Round 2 (paper prototypes i2)

- *Think Aloud protocol*
- *Observations*
- *Semi-structured interview*
- *Usability testing*
- *Heuristic evaluations*

P1

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
Start at home page		I see a circle and text it feels quite inviting, nice placement of shapes
Sign Up		I'll probably skip sign in because creating an account takes tie and emails are inconvenient
Choose		I guess create would be more interactive and view and learn would just be reading text. I would do view and learn first. I would also go back and do create after I've seen what the website is about.
		Loading shows that it's in process I really like that
Analyzing the statements page		The categorized statements would be easier as it's less reading and less scrolling. Is this where I can add an option?
		I almost didn't see the next button. I'd prefer it at the end of the list so your eyes are directed to it immediately
Understand the persona and possible scnearios		Do I click on the picture? I'm a bit confused about what are these boxes are

		supposed to be. Maybe if it said experience from others?
		It's not clear which ones are clickable I was confused as to what to do if there was no demo video or you guys
Scenario components		I click on what I think fits my story
Start creating a scenario		Do I click on search or the background first in order to start?
Create a scenario		The way it works is pretty simple and easy to understand if I have more guidance

Observations

User goal/ task	Interface part/ location	Physical behaviour
Leave the page with statements		Almost didn't notice how to proceed from the statements page
Understand the persona page with possible scenarios		Needed explanation about what generated persona and possible scenarios section is
View a scenario		Needed full guidance on how to view a scenario
Create a scenario		Needed prompts and demo to start creating
		Looked lost and struggled to create a scenario without instructions

Semi-structured Interview questions

Content

Content was good. I like the objects and people that I can drag and drop. Except maybe just more headings and words to tell me what the page is like on the pages with scenarios I wasn't sure what it was because it was boxes and lines. Not knowing what it is was a bit confusing because I didn't know what was there but I had an idea of what could be there

Layout

Add little drawings and quotes that would make you feel more safe and comfortable. Little cute drawings on a side when I start the experience. Layout was good, was inviting and welcoming

Usability

Maybe more prompts to just tell me what to do. I think I was a little bit confused because I didn't know what to do but if you had those played preview things that would help. I'd be fine doing everything until those exercises where you have to create stuff. Viewing other people's things was fine, I think that was pretty simple to understand

Create page

I guess it was intuitional, I was kind of making up a story in my brain, not what actually happened to me which was interesting.

View page

It was easy to use, as long as you have big buttons saying next or submit, it should be fine.

Feedback/ suggestions

Do you have any clues on what colors you're gonna use?

Maybe a way to connect with other people like a messaging section? Like what if I want to thank or like talk to a person that created something I liked

I enjoy the create option more because it's more personal to you but then the view and learn one takes less time so i don't know depends on the situation and how much time I had. I would use both yeah

I can fix my error with an undo button so that's good

Usability testing

(1-5 scale) - strongly disagree - strongly agree

1. I think that I would like to use this system frequently.
    - 3, I don't often come to situations where I feel uncomfortable often that's probably will be why I just won't need to use it often
2. I found the system unnecessarily complex.
    - 1, i think it was pretty simple to use and straightforward
3. I thought the system was easy to use.

- ○ 5, i think it was pretty simple to use
4. I think that I would need the support of a technical person to be able to use this system.
    - ○ 1, I think it's pretty self-explanatory, like buttons and accent colors guided me
5. I found the various functions in this system were well integrated.
    - ○ 5, I think it what I'd expect. Options for people and objects on the side are easy to see and move around
6. I thought there was too much inconsistency in this system.
    - ○ 1, it was pretty consistent except maybe the button clicking and image clicking? so 2
7. I would imagine that most people would learn to use this system very quickly.
    - ○ 5, it wasn't complicated simple buttons simple words you don't have to think twice just follow the instincts - buttons and text
8. I found the system very cumbersome to use.
    - ○ 1, it wasn't heavy or overwhelming and the narrative was consecutive everything made sense
9. I felt very confident using the system.
    - ○ 3, I was a bit confused with some things but because you haven't created an actual website yet so things were missing and you guys were also guiding me
    - ○ Was a bit awkward cause you were watching me ticking the answers and stuff
10. I needed to learn a lot of things before I could get going with the system
    - ○ 1, I don't think you really need to know much besides your own personal experiences and just how to control a mouse

P2

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
View/Learn scenario		Is this a first person or a third person perspective?
		Explore is the section of websites you can get to with a shortcut? That's what I thought
		Profile is confusing is it me or is it generated person?
		Image or button - which is clickable or both?

Observations

User goal/ task	Interface part/ location	Physical behaviour
		Understood the feature well and wasn't lost as she was interacting with the prototype except for the persona
	Create	Didn't understand the save button

Semi-structured Interview questions

Content
Layout
Usability
Create page
View page
Feedback/ suggestions

Usability testing

Participant number ___
(1-5 scale) - strongly disagree - strongly agree
    11. I think that I would like to use this system frequently.
5 - teaches you scenarios you haven't been in so you can be prepared and also learn from previous perspectives, and gives you different perspectives other than your own
    12. I found the system unnecessarily complex.
2 - time consuming to set up to create
    13. I thought the system was easy to use.
5 - straightforward, dont know what to do you can click around and find it eventually
    14. I think that I would need the support of a technical person to be able to use this system.
1 - its not very technical
    15. I found the various functions in this system were well integrated.
5 - multiple options that are examples but you also have the option to create your own
    16. I thought there was too much inconsistency in this system.
1 - all the different pages are consistent in layout
    17. I would imagine that most people would learn to use this system very quickly.
4 - people might not understand how to create a scenario

18. I found the system very cumbersome to use.

1 - didn't find it difficult

19. I felt very confident using the system.

4 - its a serious topic and you are very vulnerable using it. I like having the option to be anonymous the website i felt confident using it would more be when i view of create

20. I needed to learn a lot of things before I could get going with the system

3 - there is a few demo videos which i needed to watch to properly understand

P3

Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
		If I faced something recently i would be here to submit something like a story
		If I was to be here to submit a story I would see other's to see how detailed their story is and how this website works in general.
		Would I be given more suggested options as i type - autosuggest
		Give people skin colors and think more about the culture

Observations

User goal/ task	Interface part/ location	Physical behaviour
		Added a lot of objects and was lost because there were so many objects

Semi-structured Interview questions

Usability testing

Participant number ___
(1-5 scale) - strongly disagree - strongly agree
   21. I think that I would like to use this system frequently.
4 - frequently depends on how often i face a situation
   22. I found the system unnecessarily complex.
2 - quite straightforward and interface is user friendly
   23. I thought the system was easy to use.
5 - well designed and thought through, everything leads into the next thing
   24. I think that I would need the support of a technical person to be able to use this
       system.
1 - there's nothing technical, its appropriate for my age and technical ability
   25. I found the various functions in this system were well integrated.
4 - navigation is well planned
   26. I thought there was too much inconsistency in this system.
1 - the layout and visualisation are quite consistent throughout the entire website
   27. I would imagine that most people would learn to use this system very quickly.
3 - everyone's learning rate is different (quickly is subjective), some people would have
trouble recalling, get the hang of it but hard to estimate for different users
   28. I found the system very cumbersome to use.
2 - very subjective, depends on preferred level of detail
   29. I felt very confident using the system.
4 - sometimes, if i'm creating something that's a sequence (see progress bar for the create) -
it'll tell me that i'm doing the right thing
   30. I needed to learn a lot of things before I could get going with the system
2 - hints help, help if it comes sequentially rather than being bombarded

P4
Think aloud protocol

User goal/ task	Interface part/ location	Verbal Protocol
Start the experience	Home page	I would start from learning of other's and see what this is about
View scenario		Situations are a bit too vague
		Do you have different scenarios at different places? How are the situations grouped? By people because

		Privacy issues so there should be a disclaimer
		Names might be better off as nicknames instead of real

Observations

User goal/ task	Interface part/ location	Physical behaviour
		Needed an explanation as to why the persona was needed
		Asked a lot about privacy

Semi-structured Interview questions

Usability testing

Participant number ___
(1-5 scale) - strongly disagree - strongly agree
    31. I think that I would like to use this system frequently.
5 - I think personally i've been in so many situations I'd want to help people and learn as well, and its very visual
    32. I found the system unnecessarily complex.
1 - I saw the demo, and everything is written and explained and user friendly
    33. I thought the system was easy to use.
5 - Very detailed and user friendly
    34. I think that I would need the support of a technical person to be able to use this system.
1 - I wouldn't
    35. I found the various functions in this system were well integrated.
5 - Everything is in place and makes sense, and there are a lot of options
    36. I thought there was too much inconsistency in this system.
1 - It's very consistent and I like how you can go back to explore from every page
    37. I would imagine that most people would learn to use this system very quickly.
5 - Some people might get confused but I think it's very simple
    38. I found the system very cumbersome to use.
1 - It's very detailed and will be time consuming but it's not difficult
    39. I felt very confident using the system.

5 - I felt like it was a very safe place and it allows me to tell people situations without people knowing who I am

40. I needed to learn a lot of things before I could get going with the system
I had to go through it once all the features but I would remember later

- I'd want to know why I am putting these in
- Allow to use information disclaimer
- Small scenarios and tips as well
- Audio?
- Suggestions
- Censored - disclaimer don't be rude, report
- Help page
- FAQ