

Tiffany Yen, 3032233010
Lauren Martini, 3032194036
Linette Jaimes, 3032365116
Nadia Aquil, 26275589

P6 Part B

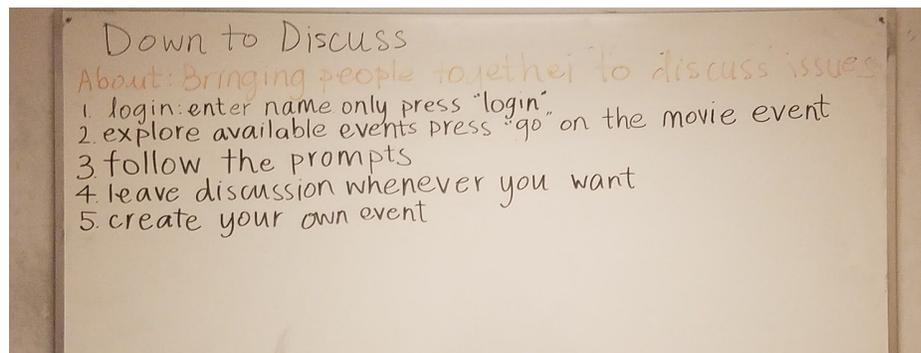
Revised Core User Task

The revised study helped us confirm our core user tasks, which included finding and hosting meetups, in which users have meaningful, in-person discussions with others who do not have the same perspectives. Users who are searching for a meetup to attend must look through available events, and decide which one to physically go to, and then check in once they arrive. After the discussion ends, they leave a rating and feedback for the host. Hosts are tasked with creating a meetup event and setting topics for it.

Revised Study Plan

Procedure

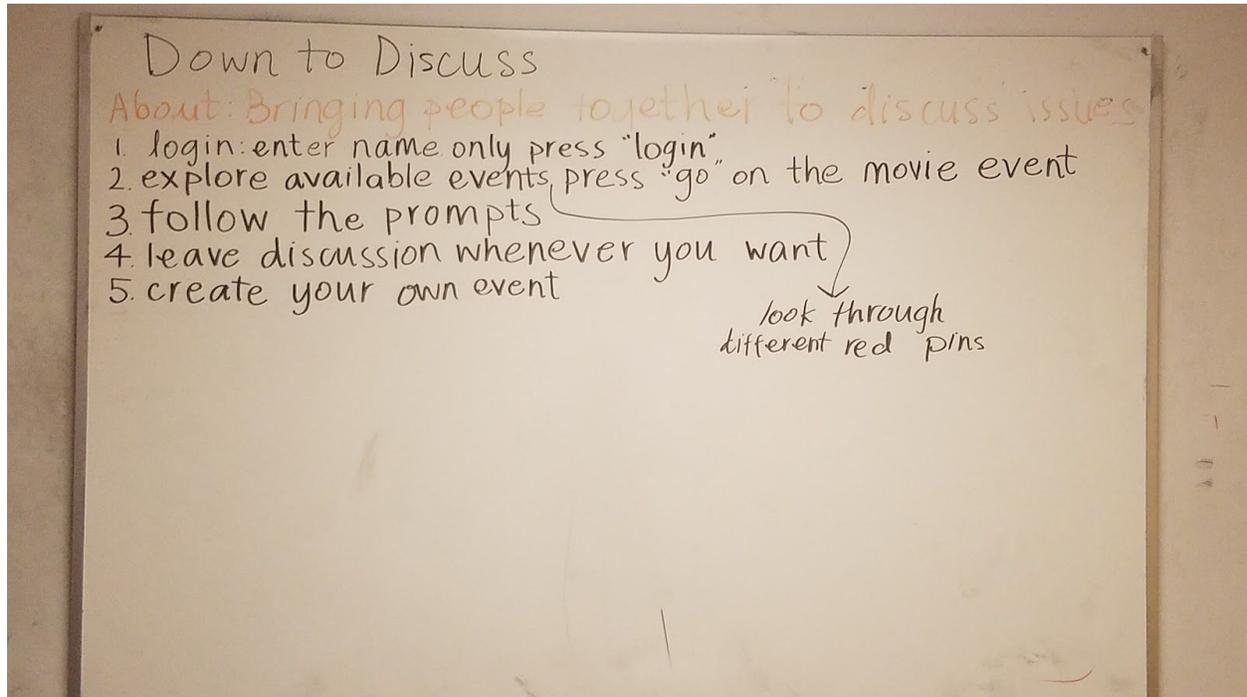
- We will have participants read and sign the informed consent waiver.
- Users will be asked to think out loud as they use the application
- Participants will be given a set of instructions to follow:



- We will observe the user while they interact with the application and take notes on their actions and expressions
- Discussion will be simulated (one of us will act as the host of the event) once the user arrives to the event
- After the discussion is over, and they follow the instruction of creating their own event we will interrupt/end the study by explaining them what would happen after. This is due to the fact that we have not implemented this action yet (our prototype does not create users events at this moment).
- After study has ended, we will ask users for any suggestions or comments and then require them to fill in our study survey

In the pilot study, users were confused as to what they were supposed to do. For the revised study, we wrote a simple procedure on the board. This is also so that we do accidentally over-explain if we verbally tell users what to do. We had to add "look through the red pins"

because users were confused about how to access the events.



We also took time to simulate a real life conversation for around 5 minutes, so users can see what could potentially happen if they use the app. In the pilot study, we just had users pretend to meet someone and talk to them. We couldn't get accurate data from that. We want users to have a more realistic experience with the app. We kept the Google Form survey because we can have at least some measured data instead of just observational data. We took out the hidden buttons so the users couldn't accidentally navigate away. We fixed the core user task implementations so they work with a database. In the pilot study, the creating event user task was not tested at all. In the revised study, we had users create an event to get data on that task.

Participants

John Trinh, User #1

Dung Nguyen, User #2

Ai Nguyen, User #3

Marco Marrufo, User #4

Shirley Wang, User #5

Signed Consent Forms of Participants

<https://drive.google.com/open?id=14MRjiDNkkRonDJZIMO4DCQqN9gxLcJq2>

Raw Data

App-related improvements:

- The rating system seems arbitrary and "sterile". The host wouldn't get a lot out of a star rating → Uber-style review with star-rating, comment blocks (?), and an optional paragraph review

- How does the host know how long to keep an event open? → The host can receive feedback on who is interested in the event
- Provide more interest when looking at events
 - Allow access to Host's profile: this will allow users to know the host better. They'll have access to users picture and answers to their "new user survey questions" (every user will be required to complete a short survey when they create an account)
 - Show number of people who have RSVP'd/are interested?
- Take in consideration security
 - People suggested that it could be dangerous to allow users to create events without location limitations.
 - Limit event locations to verified locations, for example cafes or public places
- How does the user know when they've arrived at the meetup? →
- People have to look at each event to see what topics are available → create a search option
- Make the fun topic and "controversial" topic for each meetup more clear → instead of just showing the topics together, label them as "fun" and "controversial"
- People seemed to be confused on how to select an event. Once they found an event they were interested in, there was no indication to notify them what to do next → maybe add a select/attend button on the event information page and then have a pop up page telling them to walk towards the selected event

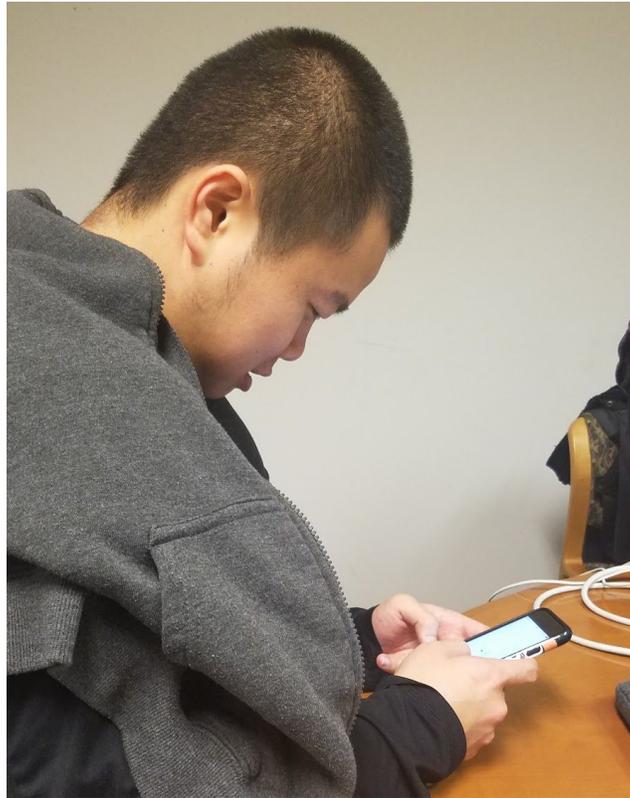
Raw data, survey results:

<https://drive.google.com/a/berkeley.edu/file/d/1W-3cSMY52iDatFOTLIGv8rNpLdjSqOZG/view?usp=sharing>

General Notes:

- 3/5 users did not notice the point system
- All of the users started the conversation with the fun topic. Sometimes it was awkward to change the subject to the "controversial" topic. Host had to take initiative
- All users had trouble realizing that the events were the red pins on the maps
- The discussions were successful, users were capable of having a real discussion with our fake host (one of our members)

User #1:



Demographics: 22 years old, Vietnamese Male. Full time student

- Login was smooth
- Once on the map, he had difficulty finding the events. He kept pressing all the buttons on the bottom bar, but did not went straight to the map/pins
 - Eventually figured out the pins were the events, the process then ran smoothly
- Star rating was confusing: he pressed on the 5th one(the rightest one) and noticed that the other stars before did not highlight. He then realized he had to press all of them one by one.
 - Mentioned that it was surprising but cool and different
- Created his event smoothly, took a while to pick a fun topic (maybe he wanted to input his own?)
- Comments after interaction:
 - Suggested that it would be helpful/cool if the event information would pop up or expand once he gets near
 - Did not understand the leaderboard [*This was due to the fact that he did not realized there was a point system*]
 - After telling him about the point system, he suggested to maybe add an introduction that explains the point system or just the purpose of the application
 - “Add a breakdown of the application at the beginning”

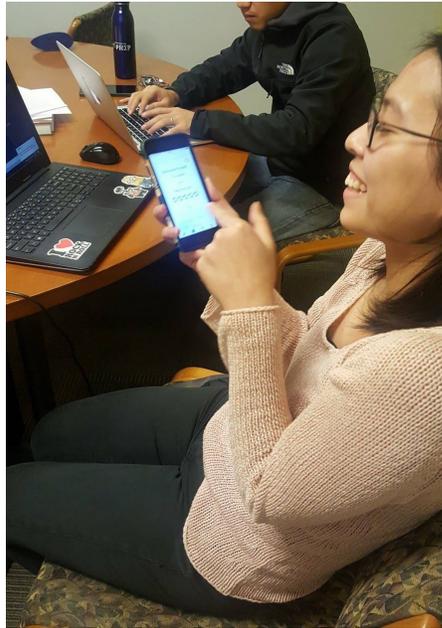
User #2:



Demographics: 31 years old, Vietnamese Male. Married, 2 kids. Full time student and Project Manager at Appable Holdings LLC.

- Login was smooth
- Finding an event was difficult, he kept pressing on the buttons at the bottom and not the map...eventually figured out that the red pins were the events (after we had to interrupt and hint him)
- He was surprised by the star rating, expected to have all the stars highlight up to the one he pressed
- Mentioned that it should allow people to undo the star selection
- Created his event without trouble
- Comments after interaction:
 - Suggested to have an introduction pop up that explains the icons or details of the application
 - He mentioned concern about security and safety:
 - Is there any way to moderate the discussions? What if it gets physical or abusive
 - How to prevent intentional targeting towards specific people, meaning that people can use the application to attract/target a certain specific demographic to cause harm or harass
 - “What if people stalk you or follow you after the discussion is over, and cause you harm?”
 - “I could see how people can abuse this application, maybe look more into the security aspects of this application”
 - Overall, the idea is cool

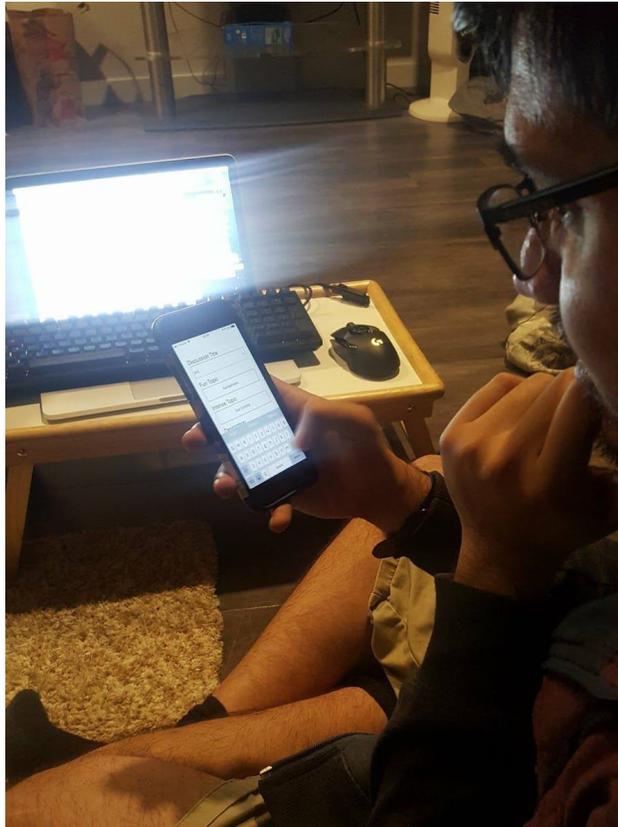
User #3:



Demographics: 23 years old, Vietnamese female. Full time student and intern at Kinsensum. International Student

- Login was smooth
- She had no trouble finding and exploring the events, this was due to the fact that we added “red pins = events” on the instructions
- After arriving to the event she mentioned that she was confused about the discussion topics
 - “Do I come up with the topics?” “Do I have to specifically talk about the topics in the event? Or can I change the topic?”
- When creating her own event she was confused about the fun options, she touched screen as if she was looking for an extra button/action
 - She then asked if there was a way to add her own fun topic
- Comments after interaction:
 - Having an introduction window at the beginning can be helpful
 - The star selection was interesting but fun

User #4:



Demographics: 23 years old, Mexican Male. Full time student

- Login smooth
- Had no trouble finding an event, since instructions specified that the red pins on the map were events
- Once he found the event he checked in and then had a very confused reaction at the counter
 - Mentioned that it was really confusing for him, because he thought that “Discussion” meant have an online chat with someone else and not an actual in person discussion
 - Once we clarified to him the main idea of the application and how in reality he would have to walk to the event then he said it made more sense
- Once discussion ended he pressed on the 4th star and then continued, then he realized that the stars didn’t highlight all the way up to the 4th one. Thus, he only rated one star
 - Mentioned how that was confusing
- Created his own event smoothly
- Did not noticed point system, until survey asked for it
- Comments after interaction:
 - Suggested to have a chat active for people near you: a “local chat”

- Suggested that it would be nice to have some sort of GPS that directed you to the event you chose
- Suggested that there was some security concerns about the application and how it would prevent attacks on people → suggested to limit the places where the events can take place
- Thought that maybe having a schedule/planner where he can save interested events on can be cool

User #5:



Demographics: 20 years old, Chinese female. Full time student

- Login was smooth
- She seemed very confused after the log in
 - Kept looking up the instructions and questioning where are the events
 - Eventually figured out that the pins were the events and that she was able to move around the map
- Pressed all the buttons on the bottom, mentioned she liked her profile picture
 - Asked if she could change her profile picture
- Was surprised at the rating system, once she realized that she had to select each star individually
- Did not notice the point system until discussion was over and the point notification showed up
- Created her event smoothly
- Comments after interaction:

- It would be nice to have a search option for events, so that you don't have to click through each one
- Overall, enjoyed the app
- Application can be more interactive with the user: notify them to walk to the event
- Mentioned that it was a fun application and idea
- Mentioned that she was concern about the safety of the event locations

Presentation Slides:

<https://docs.google.com/a/berkeley.edu/presentation/d/1z4ctFOb6u0VBxDffvToFAUvjip2kJrw6CE4BzKfULM/edit?usp=sharing>