**User Testing 2**

Evaluation

* 1 minute for turn-taking was not enough time. Tested with three people and they did not have enough time to read, comprehend the response and reply. Next test will have 30 seconds reading time and 2 mins reply. This was suggested by a participant
* Users did not know that the match would begin immediately, with the timer starting straight away for the affirmative. The idea was suggested to have a ‘waiting’ screen that allows participants to gather their thoughts for a couple of minutes. This will be added in the next iteration.
* Users were keen to try in person after using online, but before they tried online they were less likely to try it. Preferred the idea of having a set meeting place for all in person debates and discussions, as it would make the users feel more comfortable meeting up. However, privacy and security concerns have been raised by the team and so this idea will not go ahead. However, a restriction may be added to only allow in person chats with users you have previously conversed with online. This could potentially make users more comfortable to pick this option.

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| --- | --- | --- | --- |
|  | Name | Year | Degree |
| Participant 1 | Mohammed Elkes | 1 | Bachelor of Arts |
| Participant 2 | Mae Le | 1 | Bachelor of Biomedical Science |
| Participant 3 | Rhian Ferguson | 4 | Bachelor of Commerce/Arts |
| Participant 4 | Samantha Grant | 1 | Bachelor of Business Management |
| Participant 5 | Hannah Louise | 1 | Bachelor of Economics |
| Participant 6 | Isabella Austin | 3 | Bachelor of Psychology |
| Participant 7 | Matthew Ward | 1 | Bachelor of Business Management |
| Participant 8 | Zifang Wu | 2 | Bachelor of Commerce |
| Participant 9 | Clayton Zarb | 3 | Bachelor of Engineering |
| Participant 10 | Hannah Whitton | 3 | Bachelor of Law |
| Participant 11 | Tom Watkins | 3 | Bachelor of Engineering |

Test plan

* Describe the app and explain that Facebook Messenger will be used to simulate the chat within the app
* Ask user to navigate to and start a debate/discussion
* User was prompted at the beginning of the debate to let the testers know when they thought the debate should end
* Switch to Facebook Messenger and begin timer for user to type response
* Continue timed debate until user feels the debate has come to a close

Questionnaire

1. Was there any confusion navigating in and out of a debate?
2. Was the one minute reply enough time? How could this improve?
3. Should the user be able to choose their stance in the debate?
4. What was your reasoning for choosing in app/person? Would you be willing to try the other mode?

Participant 1 🡪 1v1 Debate Online:

1. User was startled when the debate started immediately after matching. Thought there would be some sort of thinking time.
2. Was in the middle of typing a response when 1 minute elapsed. Thought it definitely needed to be longer
3. For or against should be picked randomly or else you are just being a keyboard warrior and not actually debating.
4. Chose online as it seemed more comfortable to speak with someone through the app. Felt it might be better to have in person options only for people you have already spoken with previously.

Participant 2 🡪 1v1 Debate Online:

1. No confusion in selecting debate. However, the user was not aware that the timer for a response would begin immediately after they are matched. Suggested a ‘thinking time’ before debate begins.
2. Debate mode should have longer than 1 minute to reply. Not enough time to create a logical response. Preferably 2 minutes
3. Should be able to pick for or against if topic is randomly generated
4. Meeting in person would be little uncomfortable. Pick a specific spot for the app for each University, such as Great Court at UQ. This way, you’re not the only one who would be using the app and feel more comfortable. After debating online, made him want to try in-person in the future.

Participant 3 🡪 1v1 Debate Online:

1. No confusion navigating to the debate
2. Debate mode should be longer than 1 minute to reply. Preferably 2 minutes and a half. Or maybe 1 minute reading time and 2 minutes to reply might be better.
3. For or against should be picked randomly to see things from a different perspective and engage in a more traditional debate.
4. Felt more comfortable with the online mode. Having a set spot to meet up like great court would make them feel more comfortable. But overall it was less comfortable discussing with someone you have never met.

* Having number of rounds would make more sense and make it easier to finish debating. Preferably 4 rounds.
* Option of exchanging details after rating.

Participant 3 and Participant 4 🡪 1v1 Discuss in person:

Observations:

* Spoke for 5 minutes 23 seconds.
* Felt little strange to meet someone for the first time.
* Having a spot where other users are discussing would be more comfortable. If everyone else is also doing same thing at somewhere like the great court, it would be less awkward.
* If it was debate, they would have picked online. It would be difficult to avoid disagreement and could heat up.
* No conflicts occurred.
* Both said they would exchange details
* Both said they would pick in person again, but would have preferred if they had spoken online previously.

Participants 5, 6, 7, 8 🡪 5 + 6 vs 7 + 8 in group debate online:

Observations**:**

* Group debate was unsuccessful as it was difficult to simulate in person conduct in a debating scenario.
* Turn taking was difficult to coordinate and took too long.
* Participant 7 was frustrated a little bit at Participant 8 for not making strong statements.
* The participants seemed bored as they waited between turns.
* Participant 5,6,7 are pretty extroverted but participant 8 was introverted, meaning they did not choose to communicate often.
* They did not know when to stop the conversation
* Didn’t really have an opportunity to ask to exchange details because it never ended
* Group discuss was too cluttered, with frequent topic changes and lack of focus
* No conflicts.
* All participants said they would want to meet in person as it would be easier to communicate this way.

Participants 9, 10, 11 🡪 9 + 10 + 11 group discussion online:

Observations:

* More successful than the four person debate. More casual atmosphere and less problems with turn taking
* An interesting group discussion occurred, however the members of the discussion did know each other, and so that may have caused the more natural conversation
* No conflicts
* People felt they could chime in at any point as it was more casual than a more structured debate.
* Group also felt that in person would be more effective for communication.