User Test and Final Term Paper

You’re almost there! All that’s left to do is conduct your final user test, polish up your prototype a bit, and compile your final report!

|  |  |  |
| --- | --- | --- |
| *Step* | *Activities* | *Output* |
| Conduct user test & analyze results | •        Recruit participants          •        Conduct test sessions          •        Review notes and recordings          •        Identify critical incidents          •        Identify usability issues          •        Identify other UX issues (usefulness, desirability, additional needs/requirements)          •        Prioritize usability issues          •        Recommend solutions          •        (Write report) | (User Test Report) |
| Synthesize entire project and write report | •        Explain concept, users, functionality, tasks          •        Summarize process and methods          •        Justify design decisions based on research          •        Document final prototype          •        Describe final user test          •        Describe remaining problems and proposed solutions (from final usability test) | Final Term Paper |

**Activity Descriptions**

**Activity 1: Conduct User Test and Analyze Results**

|  |  |  |
| --- | --- | --- |
| *Step* | *Activities* | *Output* |
| Conduct user test & analyze results | •        Recruit participants          •        Conduct test sessions          •        Review notes and recordings          •        Identify critical incidents          •        Identify usability issues          •        Identify other UX issues (usefulness, desirability, additional needs/requirements)          •        Prioritize usability issues          •        Recommend solutions          •        (Write report) | (User Test Report) |

Following the process you learned in “Evaluating Designs with Users,” and that you followed in Milestone 4, conduct your user test and analyze the results to find and prioritize problems to be fixed. The results of your final user test will be included in your final term paper.

**Activity 2: Synthesize Entire Project and Write Term Paper**

|  |  |  |
| --- | --- | --- |
| Step | Activities | Output |
| Synthesize entire project and write report | •        Explain concept, users, functionality, tasks          •        Summarize process and methods          •        Justify design decisions based on research          •        Document final prototype          •        Describe final user test          •        Describe remaining problems and proposed solutions (from final usability test) | Final Term Paper |

For your final report, you will pull together everything that you’ve done and create your final report. The emphasis should be on your final prototype, along with your research findings that support design decisions you’ve made along the way.

Before writing your term paper, you should do one last round of improvements to your prototype. If there were findings from your user test that are easy to fix (less than an hour or two of work), you should make them. If there are bigger problems, you should note them in the appropriate section of the final report.

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**Milestone Deliverable - Term Paper**

Your final term paper should be a single document (.pdf), written in a professional style. It should be free of grammatical and typographical errors, avoid informal language, and be concise yet clear. The formatting should be clean and consistent. Images, such as screenshots, should be clear and legible.

Your final term paper will consist of the following sections:

**Introduction**(~1 page)

        •        Describe the design problem as you understand it now

        •        Describe your target users

        •        Describe your application design at a high level, including what it allows users to do and the key tasks it supports.

**Design Process & Methodology**(~1-2 pages, including images)

        •        Briefly describe the activities you performed during the design process (tip: review the milestone descriptions to remind yourself)

        •        For design methods, you don’t provide detail about all of the sketches, prototype screens, etc. that you produced. Include a single illustration for each (initial sketching, wireframes/low-fi prototype, med-fi prototype). Don’t include your final prototype or final user test in this section, that comes later.

        •        For research methods, briefly describe each study, focusing on the high level goals and method employed (interview, user test, analysis). For studies involving participants, mention the number of participants and their general characteristics. You don’t need to report the results of these methods here--they will show up in the next sections.

**User Needs Analysis**(~1-2 pages)

        •Describe what you’ve learned about user needs and their current practices for addressing those needs. Draw on your needs finding study, of course, but also include additional details you may have learned through interactions with user test participants. This section should be written in a way that flows well into the “Design Goals” section below (i.e., the design goals should align with a user need or problem you’ve identified here). Wherever possible, use concrete evidence from your research, such as participant quotes or anecdotes, to support the needs you’ve identified.

        •Don’t include your personas and scenarios in the body of your report, but point the reader towards the appendix, where they should be included.Competitive Analysis (~½ page)

        •Briefly summarize the results of your competitive analysis, focusing on best practices and opportunities. You may include a summarized version of the competitive matrix here, and point the reader towards the detailed version in the appendix, where it should be included.

**Design Goals (~½ page)**

        •Briefly describe the goals that your design seeks to address. These goals should flow logically from the needs, best practices, and opportunities identified in the previous two sections.

**Prototype**

        •Describe the key tasks that users can perform with your design.

        •Provide screenshots of 1-2 key screens that illustrate the general layout, information and navigation architecture, and look and feel of your system.

        •Provide task flow illustrations (smaller screenshots, linked with arrows) for 2-3 key tasks.

        •The prototype does not need to be exhaustively detailed, but thoughtful in selecting examples to highlight that give the reader a good sense of how the design works to accomplish the design goals.

**Final User Test**(~3-4 pages)

        •Goals (~¼ page): your high level goals for the test. If there were particular concerns surfaced by earlier evaluations that you were seeking to investigate further with this test, be sure to highlight those.

        •Participants (~¼ page): briefly, anonymously describe your participants, including details relevant to their relationship to and position within the user population.

        •Process (~1 page): provide an overview of the test process, including how the prototype was provided to users (in person or remotely), how the sessions were recorded and analyzed, and a high level description of tasks, questionnaires, and interview topics.

        •Results (as Necessary): Describe the test results in terms of task success and failure. Indicate to what extent you believe the test demonstrates that the design meets the goals you set forth and where it falls short. Also describe users’ general response to the design as indicated by questionnaire and interview responses.

        •Key findings (~2-3 pages): Provide an analysis of the 3-7 highest priority findings from your final user test. For each, indicate where in the interface the problems occurred, what evidence you have to support your findings, and your recommendations for how to address the problems.

**Next steps/Future Directions** (~1 page)

        •        If you were to continue this project, or if you were to hand it off to someone else at this point, what are the next steps that should be pursued? These could include problems from the final user test that you weren’t able to fix, features that were moved to the “next version” during earlier phases of the project, or additional research that you feel needs to be done to better understand user needs or user response to the design (for example, perhaps there are critical subsets of the intended user population that you were not able to reach through your research activities).

**Appendix**

        •        Personas

        •        Scenarios

        •        Competitive Matrix

        •        Final user study plan and supporting materials (refer to the UX Research Report Template for what to include here from the User Test)

**Formatting Instructions**

Your term paper must be formatted according to the guidelines given here: [https://www.acm.org/publications/proceedings-template](https://www.google.com/url?q=https://www.acm.org/publications/proceedings-template&sa=D&ust=1588952169671000)

**Submission Instructions**

Please submit a pdf file with the name format : *UXE-Spring2019-M06-YourTeamNo.pdf*

*Also submit your word file.*

Sample file Naming: If your team no is Y01, then your file name will be:

***UXE-Spring2019-M06-Y01.pdf***

***UXE-Spring2019-M06-Y01.docx***

***If you choose to use latex, you get bonus. Please submit your latex submission as zip file.***

***UXE-Spring2019-M06-Y01-Latex.zip***

The pdf must be submitted on google classroom.  A hardcopy of your term paper must be submitted to your instructor before the deadline.