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P6: Use Study Evaluation, part A

Core User Task

Our core user tasks include finding meetups to attend and hosting your own meetups, in which users have meaningful, in-person discussions with others who may not have the same perspectives. Users who are searching for a meetup to attend must look through available locations 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.

Measures

- *How much do you prioritize finding perspectives different from yours?*
We were looking to gain an understanding of the user as our app's main intention was to create a platform for those who already have an interest in engaging in discussions with others, particularly those with different perspectives. We used a scale of 1 - 5 as a response for this question (with 1 being "no priority" and 5 being "top priority") in order to measure **interest**. In this way we can better understand if it actually works for those in our targeted audience.
- *Would you use this app again?*
Overall we were focusing on **utility** of the application. Our desire here was to get an idea if the users felt like this app was useful. Utility is key for us because we really want to make an application that is actually something that will be helpful in connecting with other people on different topics. We provided the options of stating "Yes" or "No" to get a definitive answer.
- *How often would you use this app?*
Here, the goal was to gauge exactly how often the user would be compelled to use this device. A scale of 1 - 5 was also utilized for this question to allow for people to have a middle ground if they felt that way. If the user answered no for the question above, we gave them the option to state "never" as well here. We could compare to the above answer about priority to see if this would really be integral to engaging with other people.
- *Does the point system motivate you to use this app more often?*
We measured the **motivation** of the users. One of the goals is to keep users engaged with the app and to actually want to use it more. So we desired to find out if points were a way to provide motivation.

- *Do you believe that this application can broaden your perspectives?*
This question serves to gain an understanding of whether the app fulfills the overall goal of getting people to consider new perspectives. We made it a yes or no answer because we wanted to avoid ambiguity, as this is the most important goal of the app.
- *What part of the design did you like the most?*
We want to measure what is the best part of the application for the user and to understand the reasoning behind it. In this way we might be able to expand upon that design and incorporate it into other areas of the application or just to develop off of that concept.

In class survey link: <https://goo.gl/forms/BPVcrRdz75n3lTst1>

Procedure

- We will have participants read and sign the informed consent waiver.
- Users will be asked to think out loud as they use the app
- Participants will be instructed to open the app and attend a meetup of their choice. They will have to figure out how to find one and go to it (this will be specified in a written step by step procedure that we will provide).
- The discussion will be simulated; one of us will pose as the meetup host.
- Once the discussion is over, we will observe how easily users figure out how to end the session.
- We will ask the users the questions in the “Measures” section and have them fill out our survey.

Reflection

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

Pilot testing reflection:

- People seemed to like the Google Form survey. It’s quick and easy to see all of our data at once.
- Even though the Google Form was easy and efficient, it felt like people were “being nice” in answering questions. We need a way of encouraging people to be more honest in their answers. Watching the user and noting their reactions can be more helpful here. Instead of having the tester take the survey on my laptop while I look at them, they can do it on their phone while I do something else. That will hopefully decrease the pressure to be too nice.
- Some of our implementations were buggy, so it was hard to get feedback. For P6 part B, the app will have fewer bugs.
- We noticed that users were confused about what they were supposed to do with the app. Instead of trying to verbally explain (I feel inclined to give them hints or guide them on what to do), we can give them a pre-written set of instructions and observe how they figure out the task.
- All four of us were with the same group when testing. It will be more efficient and we can get more data if we split up into groups of two. More data will be more useful than less data.
- We had not tested the app on a phone, and only on the XCode simulator before the pilot study. We should have tested and fixed any bugs that came up on the mobile app and not the simulation.
- We also spent a lot of time waiting for updates on OS and XCode. During the actual study, everything will be updated already.
- We noticed that having hidden buttons interrupted the pilot testing, since we had to stop the user to press on them. This lead to some confusion on the user, thus we should explain to the user before the pilot test that since our application is not completely implemented there will be some interference from us during the testing. This can also be mentioned on the instructions that we will provide to them.

Down to Discuss Prototype Study Informed Consent Form

Introduction

Thank you for choosing to participate in this study. This user study will consist of one session to assess how you use our app. Please note that you are able to terminate your participation at any time. Also note that we reserve the right to eject you from the study at any time. Below is a description of the project. You are asked to read this information carefully. If you agree to participate, sign in the space provided to indicate that you have read and understood the information contained in this consent form.

Title of Study

DTD High Fidelity Prototype

Procedure

During the study, participants will be observed interacting with the prototype and notes will be recorded.

Personal Information

We will not be collecting any personal information during this study.

Research Data & Feedback

By agreeing to this form you give your permission to our team (Linette Jaimes, Tiffany Yen, Nadia Aquil, and Lauren Martini) to document in writing or otherwise record and collect information about your participation in this prototype study. This may be in any format or medium. The team will own all data in connection to this study. We welcome feedback with respect to this project. This feedback is entirely voluntary and our team will be free to use, disclose, reproduce, license, or otherwise distribute, and exploit the feedback and data collected during the course of this study.

Your Authority to Participate

You represent that you have the full right and authority to sign this form, and if you are a minor that you have the consent (as indicated below) of your legal guardian to sign and acknowledge this form. YOU ASSUME THE FULL RISK OF ANY INJURIES, DAMAGES, OR LOSSES YOU MAY SUSTAIN AS A RESULT OF YOUR PARTICIPATION IN THE STUDY. IN ADDITION, YOU AGREE TO RELEASE AND HOLD HARMLESS THE DOWN TO DISCUSS TEAM AND ITS AFFILIATES FROM ANY AND ALL CLAIMS THAT YOU MAY HAVE NOW OR IN THE FUTURE RELATED TO OR ARISING FROM YOUR PARTICIPATION IN THE RESEARCH PROJECT, AND YOU HEREBY WAIVE ALL SUCH CLAIMS. THE TEAM WILL NOT BE LIABLE FOR ANY DAMAGES RELATED TO YOUR PARTICIPATION IN THE PROJECT.

By signing this form, you confirm that you understand what the project is about and how and why it is being done. If you have any questions about the study, please contact Lauren Martini at lauren_martini@berkeley.edu

Please confirm your acceptance by signing the bottom of this form. You may request a copy for your records. Thank you so much for your participation in this study.

Participant's Signature

Name (please print)

Date