

# **User-Centered Design 2020**

## **Demo 2\_4**



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**User-Centered Design**

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Challenge/problem	Solution/Changes/Comment	Source/URL
Audio issues interfering with productivity	Investing in a good microphone (person conducting research) and requiring a decent microphone for all test participants will help to alleviate the strain that audio issues place on a research gathering video call. It is important not to waste time asking the participant to repeat themselves (and vice versa) due to low quality microphones.	<a href="https://www.hellopingpong.com/blog/switching-from-in-person-to-remote-ux-research-in-the-time-of-coronavirus">https://www.hellopingpong.com/blog/switching-from-in-person-to-remote-ux-research-in-the-time-of-coronavirus</a>
Reaching variety people with different characteristic and age	Solution/Changes: Creating a platform with diverse research fields. Creating remote accession for users all around the world. Comment: They assign a researcher for each user, so it keeps valuable and genuine data for their research.	<a href="https://userresearch.google.com/faq.html">https://userresearch.google.com/faq.html</a>
Understanding the user remotely	Article provides insights on how GitLab understands their users remotely and performs UX research on delivering user-friendly services. They explore various methods to achieve this, for ex. card sorting, first click testing, surveys, user interviews and usability testing.	<a href="https://about.gitlab.com/blog/2017/12/20/conducting-remote-ux-research/">https://about.gitlab.com/blog/2017/12/20/conducting-remote-ux-research/</a>
Security issues in technical tools such as video calls	The zoom knows currently dangerous security issues as they were not prepared for this amount of traffic and attention. Now people can know what other people are saying in zoom meetings and even control the camera and the microphone. In these situations, investments in software security are important. The boss of Zoom apologized for this situation (link provided).	<a href="https://www.bbc.com/news/technology-52133349">https://www.bbc.com/news/technology-52133349</a>
Remote User Testing	Remote user testing is one of the most important phases of the development process because of this the phase where the designers are observing the feedback of their users. There is more than one way of implementing remote user testing. Designers can use diverse video call software like Skype, Zoom which also has an online questionnaire option and screen sharing tools. With the screen sharing property, it is possible to examine users' facial expressions and body language. Also, to discover how our audience finds what they're looking for exactly, designers can use Treejack which provides an option of unmoderated tree tests (it helps to evaluate the notability of topics, and excellent tool to get insights that the designer needs to build information architecture). These above-mentioned tools are useful, and they can be used for remote testing as one task per meeting. These sessions help the designer to make the required changes and build the perfect architecture of the product according to the observation of the users' experience. Remote testing that way also assists the iterative design and testing period.	Widawski J. & Luchita E., 2019  6 tips for remote testing, <a href="https://www.invisionapp.com/inside-design/6-tips-for-remote-user-testing/">https://www.invisionapp.com/inside-design/6-tips-for-remote-user-testing/</a> .  Treejack, Optimal Workshop. Tree Testing, <a href="https://www.optimalworkshop.com/treejack/">https://www.optimalworkshop.com/treejack/</a> .

