Phase 2 User Testing: Questionnaire

VisuSpeak

Tester Information:

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How frequently do you use chat applications or similar tools?

I engage in daily use of various chat applications for communication purposes.

Initial Impressions:

1. What were your initial thoughts when using the chat functionality integrated with the AI model?

- The user interface (UI) appears exceptionally clean and user-friendly.
- The chat feature offers a familiar yet distinct experience, facilitating seamless engagement without complexity.
- The choice of colours is aesthetically pleasing and ensures accessibility on the website.
- Navigating through the application is straightforward and intuitive.

2. On a scale of 1 to 10, how intuitive was the setup process for using the chat functionality?

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User Experience:

1. How comfortable were you with signing into the camera window for interaction?

Signing into the camera window posed no discomfort, given the daily use of video chats, particularly within the ASL community.

2. Rate your overall experience with the chat functionality in terms of responsiveness and ease of use.

The chat functionality's responsiveness and ease of use were commendable, particularly appreciating the clarity of key-point projections aiding gesture identification.

3. Were there any technical difficulties you encountered during the chat session? If yes, please specify.

Technical difficulties encountered included:

- Red font visibility issues on predictions.
- Lack of clarity regarding the necessity to hold a gesture sign for 10 seconds for recognition, lacking intuitiveness.
- Initial challenges in understanding the importance of angles for detection.

Word Detection and Prediction:

1. Were there instances where the AI model failed to detect or predict words accurately? If yes, please provide examples.

Instances where inaccuracies occurred include confusion between
- "letter I" and the phrase "I love you,"
- "letter P" and "letter Q,"
- and the absence of prediction for "letter R."

2. How satisfied were you with the option to adjust the word detection speed using the slider/button (5s, 10s, 15s)?
- Was the range of speed options suitable for your needs?
- Did you find the slider/button easy to use and understand?
- How did the selected speed impact your overall experience with the word detection and prediction feature?

- Did you like the Slider or Button better for speed option?

- The speed range options were deemed suitable, with the buttons being easy to use.
- However, a 10-second detection time felt lengthy initially but proved realistic upon adjustment.
- The 5-second timer is very quick and may not be suitable for the users intially

3. On a scale of 1 to 10, how satisfied were you with the word detection and prediction feature?

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Chat Interaction:

1. Did you find it easy to send the desired word to the chat box? Why or why not?

Sending the desired word to the chat box was generally easy, although sensitivity to angles required adaptation for optimal results.

2. Were there any challenges in using the chat functionality while interacting with the AI model? If yes, please elaborate.
- The font colour during the predictions
- The angles need be very specific
- The hand shape + position is as important as the motion
- The letter 'i' is getting mixed up with the word 'I love you' which might be inappropriate in some conversations.

User Satisfaction:

1. Overall, how satisfied are you with the chat functionality integrated with the AI model?

The overall satisfaction level with the chat functionality integrated with the AI model was high, appreciating its accessibility and accuracy for ASL users.

2. What aspects of the chat functionality do you think could be improved?

Areas for improvement include addressing font colour issues on predictions and enhancing the detection accuracy of "letter I."

3. Would you recommend this chat functionality to others? Why or why not?

Yes, I would recommend this chat functionality to others, recognizing its innovative approach and potential to benefit the community. It represents a commendable initiative by Team VisuSpeak.

Additional Feedback:

1. Is there any other feedback or suggestions you would like to provide regarding the chat functionality or the user testing process?

It would be beneficial for the team to maintain transparency regarding the application's limitations to manage user expectations effectively.

Demographics:

1. What is your level of familiarity with this type of technology?

Very familiar in regards to video chatting applications

2. Do you have any prior experience with similar chat functionalities or AI models? If yes, please specify.

While I've encountered products utilizing gloves and sensors for hand movement tracking, the simplicity and accessibility of this application set it apart, requiring only standard computing devices for operation.