Matching Hat User Testing Notes With Christ Theg, 2017/02/01

Summary notes

- Check in
  - Page display is distorted
  - Name: better separated into 'first name' and 'last name'
  - Not able to use tab (note: prototyping software constraint)
  - Github user name: he doesn't have one..not sure if he can skip that
- Project list page
  - Matching hat is not prominent
  - Better explanations on Matching Hat. Users unfamiliar with Harry Potter may not know 'matching hat' (Chris mentioned that he has read the book and he's familiar).
  - List too text-heavy
- Profile page
  - Checkboxes instead of list (Note: prototyping software constraint)
  - Type and search (Note: prototyping software constraint)
  - Chris wishes there had been a selection of 'experiences'- he's had 7 years of government experience, but doesn't quite count as skills
- Decision on project teams
  - Unable to keep more than one project details open (Note: prototyping software constraint)
  - He wants to be able to save the matches
- Connect
  - Unclear what 'connect' is
  - Unclear if the team leads will receive the messages and reply
  - He wants more direct connections (e.g. email exchange)
  - A record of teams that he has messaged. For those that don't reply, he may not want to join them.

Testing Improvement points

- User does not know when to stop after check-in. Need better instructions- "When you see 'you are checked in', you have already completed the first task".
- No data loaded yet for the project list page. Need better explanations (Check that Alterbox article)

User Testing Raw Notes

←---- **Preparation work: Participant recruitment, Setup recording ---→**
Participant recruitment- screening question
- Can you describe in a few sentences what you want to achieve at the hacknight?

- **(Chris) Skip, due to time**
- Criteria: there needs to be indication that the participant wants to join a project team.
- It is not ideal to recruit new members that show up because they want to network, or because their teachers/friends/schools told them to come. Their motivation was not to join a project team to begin with.

For recording
- Quicktime -> under file -> new video recording, you can record screen or voice too
- **File: MatchingHat_ProjectFirst_UsabilityAudio_Chris_20170201**

←---- During the Usability Study -----→

Testing script
I. <u>A friendly welcome</u>
- "Thanks for helping us test out the matching app today! The web app we are testing today is called 'Matching Hat'. The purpose of the matching hat is to help new members identify project teams that may fit their interests and goals at the hack night. Getting your honest feedback is a really important part of that."
- "The interview will be pretty informal. I will ask you a lot of questions, but i'm not testing you- i am actually testing our designs. If you get stuck or confused, it's not your fault. In fact, it helps us find problems we need to fix."
- "Before we start, I want to ask you if it is ok that we share our findings with other brigade members. You can always let us know if you choose otherwise later."
- "I will start by asking some background questions, then I will show you some things we are working on. Do you have any questions before we begin? "

II. <u>Context questions</u>
- "Can you briefly tell me about your background in terms of your skills?"
    - Legistration,
    - Government IT PM for 7(?) years
- "How many times have you been to Code for SF Civic Hack Night? "
    - 1st time
- "Can you describe in a few sentences what brings you to Code for SF? "
    - He described himself as political, and things are not going well at the national level.
    - He does not want to just protest. Instead, he wants to create positive impacts.
- "Do you plan to join a project team? (If yes) How do you plan to decide on a project team? "
    - He will talk to some people and check out
    - Government related, political,

III. <u>Introduction of 'Think-aloud"</u>
- "Thanks for providing your background information"
- "Before I show you our prototype, I would like to ask you to "think aloud" as we go through the process. Tell me what you are trying to do, and how you think you can do it, anything you find confusing, or anything you like.

Here is a brief demo https://www.nngroup.com/articles/thinking-aloud-demo-video/"

- He mentioned he has done think-aloud before. Seemed surprised that i thought he hadn't.
- **** it would be a good idea to ask if the user has done it before, and gently reminds them if they have
- "Are you ready to look at our prototypes?"

IV.   Tips for interviewers
- Stay attentive and neutral. Use 'um..um..' '
- Ask open-ended questions
    - Don't ask yes-no questions or multiple choice questions ("would you…" "do you…." "Is it….")
    - Do ask "5 Ws and 1 H" 'who...what...where...when...why...how…"
- Some questions to facilitate 'think aloud'. It is important to know that these questions should be easy to answer. Interviewer helps the subject think aloud, not anxious to find the right answer.
    - What do you think of that?
    - So what goes through your mind as you look at this?
    - What would you do next? Why?

V.   Tasks
- " I am going to ask you to perform a sequence of 5 tasks. You should feel free to tell me anything that's on your mind, or stop the session at any time."
- **Check in**- " Let's say this is your first time coming to the Civic Hack Night. You join the orientation, and you are asked to check in. Please think-aloud as you proceed with check-in, and stop the action once you are done.
    - Positive: front page design, progress bar
    - Painpoint: check-in page distorted
    - Painpoint: separate 'Name' into 'first name' & 'Last name'
    - Painpoint: not able to TAB
    - Painpoint: Github username, he doesn't have one...and not sure what to do..just going to skip
    - **** He didn't know when to stop the action. When i reminded him, he seemed surprised/disturbed. So, next time, better instruct
- **Scan project list and matching hat** - "Let's say you have already checked in. You see a project list on the screen, but you are not sure which project teams to join. You also see 'Matching Hat'. Can you tell us what Matching Hat is for, and what you would do here? "
    - If participants mention a lack of projects on the list, or the list doesn't look right, say "what would you expect to see here? "
    - "We don't have full data loaded yet. Please pretend there are many other projects listed in the same format. Okay? "
    - Once the participant confirms, direct them back to the task. Say as little as possible.
    - Painpoint: Matching hat not prominent enough.
    - He mentioned that he has read harry potter, and he's familiar with the notion. (***** need explanation for those that have not read the book)
    - Painpoint: Project list hard to read, text dense
    - **** no data loaded yet for 'see details'

- **Profile creation**- "(optional) Let's say you decided to try the matching hat. You are asked to create a profile here. Show us what you would do here, and tell us anything that's on your mind. "
  - Painpoint: prefers checkbox instead of list selection
  - Painpoint: prefers type and search
  - Painpoint: he wished there had been a section of 'experience'- he has a lot of experience in the government. But that doesn't necessarily count as 'skills'
- **Decide on favorable project team(s)**- " Let's say these project teams match with some of your interests and goals. Can you show us how you would decide on two favorable teams from the list here?"
  - Painpoint: unable to read through all four without collapsing
  - Painpoint: concerned about 'connect'....do team leads know ? he wants teams to know so that the obligation to reach out is not solely on new members
  - Painpoint: want to be able to keep track of who he already messaged.
  - Painpoint: he wants to come back and see the record. E.g. if certain teams never replied, he would not want to join them
- **Connect-** "Let's say you have chosen two teams to reach out to. Can you show us how you would do that? "
  - Painpoint: not sure what connect is
  - Painpoint: 'do teams know that i messaged them?'
  - Painpoint: want a more direct way to connect with teams, and a history of who he had messaged

V. Debrief
- "Can you tell us what worked well, and what didn't quite work in this prototype? "
- "Can you tell us if you liked or disliked any parts of the prototype?"
- "Anything else that you want to share with us?"
- Thank the subject in the end.
  *** Overall, we need better observer training. The room felt a bit serious when Chris walked in.

Observer debrief
Jeremie
- Motivated to be political but not clear how to navigate the space (** jaoyi: the unclear space and project issue)
  - Thought: provide more information to help strategize
- Layout is to cluttered and too dense
- Matching hat more prominent
- Save the matches

Joseph (Jaoyi note)
- Want to do more than protest
- Experienced, but still questioned his usefulness (**Jaoyi: the non-coder issue)
- He wants team leads to know that he is matched

Joseph note
- Political
- Wants to do more than protest
- He's a White man
- He is very formal with information
- Wants matching hat to be more prominent
- The idea of a matching hat peaks his interest
- Projects list is too dense with info
- He's been in government for 7 years
- Questions whether his experience in government is worth offering
- He wants the team lead to know he's matched so the obligation isn't solely on the new member to reach out
- He hopes the profile results are saved so he doesn't need to go through the matching hat again to view the teams he matches with

Jamie
- 'Experience' as part of profile
- Connected- confusing
- checkboxes

Anthony Note
- Non-technical people felt not as welcomed
- pretty political. positive impact in world, besides protest
- check in button stands out
- wonder if should already have GitHub username
- didnt know if done checking in
- familiar with Harry Potter
- match to project based on skillset
- matching hat should be featured more prominently
- a lot of text
- like check boxes
- experience (years in government) could be offered to team
- question: can team lead see match without message
- decision time:want to be able to keep track of who have messaged
- Worked:
- didnt work:
    - might read through list first and not see matching hat
    - before Hack Night or at Hack Night?
    - thinks taken on website, and encourages people to come