Links

Notes folder: notes

Admin links:
- Wizard:
  - design principles: design principles for specific instance text
- Interviewer:

Zoom:
Consent form:
Demographics:
Pre-test:
Design task:
Participant design link: get ID or link from summative schedule
Post-test:
Survey:
- On-action:
- In-action:
Interview:
Payment:

wizard tasks
interviewer tasks

Overview

0: Setup [5min]
1: Demographics [5min]
2: Pre-test [10min]
3: Design tool tutorial [5-10min]
4: Design task [30-60min]
5: Post-test [5min]
6: Survey [15min]
7: Interview [15-30min]
8: Payment [5min]

Prep

A few days before:
- Add to summative schedule spreadsheet
- Send out calendar invite with Zoom link

5 min before study:

- Join zoom
  - request to enable "live transcript"
- Get participant ID from [summative schedule](#)
- Create notes doc in Notes folder and Screenshots folder
- Be ready to communicate via Notes doc chat
- [interviewer only] Check condition in [summative schedule](#) (scroll right to "Condition" column, change font color to non-white to reveal)

Part 0: Setup

- Introduce ourselves for rapport: My name is __. I will be walking you through the study and interviewing you at the end. __ will be hopping in and out of the zoom to help take notes and manage some logistics of the study. We're excited to have you here, thank you for being willing to do this study.
- [paste link] Consent form: ask for verbal consent
- [allow multiple share] Ask participant to test screen share – we will only ask you to share during the design task
- Zoom recording – it's in the consent form, but just want to double check that it is ok to record the Zoom?
  - request to enable "live transcript"
  - tell them they can "more" → "hide subtitle"
  - start recording

Part 1: Demographics survey

[paste link] Demographics survey:

Here's a first demographics survey. You're participant number ___. Please feel free to let us know if you have any questions, and let us know when you are done.

Part 2: Pre-test

[paste link] Pre:

design principles:

For this portion of the study, we want to introduce you to some design principles and ask you to give feedback on the provided design by going through the list and selecting the ones that are relevant to the design. Participant ID ____. There is a link to a PDF with the principles, we recommend that you place them side-by-side for easier reference.

as a check: are you able to see the design?

Please let us know when you complete all steps in this form.

[check completion] Just to check, were you able to complete and submit the form?

Probe at 10 min: Do you mind trying to wrap it up actually? Don't worry too much about getting it exactly right, just try to select what makes sense to you.

Part 3: Design tool tutorial

[wizard] Wizard admin panel:
[interviewer] Interviewer admin panel:

For the next two parts, we will ask you to share your screen. (don't need to turn off our cameras anymore)

[paste link] Participant design link: get ID or link from [summative schedule](#)

We pasted the link to the tool into the Zoom chat.

(do you happen to have safari? if so can you actually launch this in safari? no worries if not, any web browser should work)
Can you launch that and share your screen?

First, we'll have you do a few quick tasks and then walk you through the interface so you have a chance to familiarize yourself with the tool.

[paste link] Design task:

The next link describes the design task for the study, please skim it quickly, but we'll be giving you a quick tutorial of the tool first, we just want you to have some context of what the task will be.

Feedback panel:
- On the right, we have the "Principled Feedback" panel. At any point in your design process, you can click through the **principle** tabs (hierarchy, alignment, etc.) to read a quick description (click "**show more**" to expand one – have participant expand one) of each as well as **common feedback** provided that relates to each of these principles. Notice that these match the ones that you saw earlier when you gave feedback on a design. For now you can see on the 'All' tab that there is no feedback. Does that all make sense?

Quick tasks (emphasize that these are tutorial tasks and walk them through if they get stuck):
- Click Add page
- Click on Background: change the background color to a shade of blue
- Set the first image in Background section as the background image

- Click on Effects at the top: Adjust the Brightness of the background image to 70
- Click on Text: Add the text "Intro to Dance Workshop" to the canvas
- Change the text color to white
- Change the size of the text to 100 and set it to right-aligned
- Click on Graphics: Add the boombox to the canvas and crop out the handle at the top (double click or use Crop at the top)
- Click on Elements: Add a green square to the canvas, and set the border thickness to 3 (Effects at the top)
- Place the square behind your text

Feedback panel (cont):
- [Wizard admin panel:]
  - [unsuitable image manipulation: The brightness of the background is too low, making the content somewhat hard to see.]
  - [content obscured: The background image is slightly obscured by the title, which can make it somewhat harder to read.]
  - [inconsistent color choices: The green color of the rectangular element is not reflected elsewhere in the design, which can make your design seem incohesive.]
- [**Wizard leave zoom once participant clicks request feedback**]
- [Interviewer admin panel: make sure to publish these once the participant is done with the last step of the tutorial]

- Notice the **request feedback** button at the top left corner of the feedback panel. Also note that it has a little purple dot, meaning that there is feedback available. Can you click on that?
  - in-action only: Notice it is now grayed out. Each time you click, it'll be gray for a minute. While it is gray, we encourage you to avoid clicking the button and just reflect on the existing feedback/work more on your design.
    - You'll see now that the tool presented a few pieces of feedback based on the current design.
    - Note that this feedback relates to design principles, and that the tool won't be giving feedback on general style or if it matches the overall theme – these aesthetic and stylistic choices are up to you
    - Right now you see them also annotated by number/location on the canvas. There is a toggle next to the **request feedback** button where you can turn **annotations** on/off whenever you'd like.
    - Please click on one of the pieces of feedback and skim the corresponding information. You'll see this one is listed as "**feedback relates to** …" you can then click on the corresponding **principle** tab for more information. Click "**show more**" to expand explanation and recommendation. Any questions?
    - Now let's pretend you used one of the recommendations to address the corresponding feedback.

- - **in-action only**: Note that you'll have to request feedback again if you want to check on if the tool believes you've resolved it.
  - In general when you think you've addressed a piece of feedback, you can actively resolve it by clicking the **resolved** button. For now, you can click the **resolved** button and the feedback will go away.
  - On the other hand, if you don't agree with a piece of feedback and want to ignore it, for instance if the design decision you made intentionally went against this feedback. Let's say that's the case with this second item. You can also click **dismiss** to make it go away.
- Finally at the bottom, you have the "**Design Elements**" panel.

Do you want a little more time to play around with the tool?
Can you clear the page for the next task? and dismiss the remaining feedback items.
Does everything seem clear? If so, we'll move on to the main design task.

Part 4: Design task

[Wizard: manage wizard admin panel]
- **start after skeleton**
- check present issues and annotate specific issue location – can be as many issues as you identify as prominent (interviewer will pick 3 max)
- delete you think they are resolved
- first write with ! in front, remove when it is ok to publish
- take screenshots each time you add a comment of the whole admin panel (canvas + feedback)

[Interviewer: manage interviewer admin panel]
- publish feedback when wizard removes ! in front of issue note (in in-action condition), wait for participant to say they are done and ready for feedback in on-action condition
- **only publish max 3 at a time**
- unpublish issues immediately when the user resolve or dismiss

As a reminder,

Your goal is to work towards a design that effectively communicates event details, is visually appealing, and meets the provided requirements.

While designing, also use this as an opportunity to learn to develop your design skills.

In-action:

We want you to work on this design task until you are happy with your final design. However, just to make sure the study doesn't run long, try to keep it to under an hour. Please let us know when you are done. At that point, we'll ask you to download the

design and share it via Zoom. As a reminder, you can request feedback as many times as you'd like, but we'd recommend waiting a minute between requests.

Also please talk aloud as you design, describing your thought process in generating your design. Please start by approximately placing all the content on the canvas before making smaller design changes.

[set timer: just want to let you know that 10 minutes have passed (20, 30, etc.) → 5 min left, please wrap up]

[take notes]

[click "start" when participant starts task and "end" upon ending task]

Probes:

- skeleton first: Just a reminder to please try to start by placing all of the required elements on the canvas in an approximate layout.
- (if keep adjusting background image accidentally, point them to the lock)
- Feel free to just ignore the resolution issues, this is just a technical limitation of the tool
- Please talk aloud as you design – describing what you are doing and why, so we can better understand your design process.
- Just a reminder that you can turn annotations on/off to see where the feedback is referring to or to hide them from the canvas.
- (do this soon after skeleton) We've noticed that you aren't interacting with the right panel, just want to remind you that it is there for you to reference.
- Note that you'll have to request feedback again if you want to check on if you've resolved the feedback, or you can actively resolve the feedback.

On-action:

We want you to work on this design task until you are happy with your final design. Please let us know when you are done. At that point, we'll ask you to download the design and share it via Zoom. We'll then guide you to click on "request feedback" as you did earlier to get feedback from the tool on that design, and you'll have the option to revise again until you are satisfied. However, just to make sure the study doesn't run long, try to keep it to under an hour.

Also please talk aloud as you design, describing your thought process in generating your design. Please start by approximately placing all the content on the canvas before making smaller design changes.

Probes:
- skeleton first: Just a reminder to please try to start by placing all of the required elements on the canvas in an approximate layout.

- (if keep adjusting background image accidentally, point them to the lock)
- Feel free to just ignore the resolution issues, this is just a technical limitation of the tool
- Please talk aloud as you design – describing what you are doing and why, so we can better understand your design process.
- **if purple dot appears again (during revision)**: Actually just ignore the purple dot and don't worry about clicking the request feedback button again. (just the tool lagging)

[set timer: just want to let you know that 10 minutes have passed (20, 30, etc.) → 5 min left, please wrap up]

[take notes]

[admin panel:]
- click "start" when participant starts task and "end" upon ending task
- click "end" when they say they are done for the first time, ask them to download and send.
- Then when they request feedback, click "start" again and "end" when done revising
- also let wizard know to stop providing feedback

Can you please click "Download" to save as png and json? Now can you drop both files in the Zoom chat?

[download png and json]

Can you please *dismiss the remaining feedback or turn off annotations and then (only if not already empty)* click "Download" to save as png and json? Now can you drop both files in the Zoom chat?

[download png and json, let wizard know they can join the study at any point]

[create screenshots folder in notes folder and upload screenshots, share: anyone with link can view, send to interviewer (and join the zoom?)]

For the next steps, you can stop sharing screen.

Part 5: Post-test

[paste link] Post:

As you did before, we'd like to ask you to give feedback on this new provided design by going through the list again and selecting the ones that are relevant to the design. Participant ID _____

Part 6: Survey

[paste link] Survey:
- On-action:
- In-action:

Ok, the remaining components to the study now are a survey and open-ended interview where we will ask you to reflect on your design process.

We'll start with the survey, the link is in the chat. Again your participant ID is ___ and let us know if you have any questions. When answering these questions, think of "the tool" as focusing on the features in the right panel.

CSI clarifications:
- people might ask about "collaboration" (allowed other people to work with me easily, easy to share ideas and designs with others) – just say it means collaborating with others within the tool. There is also a N/A option if you don't think it was relevant for this design task

Results Worth Effort
1. What I was able to produce was worth the effort I had to exert to produce it.
2. I was satisfied with what I got out of the system or tool.
Exploration
1. The system was helpful in allowing me to track different ideas, outcomes, or possibilities
2. It was easy for me to explore many different ideas, options, designs, or outcomes.
Collaboration
1. It was really easy to share ideas and designs with other people inside this tool.
2. The system or tool offered support for multiple users.
Immersion
1. I became so absorbed in the activity that I forgot about the system or tool that I was using.
2. My attention was fully tuned to the activity, and I forgot about the system or tool that I was using.
Expressiveness
1. I felt very artistic while using this system or tool.
2. I was able to be very creative while doing the activity.
Enjoyment
1. I would be happy to use this system or tool on a regular basis.
2. I enjoyed this system or tool.

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Part 7: Interview

[take notes, don't send the form] Interview:

We are now going to ask you to reflect on your design process in an open-ended interview, we'll mostly be asking you for your thoughts on the experience and any feedback you might have for us on the tool.

[paste link] Screenshots folder

Can you share screen for this first part of the interview?

[after zoom recording downloads, upload to google drive: studies]

Part 8: Payment

Payment:

Last link is just a payment form, if you could just quickly fill this out. Thank you so much for your time and for participating.