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Process notes taken during testing interviews

Summarize and analyze the notes taken during test interviews in order to be able to share them with the rest of the team.

Amable Rodríguez
2019-03-11

[\[4300\] Process notes taken during testing](#)

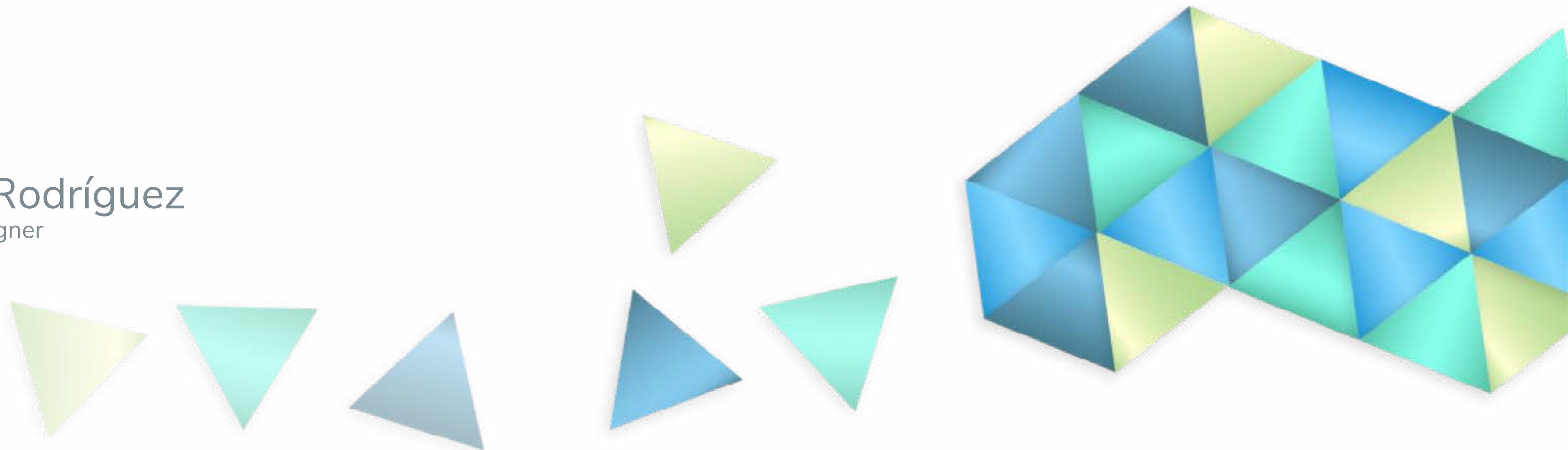
Digital Collaboration Division, Chief Information Officer Branch
Treasury Board of Canada Secretariat / Government of Canada

Division de la collaboration numérique, Direction du dirigeant principal de l'information
Secrétariat du Conseil du Trésor du Canada / Gouvernement du Canada

Disclaimer:

The content of this report is based only on my personal notes taken during the 8 interviews as part of the user testing research task. This does not necessary reflect the final official research results report.

Amable Rodríguez
Senior UX Designer



Spontaneous feedback collected
mainly during the introductory phase

About current platform and apps (GCcollab & GCconnex):

- x2 I would like to be able to search more efficiently, also search within a group
- x2 I dislike the waste of space, bad layout, the interface needs to be more efficient in general
 - I would be better to organize discussions like in forums
 - there are too many notifications, want to have more control over them
 - current platform is too slow (GCconnex)
 - I would like to be able to subscribe to all activity happening in a group
 - I like current groups / discussions structure
 - I like the group membership, for security reasons
 - emails are not collaborative tools, let's move away from that and use it only for notifications
 - it is very hard to navigate on the amount of information present in current tools
 - easy to use pool plug-in would be appreciated

Initial generic questions

1.- What are your goals in a group or community?

- x4 Q & A, give people the opportunity of solving problems by themselves
- x3 share information and knowledge
 - consume information and knowledge
 - upload files
 - consultations
 - promoting events
 - to have a central hub of organized information
 - making contacts
 - to receive information that I really need (subscribe to it) instead of receive it by email
 - to reduce the dependency on email

2.- How online discussions are used?

- x2 for information sharing
- x2 for information seeking
 - to have information organized by topics
 - to be notified when someone responded to me or there are updates about things that concerns to me
 - remote working, keep track of things, virtual collaboration

3.- What functionalities do you expect to have in a discussion post?

- x4 • I expect to see a combination of text and files
 - hyper-links
 - rich text
 - link to the person's profile easily
 - I want to be able to comment on that post

4.- What functionalities do you expect to have in a discussion board?

- x4 search by topics
- use filters: using drop-down filters will be more accurate than depending only on search by tags
- be informed about recent discussions, what is happening, what is trending

5.- About “Save as a draft” feature...

- x5 • yes, I would definitely use the save draft feature
- x5 • I expect to found them on the page I created, maybe on a different group
- x4 • I expect to found them on the homepage, maybe on a specific section
- x3 • for Spaces and Discussions is ok, but Comments and Replies won't need to save a draft
- x2 • I don't need that, I use and external text editor and publish only when ready

6.- How would you reply to a comment?

- x6 • like Facebook does (reply too general topic but also to a specific comment)
- x2 • expand and collapse content, seen initially only the first level (reddit style)
 - I want to keep discussion focus on a subject so they can be better organized
 - replay button on posts and pop-ups to enter content
 - like forum where we answer to the main post but reference to a comment I am replying

7.- About the personal news feed

- my groups first
- be able to receive info about other groups with similar interest of mine (like Amazon similar products)
- I want to know who is viewing my posts
- I want to see updates on my discussions
- recently updated content that I follow
- I want to have some filters to avoid junk
- I hope to see posts of people that I know, past co-workers etc

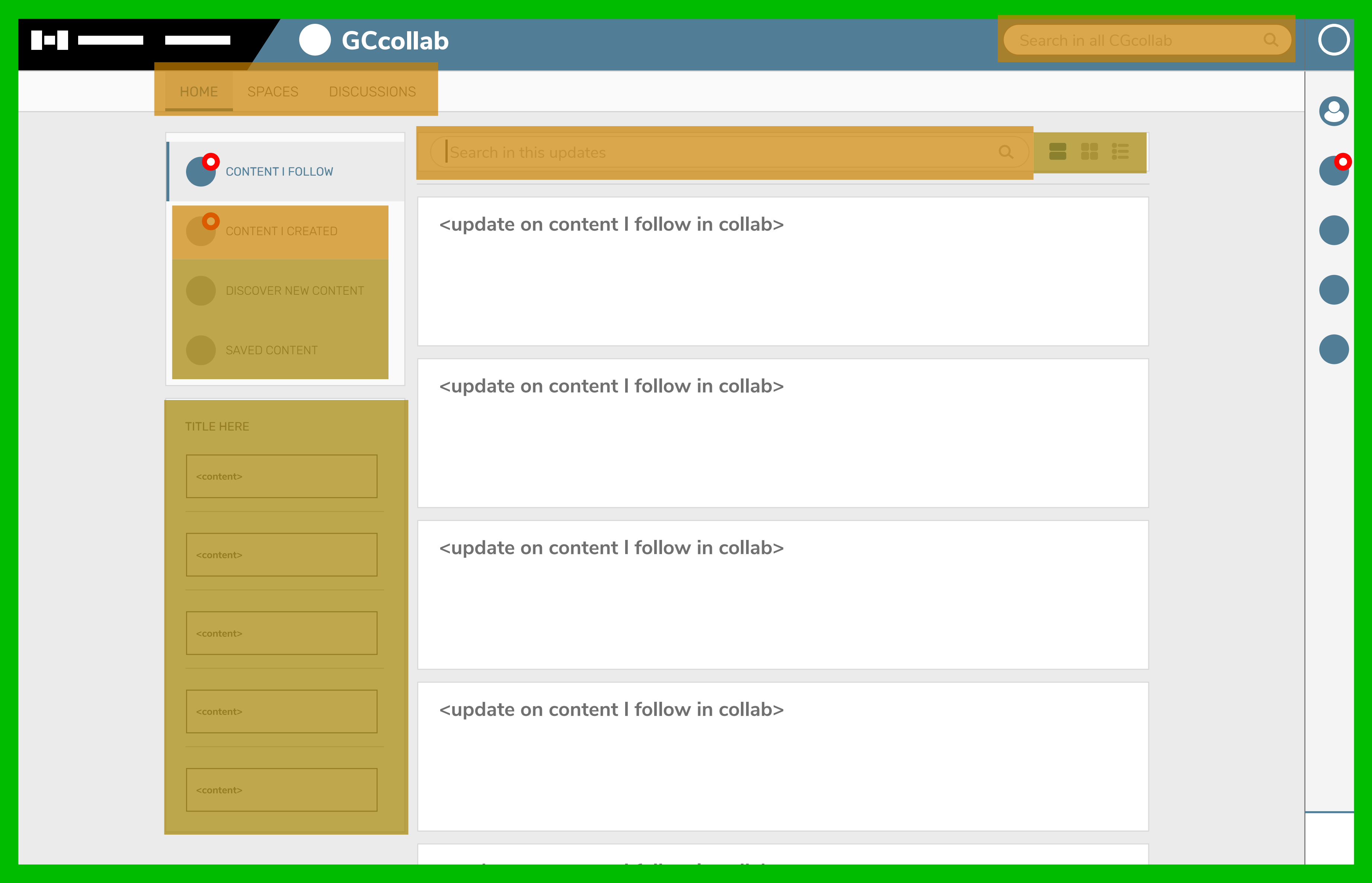
8.- What kind of notifications would you like to receive?

- x4 I would like to be able to select my notifications, have good control on it
 - events
 - important system messages like info about recent updates
 - I want to be notified about everything but on a weekly summary for example, a snapshot of what happen recently

Feedback collected once the clickable
mock-up was presented

About the presented clickable mock-up, I **DO** like...

- x6 • ...the consistency and general layout
- x4 • ...“attachments” section, being able to see all the attachments in one place, makes a lot of sense
- x3 • ...“participants list” on a discussion
- x3 • ...action buttons directly on list items (save, like, share, follow, etc)
- x2 • ...“discover new content” home section
- x2 • ...“save content” home section (being able to save content and access them on a separated section)
- x2 • ...view options tool-bar (large, medium and small)
- x2 • ...having the user profile opening in another tab
- x2 • ...the related or recommended content boxes
- x2 • ...the content language toggle, even when I know it is not useful for all users
- x1 • ...“content I have created” section
- x1 • ...the meta-data on the list items (n replies, etc)
- x1 • ...having lots of places to search
- x1 • ...the privacy option when creating Spaces
- x1 • ...been able to preview on the creation dialog before publishing
- x1 • ...extra info on the spaces and discussions
- x1 • ...“publish”/“save as draft” button action toggle
- x1 • ...the use of tags
- x1 • ...the layout of discussions that includes author name and position
- x1 • ...the ability to collapse groups
- x1 • ...having personalization options in Spaces (avatar and banner)
- x1 • ...having that small main menu



x6

x5

x4

x3

x2

x1

- x6
- x5
- x4
- x3
- x2
- x1

GCcollab

Search in all CGcollab

HOME

SPACES

DISCUSSIONS

Search for a space

+

NEW SPACE

▼ MY SPACES

SN

Space name goes here

The short description will be shown here, etiam eget ornare elit. Aliquam ut ultrices libero. Morbi pharetra venenatis iaculis. Integer id est blandit.

n followers

n discussions

Created in <time stamp>

View

Like

Save

Follow

Share

SN

Space name goes here

The short description will be shown here, etiam eget ornare elit. Aliquam ut ultrices libero. Morbi pharetra venenatis iaculis. Integer id est blandit.

n followers

n discussions

Created in <time stamp>

View

Like

Save

Follow

Share

SN

Space name goes here

The short description will be shown here, etiam eget ornare elit. Aliquam ut ultrices libero. Morbi pharetra venenatis iaculis. Integer id est blandit.

n followers

n discussions

Created in <time stamp>

View

Like

Save

Follow

Share

OTHER SPACES

TITLE HERE

SN

Title of a space will go here.

n followers

n discussions

SN

Title of a space will go here.

n followers

n discussions

SN

Title of a space will go here.

n followers

n discussions

SN

Title of a space will go here.

n followers

n discussions

SN

Title of a space will go here.

n followers

n discussions

SN

Title of a space will go here.

n followers

n discussions

- x6
- x5
- x4
- x3
- x2
- x1

Create a new Space

CREATE

PREVIEW

CONTENT LANGUAGE: ENGLISH v

Space name...

Short description...

B

I

U

[file] [plugin#1] [plugin#2] [plugin#3]

Content...

Tags...

Space administrators list

v

Privacy level

v

Publish

v

Close

SPACE BANNER

Upload a new image or Choose from template list.

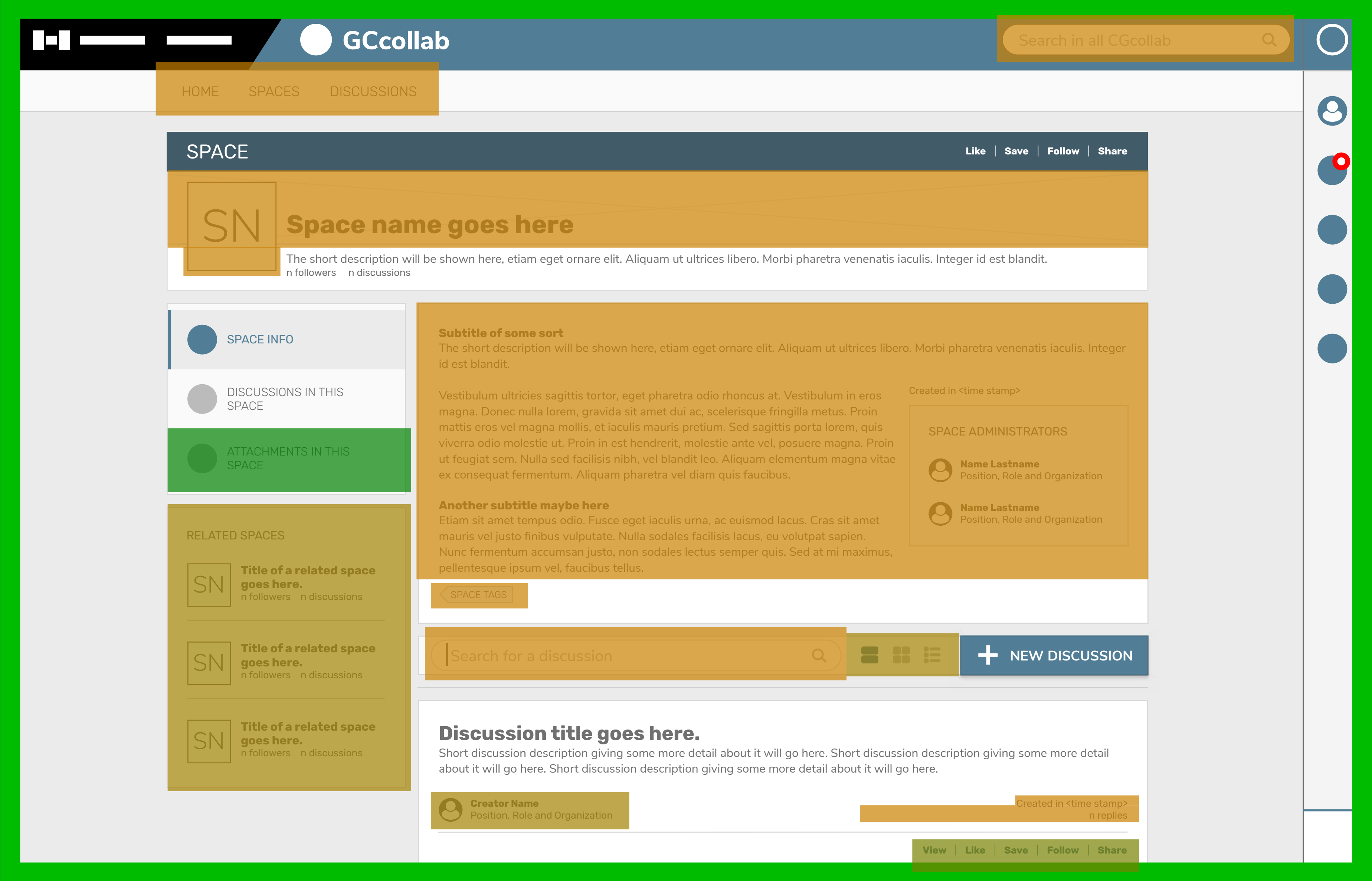
Banner size www by hhhh

SPACE AVATAR

Upload a new image or Choose from template list.

Avatar size
www by hhhh

x6
x5
x4
x3
x2
x1



DISCUSSION

Like | Save | Follow | Share

SN

This discussion is part of the Space:
Space name goes here.

Discussion title goes here.

Short discussion description giving some more detail about it will go here. Short discussion description giving some more detail about it will go here. Short discussion description giving some more detail about it will go here.

- DISCUSSION DETAILS
- COMMENTS
- ATTACHMENTS IN THIS DISCUSSION

PARTICIPANTS ON THIS DISCUSSION

Author Name

Position, Role and Organization

Replier Name

Position, Role and Organization

Replier Name

Position, Role and Organization

Replier Name

Position, Role and Organization

Example of sub-title.

Short discussion description giving some more detail about it will go here. Short discussion description giving some more detail about it will go here. Short discussion description giving some more detail about it will go here.

Vestibulum ultricies sagittis tortor, eget pharetra odio rhoncus at. Vestibulum in eros magna. roin congue ex eget sapien consectetur pharetra. Nullam lobortis sagittis mi, ac viverra leo. Donec condimentum, dolor hendrerit iaculis congue, urna ligula luctus justo, ac mollis libero est sed metus.

Another sub-title of some sort could be here.

Cras ac libero quis metus sodales pharetra. Donec tristique ut ipsum ut imperdiet. Nun posuere, dui aliquam sodales tempus, dolor purus dignissim nibh, sed blandit diam sapien id sem. Nullam et sagittis sapien, ut fermentum lorem.

DISCUSSION TAGS

Creator Name

Position, Role and Organization

Created in <time stamp>
n replies

Search in comments

+ NEW COMMENT

x6

x5

x4

x3

x2

x1

- x6
- x5
- x4
- x3
- x2
- x1

GCcollab

GCdirectory

GCdirectory

Profile

Person Name Here

Position, Role and Organization
Using Two Lines Maybe

Other Info

Additional user info of some sort

Other Info

Additional user info of some sort

Other Info

Additional user info of some sort

Action

Action

Action

Teams

Tab #1

Tab #2

Tab #3

Tab #4

{ info }

Action

Action

Action

About the presented clickable mock-up, I ***DO NOT*** like...

- x2 ...the use of “Space” name, maybe better stick to Groups, Threads, Topic or Subject since it would be more meaningful
- x1 ...to have a news feed at all
- x1 ...seen all the attachments on a community
- x1 ...having the discussion list right after the Space information block: it is kind of messy for the case where the information about the Space is huge
- x1 ...“Saved content” vs “Content I follow” is kind of confusing to me
- x1 ...it is confusing between content in the Home page vs content in Spaces and Discussions boards

GCcollab

Search in all CGcollab

HOME

SPACES

DISCUSSIONS

CONTENT I FOLLOW

CONTENT I CREATED

DISCOVER NEW CONTENT

SAVED CONTENT

TITLE HERE

<content>

<content>

<content>

<content>

<content>

Search in this updates

<update on content I follow in collab>

<update on content I follow in collab>

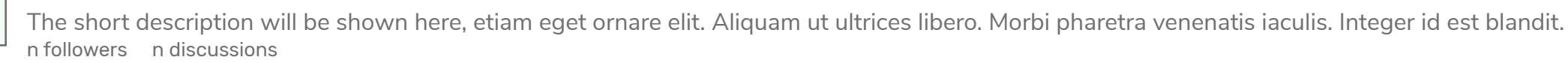
<update on content I follow in collab>

<update on content I follow in collab>

<update on content I follow in collab>

- x6
- x5
- x4
- x3
- x2
- x1

Like | Save | Follow | Share



Title of a related space goes here.
n followers n discussions

Name Lastname
Position, Role and Organization

SPACE TAGS

[View](#) | [Like](#) | [Save](#) | [Follow](#) | [Share](#)



“I suggest...” (user recommendations and ideas):

- x3 ...having another level when grouping discussions, like topics
- x2 ...adding some on-boarding process to show what is this about and how to use it
 - ...as part of the on-boarding process, I could specify some keywords that reflect my interests (like Pinterest does)
 - ...Home could have tips in the form of call to actions like “how to create a group” triggering some help like pop up
 - ...to add some reminder about the rules when publishing new content
 - ...having some way to relate groups
 - ...instead of seen all the attachments, seen a summary of all messages that has attachments
 - ...“Content I created” should be the last option always
 - ...“Content I am following” should go first
 - ...being able to categorize bookmarked content
 - ...in Home, I would like to see an snapshot or summary about my own activity, ex: “you participated in 3 disc. this week, 1 less than last week”
 - ...to have some analytics at some point
 - ...to be able to publish the same post on several spaces at the same time
 - ...to be able to publish on a silent mode: without notifying, avoid drag attention

Additional user comments:

- x2 I am not sure what the language toggle does? (Note: once explained, user liked it)
- I understand the view options (large, medium and small), but probably I will use always the same anyway
- I expect to see rich visual composition (combination of text and images) in spaces
- I have concerns about been lost when using infinite loading, I preferring old-fashion paginations when seen large lists of elements
- How do I know what can I put in here? what “level of accreditation” does this app has?

What the “related content” boxes could be?

- x6 recommended / suggested content (according to my profile or likeness)
- x5 top popular / “hot” content
- x2 recently created content
 - content related to the one I see now
 - coming events
 - recent searches

My own initial thoughts and notes taken while receiving user feedback

About common navigation...

- when people ask about what the right icons are, it was explained that they are part of the common nav allowing to interact with all other apps on the suite, they get it right away and seems natural for them

About having better labeling...

- maybe we need to name “My Spaces” group as “Spaces I follow” instead
- maybe in the home menu, use “Updates on content I created” instead of just “Content I created”

About attachments...

- show attachments with its context: a summary of its post or container, author, etc.
- in attachments, have different ways to arrange info, like in folders
- add attachment count and some UI element on post that has attachments

About UI improvements...

- there is the need to identify easily (by adding some UI element) when the user is the author of an Space, Discussion or Comment
- all items could have an “expand” or “show more” button so we show just the first part of it, this allows more items listed at once
- maybe view options could be like in reddit where the view “medium size” is a list item instead square cards
- maybe we should change the layout of spaces and discussions boards and use a side menu instead of accordion groups?

About potential new features...

- it seems that maybe drafts needs to be able to be reviewed by other people on the team; ex: junior level creates content later approved by senior level
- could the “vote post” feature part of Collab? putting the most voted comment on the top will facilitate to find the right answer to a question, like in other popular forums and discussion boards

