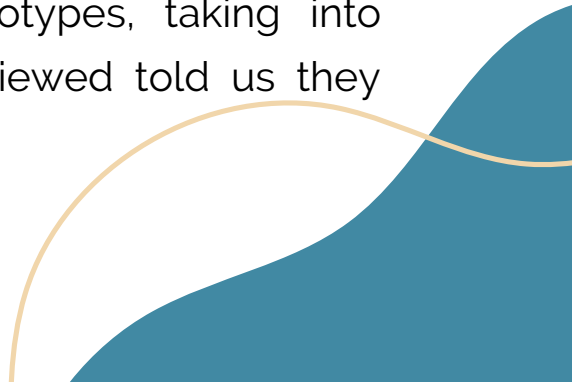# SECOND ASSESSMENT

Gold Rushers
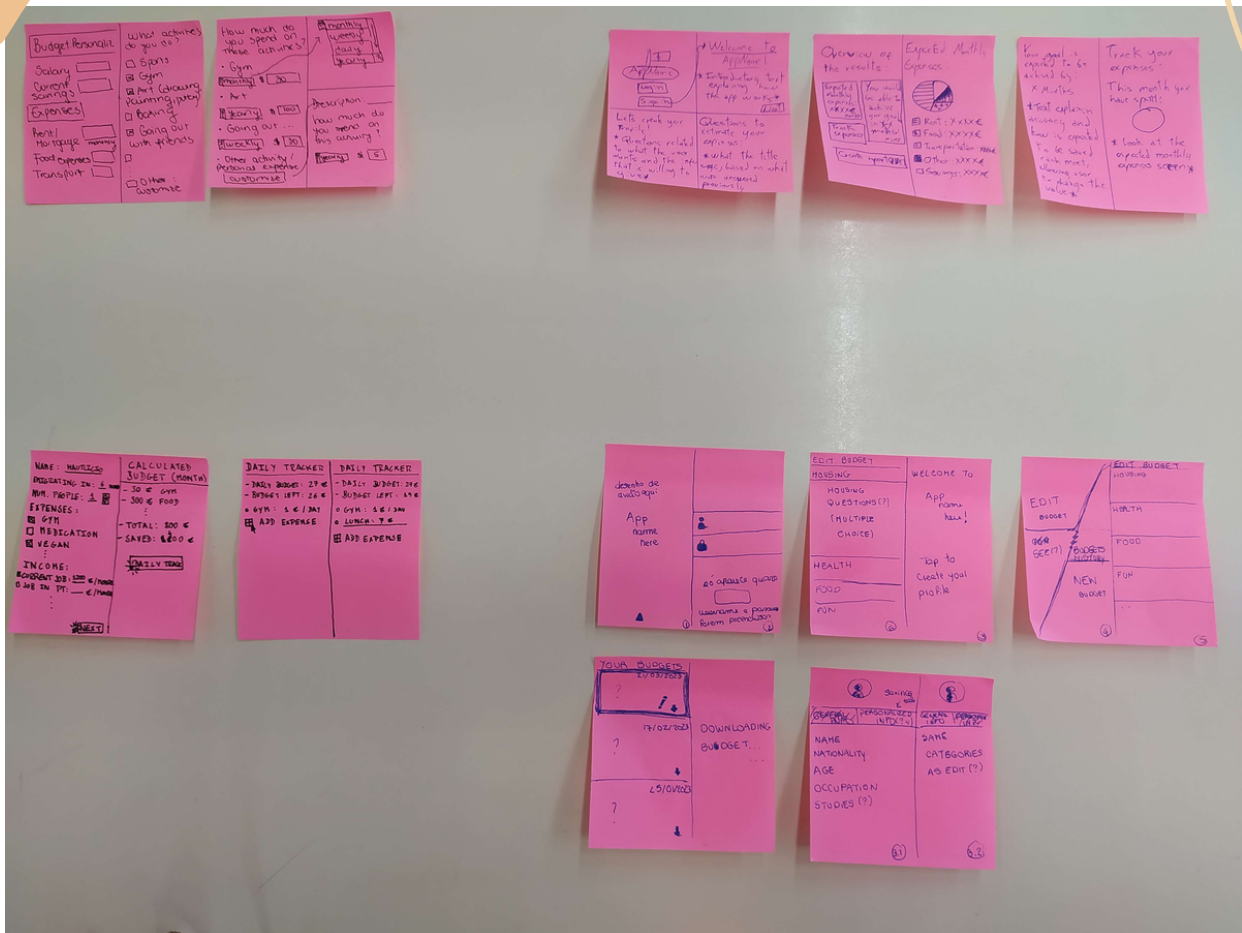
Journey

Fourth Week

During our lab on week four, on December 15, we made, together with professor Augusto, a point of the situation regarding what we had delivered for the first assessment. We explained that we had had a few ideas, but only two of them - a **Community Forum** and a **Buget Planner App** - were being considered interesting and relevant enough to be developed.

The professor pointed out how difficult it would be to come up with a Community Forum different enough from what already exists to actually be relevant.

Regarding our second idea, we discussed where we would gather the data needed for a proper budget planner as we had envisioned, and the professor presented with some examples of websites we could consider.

After our section of the lab with the professor, we decided that we would develop our **Budget Planner** idea and started making some drafts of possible low-fidelity prototypes, taking into account features that those we had interviewed told us they would like to have in an app such like this.
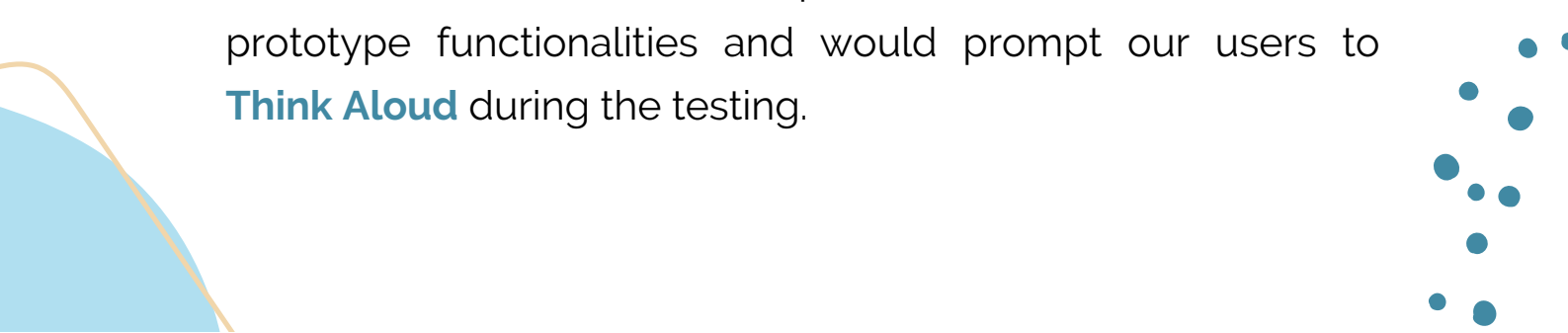
We started by **experimenting** with ideas and overall functionalities/flow, and each of us made a first outline of a prototype, which allowed us to have **multiple prototypes** with different variations of features that could be **refined** and improved in our following iterations.

After the lab, since we had already learnt during that Monday's class that testing would be required, we contacted the people we had interviews in the previous weeks, so that we had enough time to schedule an appropriate time for the testing step to take place.

On Friday morning, December 16, we got together to prepare our first iteration of the Low-Fidelity Prototype. Since we knew we wanted to conduct **Wizard of Oz testing**, we made **physical prototypes** simulating the physical device shape we expect our app to be used (a regular sized mobile phone) as well as screens of the interface itself. We used mostly paper, pens and pencils.

Once we considered our prototype was adequate enough to be tested with users - **User Testing** - we started **preparing** for it. We knew that before asking unknown users to test our prototype, we should first simulate it with family and friends, and that's exactly what we did:

- First, we **recruited our users** (family and friends only, for now)
- **Prepared a script** on how we would conduct the testing - our goal was to understand which screens users had more difficulties interacting with and how easy/intuitive they found our prototype, but we had to first present them our project and give them context;
- **Elaborated User Tasks** to be performed that would test the prototype functionalities and would prompt our users to **Think Aloud** during the testing.

During the **pilot-testing** we started by explaining our goals and confirming how long we expected the testing to last. We had the following responsibilities:

- Wizards responsible for taking notes and observing the user - Diana and Catarina;
- Wizard responsible for the UI flow - David;
- Wizard responsible for explaining the user the testing process and present the tasks - Guillermo.

We remembered all the advice we received during classes, mainly **"not nudging"** or **"helping"** our users!

After each of our Wizard of Oz testing sessions (not only for pilot-testing) we, as a group, got together to **debrief** about the session, mentioning **what worked** and **what didn't**, writing down our **key takeaways** and adding detail to our notes.
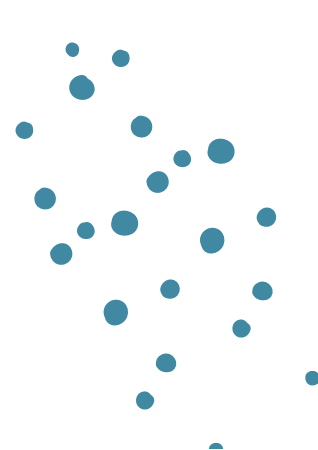
Weekend of the Fourth Week

After **refining** the user's tasks based on **feedback** we received during pilot tests, we met at IST to conduct **Wizard of Oz tests** with people who were there in the study rooms. We used the same script to conduct the testing session that we used during the pilot-testing (as it had gone well) and the improved user's tasks.

During this round of Wizard of Oz testing, we had the same division of responsibility we had during pilot-testing.

The feedback we received and notes we took are described in the **Wizard of Oz User's Feedback and Evaluations**. Based on the data we collected from this round of Wizard of Oz testing, combined with the Think Aloud we asked from our users, we made our second iteration of the Low-Fidelity Prototype.
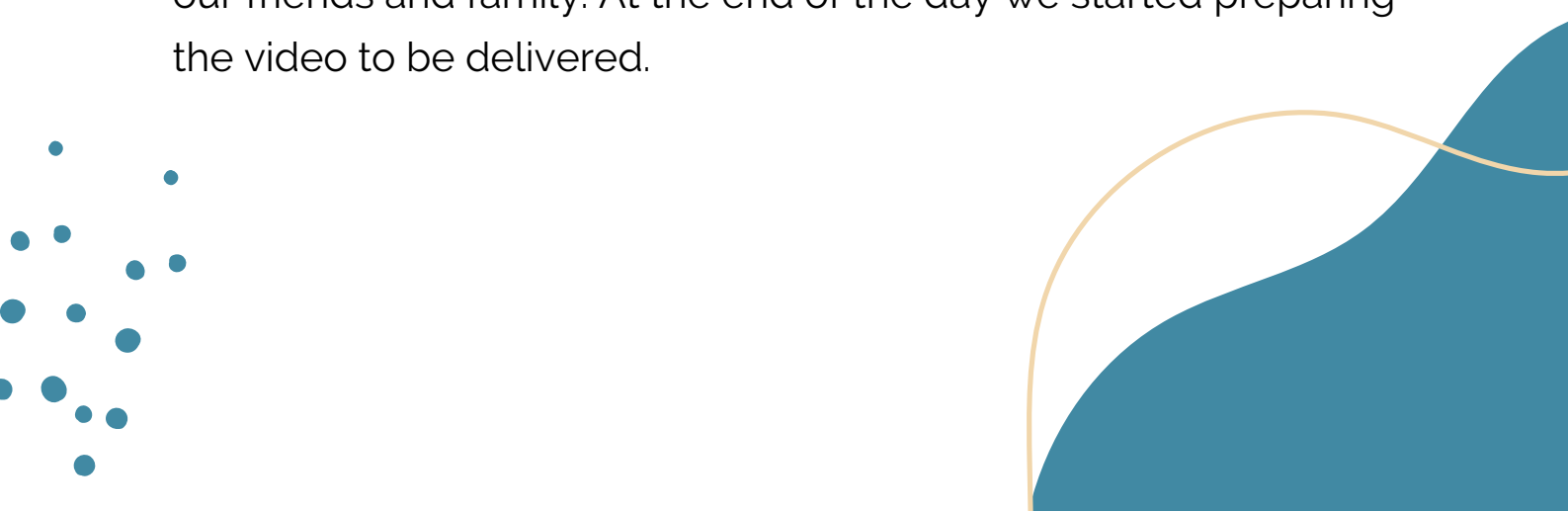
Fifth Week

We conducted another round of Wizard of Oz testing of the second iteration of our Low-Fidelity Prototype with users we recruited at IST. During this round of Wizard of Oz testing we had the same division of responsibilities as before.

The data we collected and the feedback we received are also described in the **Wizard of Oz User's Feedback and Evaluations**. Based on the notes we had from this round of Wizard of Oz testing, we realized what other changes we should implement next. Once the **general concept**, product form, and **task flow** had been **prototyped** and **evaluated** using Low Fidelity methods, we started developing our Mid-Fidelity prototype, on Tuesday, December 20.

On Wednesday, December 21, we once again used the Wizard of Oz testing for our Mid-Fidelity Prototype, via zoom with four of the five people we had interviewed initially as well as some of our friends and family. At the end of the day we started preparing the video to be delivered.

Important note

We received **verbal consent** from every single person we asked to participate in the Wizard of Oz testing to take notes of their behaviour, reactions and questions/opinions (during the Think Aloud part of the testing). We did not provide any sort of incentive at all for users to participate in our testing,