--------------- Interview 01 Start: Initial Contact ---------------

Interview time: October 26th 2019 -- 2:30pm
Interview name: Chris Hernandez
Interview location: Mike's Home

Subject chosen based on availability to do user testing. He is an avid smart phone user and has no issue navigating through iOS on his phone and tablet devices.

Relayed background of the ideas of the app and what in general was the objectives today. Subject was very interested as this would be the first time he's participated in user testing, and hoped to be a part of future tests.

Tests were done in a home environment with no external stressors. Room was well lit and inside temperature was set to 76 degrees.

First, what's your occupation? What do you do all day?

Subject is a Computer Technician with a major brick and mortar store chain. He works in the technical portion of the business where his day to day is working with customers and helping to solve their needs regarding their electronics.

Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?

Subject relies on the internet quite a bit both on and off work. While at work he's using the internet to remote into other computers to help assist with troubleshooting. While at home he is big on streaming movies from his Netflix account, using Youtube to watch short videos, and social media to keep in contact with friends and family. He regards himself as a very heavy internet user at about 50+ hours a week.

And what's the split between email and browsing—a rough percentage?

Subject uses email rarely and prefers instant messaging to send communications. He surfs the internet for work as well and estimates this number to be 40+ hours.

What kinds of sites are you looking at when you browse the Web?

He's a big ESPN fan and looks up various articles of the teams and sports that he follows. He uses Amazon.com extensively and rarely goes out shopping anymore.

--------------- Interview 01: User Task 00: Initial Prototype Screen Impressions ---------------

I gave the subject a static image of the envisioned 'Dashboard' screen, and explained that the tests were meant to center around this screen. Subject mentioned that it was a familiar layout and had a good understanding on how he expected to navigate around.

I reiterated the importance of speaking out in a stream of consciousness and the subject mentioned he'd try to do his best as he doesn't normally talk to himself.

--------------- Interview 01: User Task 01: Sign Up for An Account ---------------

Subject correctly scrolled through the welcome slides. He would have liked to see these a little more descriptive of the app, but understood that this was an early wireframe prototype.

He correctly went through the sign up process and clicked correctly on the fields that auto populate the information. He thought the prototype was pretty neat that it went from one screen showing unpopulated text fields, and the next had filled in dummy information.

After entering the dummy info, he correctly hit the done button and the task ends.

His feedback was that this was very straightforward in how this task was carried out, and asked if there would be another way to sign up if I was to skip the previous screens. I mentioned that there was another design with this path, but wanted to keep things simple at this stage.

--------------- Interview 01: User Task 02: Add and Post Content ---------------

Proceeding to the next test, I instructed the subject that there their favorite dish was in front of them, and it had been prepared just as they like. The subject enjoys Italian Ravioli.

They correctly found the camera button on the dashboard page which correctly took them to the corresponding camera page.

There as some hesitation on the image confirmation page. The prototype doesn't show that a photo was taken, and thought there should be a text prompt or text line that stated what the page was.

He proceeded to the filter options screen, and questioned the layout. After a simple explanation of it, he believed that there would be more value if the layout filters could be shown in another way, along with basic editing.

He correctly hit the post message but expected to tap on the message screen to interact with it as a part of the exercise, and finished the task hitting the done button.

--------------- **Interview 01: User Task 03: Favoriting a Recipe** ---------------

Subject tapped the search icon initially as he had a recipe in mind that he would be searching for. Since this was an early prototype, I mentioned that search would be another path to finding a recipe.

He correctly tapped on the recipes tab icon, had a little confusion on the category screen. Once explaining to him that this would be populated with different food categories and this was an early stage, he agreed and chose a category.

On the results page, he expected have a favorite button accessible at this point. I noted the suggestion and added that this didn't yet show you the recipe ingredients yet.

He tapped on the recipe and correctly associated the heart icon with the favorite icon, and correctly tapped it again to indicate that the recipe was favorited. He asked if there was more to this and I asked him to elaborate on what he meant. He was expecting a small animation that animated the heart. I thanked him for his suggestion.

--------------- **Interview 01: Closing** ---------------

Subject thought this was a cool exercise and volunteered to do it again when the concepts were fleshed out. He didn't have any further questions and the interview concluded.

--------------- **Interview 02 Start: Initial Contact** ---------------

Interview time: October 27th 2019 -- 1:15pm
Interview name: Andrea Tamez - Graphic Designer
Interview location: Mike's Home

Subject chosen based on availability to do user testing. She is a general smart phone user and takes quite a bit of pictures using her mobile phone and shares them on line using various social media platforms.

Relayed background of the ideas of the app and what in general was the objectives today. Subject was interested in the future design direction of the app, but at this point I mentioned this was early stages, which was later understood. This type of design is new to her.

Tests were done in a home environment with no external stressors. Room was well lit and inside temperature was set to 76 degrees.
First, what's your occupation? What do you do all day?

Subject is a Graphic Designer with a local agency. She does both digital design, as well as fine arts and paints in her off time. She interacts with clients very minimally but with her internal team members daily.
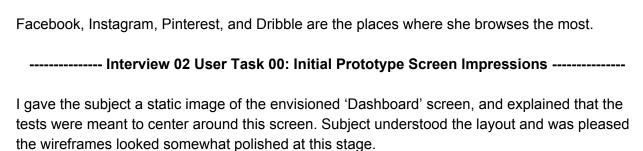
Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?

Subject doesn't spend a bunch of time on the internet. Maybe an hour a day during the week and 2-3 on the weekend days. 10-11 hours tops.

And what's the split between email and browsing—a rough percentage?

She maybe does 1-2 hours total email, and the different being internet browsing.
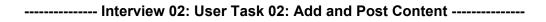
What kinds of sites are you looking at when you browse the Web?

Facebook, Instagram, Pinterest, and Dribble are the places where she browses the most.

--------------- Interview 02 User Task 00: Initial Prototype Screen Impressions ---------------

I gave the subject a static image of the envisioned 'Dashboard' screen, and explained that the tests were meant to center around this screen. Subject understood the layout and was pleased the wireframes looked somewhat polished at this stage.

--------------- Interview 02: User Task 01: Sign Up for An Account ---------------

The subject was able to navigate through the set of screens without speaking, and reached the end without asking any questions. When asked if she had any feedback on this task, she asked if this was the only place where a user could sign up. I mentioned there was another path to do this but was not included in the scope of this prototype.

She also asked about the verification email that would be sent after the account was created, and I confirmed this would happen but was not featured here.

--------------- Interview 02: User Task 02: Add and Post Content ---------------

Subject correctly chose the camera icon in the dock, and correctly tapped the button to take a picture.

She was confused on the picture confirmation screen, and would be expecting the prototype to show that a picture was indeed taken. She also would like to have seen some sort of sentence

or verbiage indicating that was the action that was needed in addition to the reject or accept buttons.

Subject was confused on the filter options page, and expected the layout to show all filters at once instead of a scroll area showing the filters. She asked about how you would differentiate between active filter or next filter and I mentioned that this prototype didn't have that functionality but would be notated here. She also mentioned to lose the disabled button of the picture at the bottom. That space could be better used showcasing more filter boxes. She also would like to have seen some basic editing tools.

Subject progressed to the next screen and interacted with the message text field expecting something to result. This wasn't built into the prototype but would be notated as well. She asked if tapping the picture would have any effect, and expected the image to show full size on the screen. She hit the post content successfully, advanced to the next screen and ended the task.

--------------- Interview 02: User Task 03: Favoriting a Recipe ---------------

Subject successfully found the recipes icon in the tab bar and paused in the category screen. She expected a bit more description instead of just category text but I mentioned again this is an early prototype and generic text would be featured here.

She advanced to the results page and was expecting a favorite icon would have been displayed here as she studied the screen for a minute or so. I notated the feedback and she advanced to the recipe card.

On the card screen, she successfully associated the heart icon with the favorite icon and tapped it to show it was now favorited. She closed the card out without any further questions or hesitation and ended the task.å

--------------- Interview 02: Closing ---------------

The subject thought this was fun, and as with the previous one asked to be apart of future testing. She was curious to see how this all would turn out in the end. Interview concluded.

--------------- Interview 03 Start: Initial Contact ---------------

Interview time: October 28th 2019 -- 9:30pm

Bloc.io > Designer Track > Mike Marin
1.12 Submission > Usability Testing -- Interview Notes

Interview name: Elena Revelez - Customer Care Manager
Interview location: Remote using Zoom/Figma

Subject is based on the West Coast and uses her Android phone extensively on Facebook on Instagram. She cooks a lot too, and likes to post what she cooks on her social media.

Relayed background of the ideas of the app and what in general was the objectives today. She asked how this would be done since I didn't have a phone in front of her with the prototype, and I said this would be working over the internet.

I was able to hear her but couldn't see what she was looking at on screen.

First, what's your occupation? What do you do all day?

Subject is a Customer Care Manager with a nationwide chain of brick and mortar stores. She works with many customers on a daily basis, and other than utilizing her companies intranet for employee needs and checking customers out on the POS systems, she doesn't use the internet at work.

Now, roughly how many hours a week altogether—just a ballpark estimate— would you say you spend using the Internet, including Web browsing and email, at work and at home?

After getting home and addressing her families needs, she maybe spends 1-2 hours each weekday with maybe 2-3 hours on the weekend days. No more than 15 hours a week by her estimate.

And what's the split between email and browsing—a rough percentage?

She doesn't email anyone regularly and spends all her time browsing.

What kinds of sites are you looking at when you browse the Web?

She uses Pinterest above all collecting different ideas and posting them on her board. Other than sharing posts, she doesn't really spend much time checking on other peoples' lives other than her close family and friends.

--------------- **Interview 03: User Task 00: Initial Prototype Screen Impressions** ---------------

I sent the subject a link to the prototype and after signing in, I was able to see an Anonymous tag in my Figma file. I instructed the subject to navigate to User Test 00 and and explained that the tests were meant to center around this dashboard screen. The subject didn't have any questions.

--------------- Interview 03: User Task 01: Sign Up for An Account ---------------

I asked the subject to navigate to User Test 01 and click on the play button on the upper right of the screen next to the Share button. She was able to successfully see the prototype on her screen, and I was able to observe her using Figma.

She skipped the first screen as she didn't know how to drag the cursor to get to the next one. From there she was able to get from each screen easily and finished the task.

When asked for feedback, she didn't have much and believed this was fairly intuitive approach.

--------------- Interview 03: User Task 02: Add and Post Content ---------------

I asked the subject to navigate to User Test 02 and click the same play button. She found the camera button but expected the button to be more prominent as it looked like the others. She would have liked it to be maybe bigger than rest to separate it from the others.

After clicking the camera button, she was confused on the confirmation screen. She believed it was a confirmation screen, but would have liked to see something else on the screen to show this information as well.

Subject was confused on the filter options screen and asked about it. I spoke to the intention of the screen and added it wasn't necessary to interact with it to accomplish the task. She preferred the layout to be more streamlined, losing the disabled camera button and using the available space to showcase the filters. She referred them to be shown all at one time, and have some sort of picture straightening capability as well.

At the post message screen, she tried to interact with the messages text field expecting something else to happen. I mentioned that functionality wasn't built into this prototype but would be notated. She correctly posted the message, advanced to the next screen and finished the task.

--------------- Interview 03: User Task 03: Favoriting a Recipe ---------------

Subject just asked to navigate to the User Story 03 like before with 02 and press the play button.

She successfully found the recipe icon on the tab bar. She hesitated on the recipe screen and asked for context of this screen. I spoke to finding a recipe based on a category. She wanted to know if would have the ability to filter based on protein, gluten free, dessert, etc. I said this wasn't the focus of this task, but would make a note of her feedback. She correctly tapped the category area.

She tried to drag the recipe item to the left to see if there were controls there. I noted the feedback, but she didn't elaborate on that. She clicked on the recipe area to bring up a recipe card. She found the heart icon successfully and tapped to favorite the recipe. She would like to have seen additional feedback showing that the favorite had been made. She closed the card and ended the task.

--------------- **Interview 03: Closing** ---------------

The subject expressed how interesting this experience was for her, and hoped to be a part of something similar in the future if I needed. Interview concluded.