**Round 2 (paper prototypes i2)**

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

**P1 - Liza**

Think aloud protocol

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| --- | --- | --- |
| 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

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| --- | --- | --- |
| 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

Heuristic evaluation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Usability issue | Heuristics that are violated | Explain how the specific issue violates with the heuristics | Impact on user and task | Suggest interface design improvement |
|  | 1. Match system to the real world 2. Consistency and standards 3. Visibility of system status and feedback 4. Error prevention 5. User sense of control and freedom 6. Aesthetic/ minimal design 7. Recognition not recall 8. Help users with errors and recovery 9. Flexibility/ efficiency of use 10. Help and documentation |  |  |  |
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**P2 - Tuva**

Think aloud protocol

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| User goal/ task | Interface part/ location | Verbal Protocol |
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Observations

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| --- | --- | --- |
| User goal/ task | Interface part/ location | Physical behaviour |
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Semi-structured Interview questions

Content

Layout

Usability

Create page

View page

Feedback/ suggestions

Usability testing

Participant number \_\_\_

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

1. 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

1. I found the system unnecessarily complex.

2 - time consuming to set up to create

1. I thought the system was easy to use.

5 - straightforward, dont know what to do you can click around and find it eventually

1. I think that I would need the support of a technical person to be able to use this system.

1 - its not very technical

1. 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

1. I thought there was too much inconsistency in this system.

1 - all the different pages are consistent in layout

1. I would imagine that most people would learn to use this system very quickly.

4 - people might not understand how to create a scenario

1. I found the system very cumbersome to use.

1 - didn’t find it difficult

1. 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

1. 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

Heuristic evaluation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Usability issue | Heuristics that are violated | Explain how the specific issue violates with the heuristics | Impact on user and task | Suggest interface design improvement |
|  | 1. Match system to the real world 2. Consistency and standards 3. Visibility of system status and feedback 4. Error prevention 5. User sense of control and freedom 6. Aesthetic/ minimal design 7. Recognition not recall 8. Help users with errors and recovery 9. Flexibility/ efficiency of use 10. Help and documentation |  |  |  |
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**P3 - Quisha**

Think aloud protocol

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| User goal/ task | Interface part/ location | Verbal Protocol |
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Observations

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| --- | --- | --- |
| User goal/ task | Interface part/ location | Physical behaviour |
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Semi-structured Interview questions

Usability testing

Participant number \_\_\_

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

1. I think that I would like to use this system frequently.

4 - frequently depends on how often i face a situation

1. I found the system unnecessarily complex.

2 - quite straightforward and interface is user friendly

1. I thought the system was easy to use.

5 - well designed and thought through, everything leads into the next thing

1. 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

1. I found the various functions in this system were well integrated.

4 - navigation is well planned

1. I thought there was too much inconsistency in this system.

1 - the layout and visualisation are quite consistent throughout the entire website

1. 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

1. I found the system very cumbersome to use.

2 - very subjective, depends on preferred level of detail

1. 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

1. 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

Heuristic evaluation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Usability issue | Heuristics that are violated | Explain how the specific issue violates with the heuristics | Impact on user and task | Suggest interface design improvement |
|  | 1. Match system to the real world 2. Consistency and standards 3. Visibility of system status and feedback 4. Error prevention 5. User sense of control and freedom 6. Aesthetic/ minimal design 7. Recognition not recall 8. Help users with errors and recovery 9. Flexibility/ efficiency of use 10. Help and documentation |  |  |  |
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**P4 - Arushree**

Think aloud protocol

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| User goal/ task | Interface part/ location | Verbal Protocol |
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Observations

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| --- | --- | --- |
| User goal/ task | Interface part/ location | Physical behaviour |
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Semi-structured Interview questions

Usability testing

Participant number \_\_\_

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

1. 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

1. I found the system unnecessarily complex.

1 - I saw the demo, and everything is written and explained and user friendly

1. I thought the system was easy to use.

5 - Very detailed and user friendly

1. I think that I would need the support of a technical person to be able to use this system.

1 - I wouldn’t

1. 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

1. 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

1. 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

1. I found the system very cumbersome to use.

1 - It’s very detailed and will be time consuming but it’s not difficult

1. 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

1. 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

Heuristic evaluation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Usability issue | Heuristics that are violated | Explain how the specific issue violates with the heuristics | Impact on user and task | Suggest interface design improvement |
|  | 1. Match system to the real world 2. Consistency and standards 3. Visibility of system status and feedback 4. Error prevention 5. User sense of control and freedom 6. Aesthetic/ minimal design 7. Recognition not recall 8. Help users with errors and recovery 9. Flexibility/ efficiency of use 10. Help and documentation |  |  |  |
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* 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