

P: Jeg synes at det er fedt at det er meget klare call to actions. Det er meget tydeligt hvad man skal. Det eneste jeg tænker er at det måske er at nogle af brugerne bare vil scanne et spil direkte og så bruger de bare en QR scanner. Kunne man måske have nogle af de her calls to action, eller lidt af den her information i har der [på tablet appen] hvor der lige står nogle linjer. Det kunne man måske gå glip af. Hernede i bunden hvis man scroller engang, hvis man måske scroller at man kommer og at der er noget info. Jeg tror måske at der er nogen der bare vil tage et spil og ser QR koden og scanner den. Det er måske bare hvis man skulle lave en bro mellem de to ting.

DV: Man kan sige at en fordel ved at have den der web based så er det bare et link. Men du har ret i at man springer ligesom noget af rejsen over

D: Jeg synes at det er en fed måde, det du sagde med at skabe bro mellem dem.

P: Ja altså refere tilbage til infoskærmen. Men altså alt i alt, mega godt.

D: Men altså overordnet, i forhold til Nielsen 10 heuristics...

P: Ja, jeg synes at i overholder dem meget godt. Der er måske en lille smule med error prevention. System status kunne måske også gøres mere tydeligt. Ellers synes jeg at det var rigtig godt.

[Afrunding]

## 18 APPENDIX 10: INTERACTIVE PROTOTYPE (ITERATION #4)

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The interactive prototype was constructed using InVision. A live version can be found here:

<https://invis.io/MWRD8W0HSN5>

The files for the prototypes are furthermore attached in a separate file named "Prototype\_Static\_Smartphone" and "Prototype\_Static\_Tablet", respectively.