

Usability Guide - V0



KhattTech - Design Sprint

Respondent Information

Respondent ID	Moe Adam	Location	Palestine
Persona	21 male years old	Occupation	Student

Setup

- [☒] Discussion Guide Printed or a New File is Copied
- [☒] Known Respondent Information is Filled In
- [☒] Prototype is open and running

Remote Sessions

- [☒] Session link created and shared with the respondent
- [☒] Recording button is clicked and running
- [☒] If remote viewers: link shared with the team
- [☒] Screen sharing is activated and mouse control is granted

Introduction Script

Thanks for taking some time to talk with us today. We're working with an education company exploring a new opportunity to offer new meal options to their students. This phase of research is to explore and validate our direction on what this service will look like.

During this session, we'll be asking a few open-ended questions and then walk through some early prototypes. Everything you say will be kept strictly anonymous and confidential.

There are no right or wrong answers to our questions! We want to understand how you interpret and understand our designs. As such, please talk out loud whenever possible about what's on your mind during these tasks. Try to be as honest as possible, I promise, you won't hurt our feelings.

We'll be recording video, audio, and notes for my own memory and to share with my team, however, everything you say is strictly confidential and all data will be securely encrypted. We might share anonymized quotes or aggregate statistics from these sessions as we grow the business, for example as we market the service. We'll never link this data back to your name publicly.

Does this make sense and are you ok with it?

Yes it makes sense to me, I actually have done this kind of interview before and I understand it.

Any questions before we start?

No, all is clear for me we may proceed

Opening Ethnography

Arabic Handwritten Recognition Preferences

- When was the last time you made Arabic text recognition?
Last week. I was working on a history assignment and needed to extract handwritten notes my grandfather wrote.
 - How do you usually do this?
I look for applications, it's valid and with high accuracy for English language but for Arabic I usually don't because I know there isn't a good one
 - Do you write it yourself?
At many occasions I had to write it down myself yes.
 - Do you have to do it multiple times?
I had to re do it multiple times because the apps would have lower accuracies.
 - Each time do you do it differently?
Yes, I do that with different lightings and backgrounds.
- When was the last time you did that?
Last week I had to extract some lecture notes.

Last Arabic Handwritten Recognition Experience

- How frequently have you done handwritten recognition in the last month?
Around 5–6 times. Mostly for schoolwork
- Can you describe your last Arabic Handwritten Recognition experience?
My last experience was a little challenging in terms of the length of the images that I needed to extract the text from, so it took much longer time than expected then I had to go through it manually make some edits.
 - Why did you choose that?
Because relatively it will have less time than doing it manually
- When was the last time you've done Arabic Handwritten Recognition from an app?
During this week actually as stated before.
 - Okay, thank you, can you describe this experience to me?
One thing to say is that I had to copy the text into my Word document right after and it wasn't smooth or this feature wasn't provided from the app.
 - Can you recall how many times you then used this app?
 - Was there an rewards?
Not exactly

Usability Tasks

The below table is the task flow note guide using the following template as a guide.

Task Point	Notes	Pass/Fail
Enter the application	<i>The user was able to open the application,</i>	Pass
Select Image by Gallery	<i>The user was able to select the image by gallery smoothly</i>	Pass
Select Image by Camera	<i>The user was able to capture an image with good lighting.</i>	Pass
Navigate back to select image with another method	<i>The user was able to navigate back changing the method of selecting the image easily</i>	Pass
Edit image	<i>The user was able to chose the edit image, they we confused regarding the resize icon and what it meant.</i>	Improvements
Proceed to recognize text	<i>They were able to proceed to text recognition</i>	Pass
Navigate back to select image	<i>They were able to go back and reaty to select a new image.</i>	Pass
Proceed or cancel editing image	<i>They were able to do both action to save edits and cancel it.</i>	Pass
See the recognized text	<i>The user is able to see the recognized text shown with options.</i>	Pass
Download the recognized text	<i>The user was able to download the text knowing that they had options, like file name and file extention.</i>	Pass
Rety recognition	<i>The user wasn't able to re-do the recognition another time. The rety button made them back to choosing an image again.</i>	Fail

Wrap Up

- Is there anything you think I didn't ask?
Maybe you could ask directly regarding the most frustrating things within this experience.
- Okay so what was most frustrating to you?
Mainly the poor recognition accuracy.
- Do you have any questions for me?
No that'll be it. Thank you for this experience and I wish you the luck creating such app because we need it.

Great, that's it. Thank you so much for participating in this phase of research. Our job now is to take this data and observe patterns with other respondents like you. All of this will help us to build a better arabic handwritten recognition experience for everyone - and your responses make this possible. [*If continuing research*: Would it be ok if we reach out with future research questions as we iterate the prototype]
Yes I would love to be part of it, let's keep in touch