

User Experience Design I (Interaction Design)

Day 5 - (10.12.2020 9-12 a.m.)

Conducting UX Design Research

- Field Studies
- Observation
- Interviews
- Questionnaires
- Analysis & Design Thinking

Applying UX Design

- What is UX Design Research and which method to choose ?
- Conducting UX Design Research
- HCI-related and practical information for your own studies
- Interpretation of UX Data and presentation of results - Design Thinking

“Designers not
only tell a story,
they listen to one”

Bill Buxton

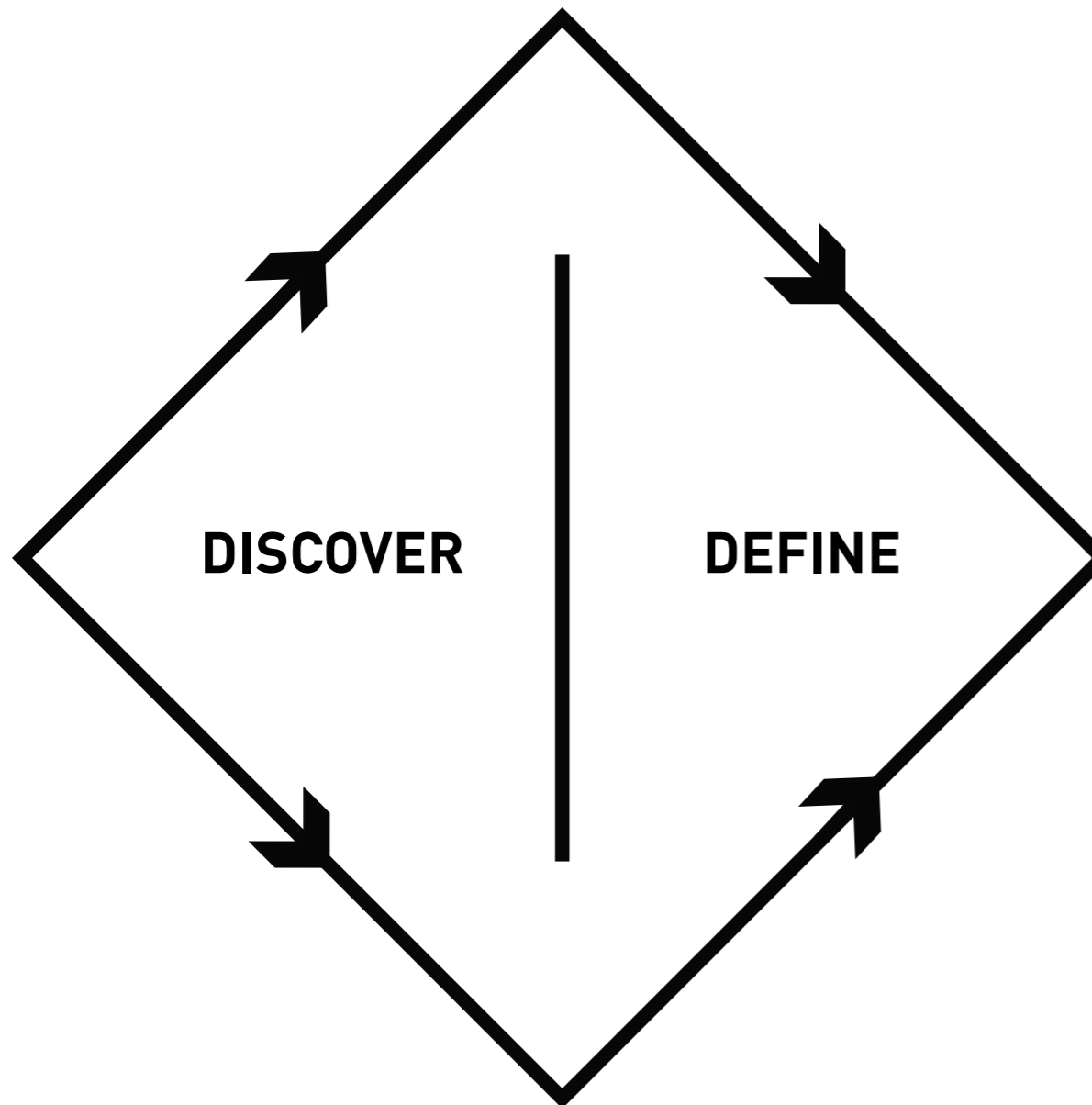


“Let’s get really mindful about the process. Be aware of what’s been hitherto fairly automatic. Let’s become more conscious.”

Jane Fulton Suri



Double Diamond



DISCOVER STAGE

- Consumer behaviour and preferences in relation to the product or service offered by the company
- New modes of communication
- New service needs that may emerge on the basis of social, economic or environmental changes

source: [2]

NN/g

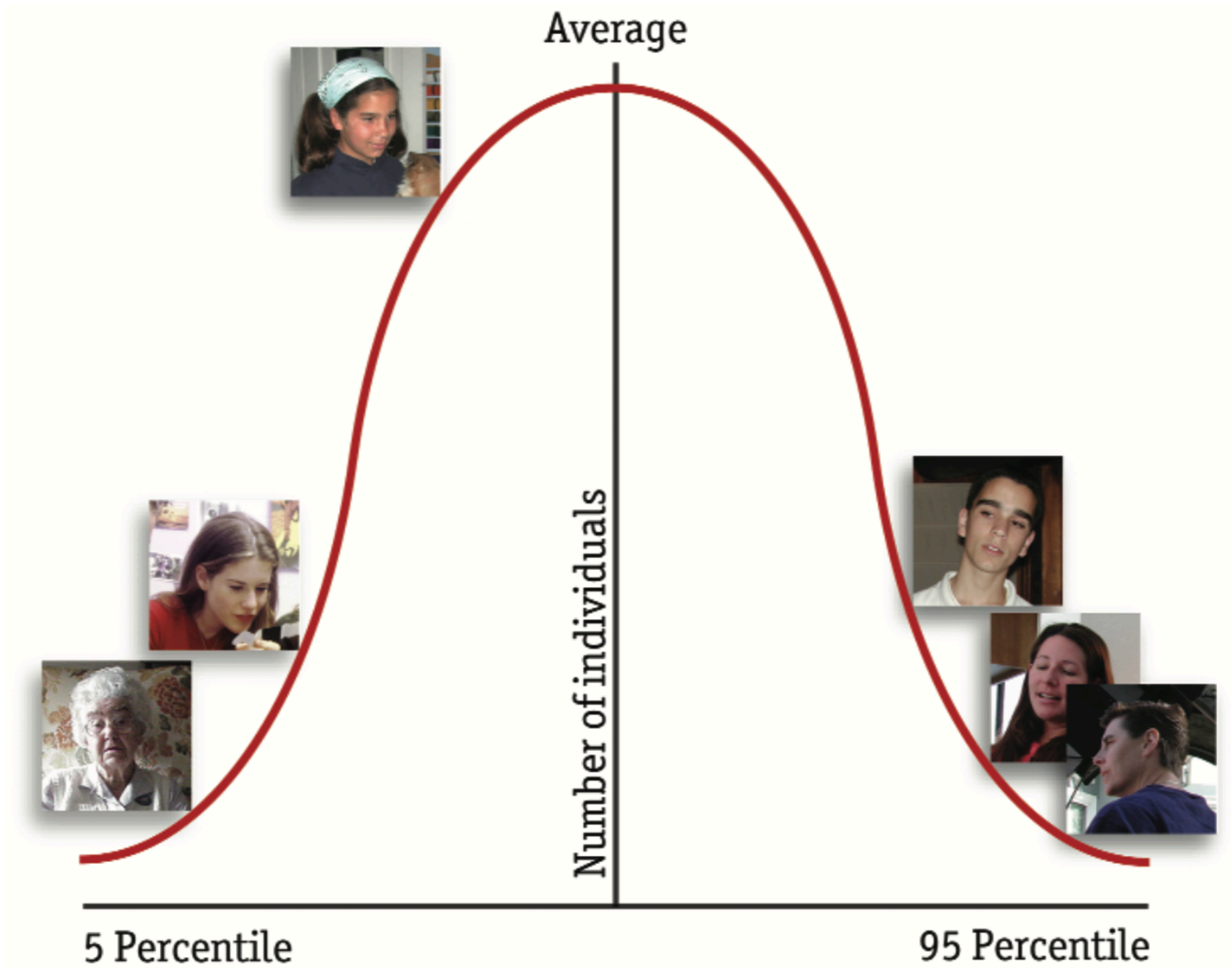
User Research





People

source: [8]



source: [8]

Example:

[Our Service](#)[Pricing](#)[Our customers](#)[UX Blog](#)[UX Resources](#)new[Customer Login](#)[Become a test user](#)

WE RECRUIT TEST USERS

For usability tests, focus groups, interviews, surveys and more.

- Test with people from our growing pool of 250,000+ individuals.
- Choose a date and time. We can deliver within 48 hours.
- Never a charge for no-shows. Free replacement.
- We pay all test-user incentives. No extra charges for your company.

Amount

5 participants

For what type of study?

User test

Calculate Price

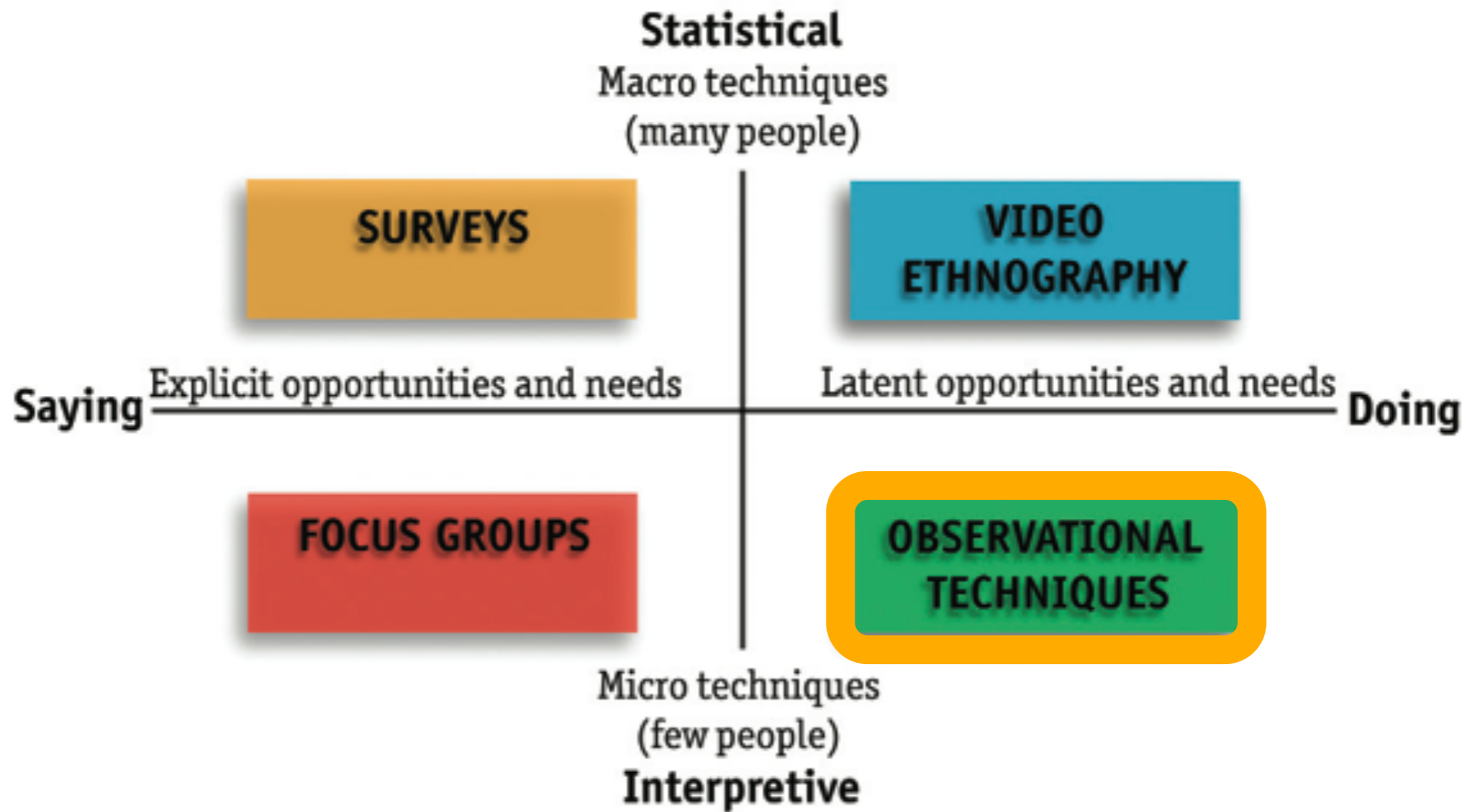
[View example](#)

"TestingTime covers my back. Whether for Remote or In-House Testing."
David Tschapnizky - Google

It is essential to the success of UX design that designers find a way to understand the perceptions, circumstances, habits, needs, and desires of the ultimate users.

Jane Fulton Suri

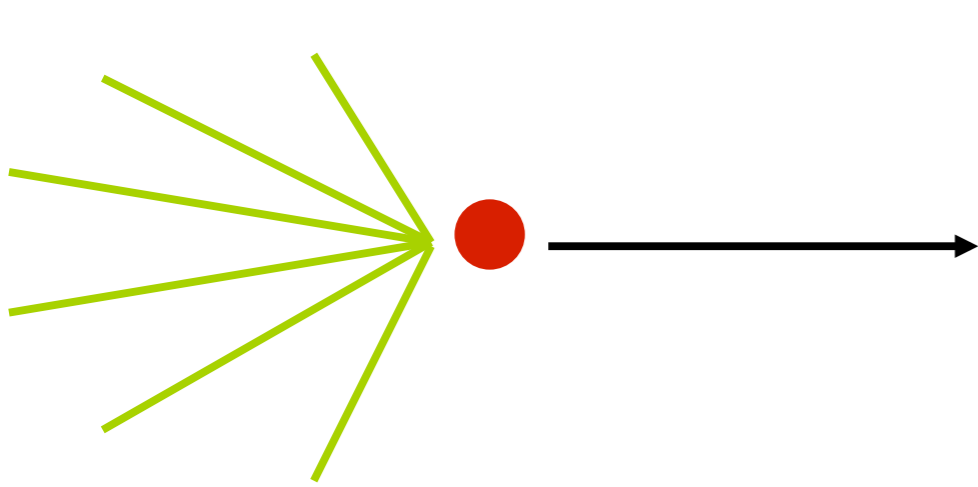
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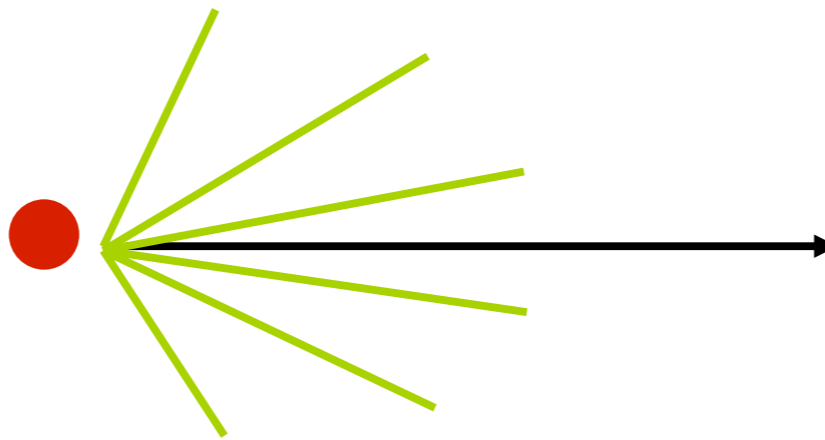
ANALYSIS

Definition of the system
What is the problem?



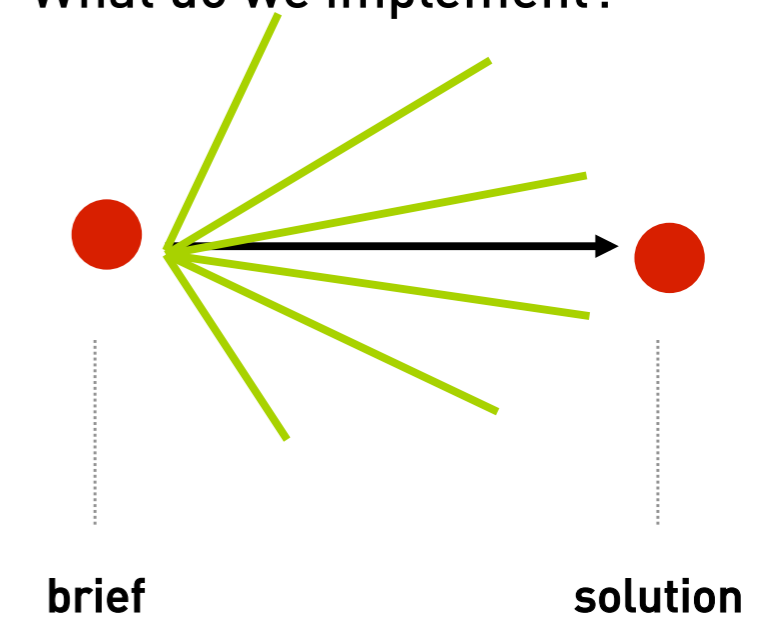
EVALUATION

Possible alternatives
What future do we want?



SYNTHESIS

Design of final solutions
What do we implement?



The designer is a
'problem-scouter'

The designer is a
'story-teller'

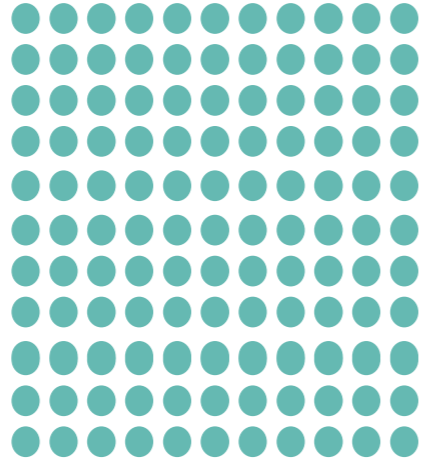
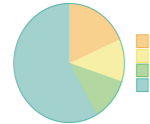
The designer is an
'executor'



source: [4]

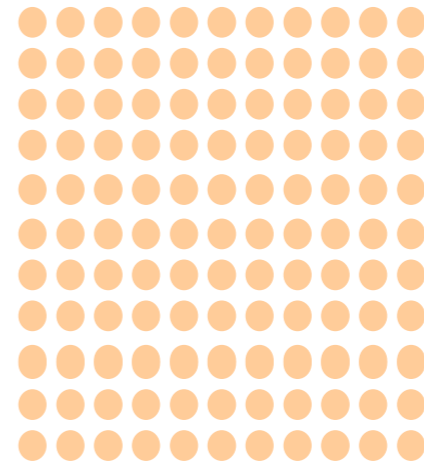
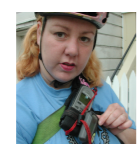
subjects truth inspiration

traditional market research



(?)

empathic research



Why Design Research?

(a) Instrument of knowledge. Any time we design for a specific domain we need to learn how things work in this domain. One way of doing it is to review existing literature and previous work (desk research). Another way, complementary to desk research, is to go to the field and look directly for the information we need.

(b) Support for thinking. User research tools are not formulas, but they help to overcome the subjective view of the designer.

(c) Instrument to communicate and legitimate. Everything we learn from user research has the great advantage of being “true” (although not in an absolute way), because it comes from the real world and from real experiences.

Design Research' Roots

The importance of design with user needs in mind is not new. Since design has **roots in craft, customised solutions by craftsman** can be considered the first user-centred design.

Many methods employed in design research have their roots in cultural anthropology, social behavioural sciences and psychology (for example: experiments, questionnaires, interviews, observation), some have been adapted from marketing disciplines (e.g. focus group, workshops, telephone survey), while others have been developed specifically for user research and usability evaluation (e.g. cognitive walkthroughs, logging).

Applying UX Design

- What is UX Design Research and which method to choose ?
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Design Research is mostly structured:

Key Research Planning

Do Field Research

Find Opportunity Spaces

source: [10]



IDEO Method Cards

FLOW ANALYSIS

How

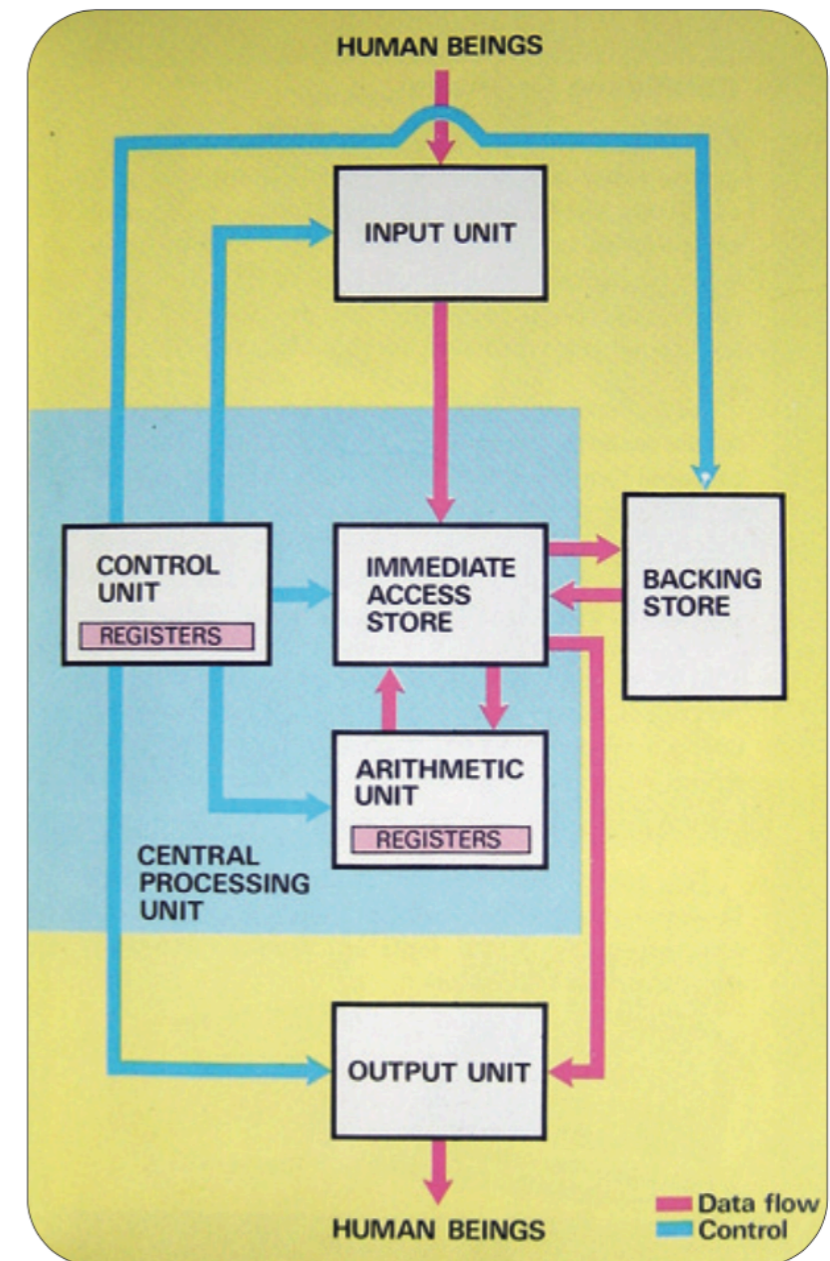
Represent the flow of information or activity through all phases of a system or process.

Why

This is useful for identifying bottlenecks and opportunities for functional alternatives.

Example

Designing an online advice Web service, flow analysis helped the team to gain a clearer sense of how to make it easy to find your way around the site.



FLOW ANALYSIS

COGNITIVE TASK ANALYSIS

How

List and summarise all of a user's sensory inputs, decision points, and actions.

Why

This is good for understanding users' perceptual, attentional, and informational needs and for identifying bottlenecks where errors may occur.

Example

Logging the commands that would be involved in controlling a remotely operated camera helped the team establish priorities among them.



COGNITIVE TASK ANALYSIS

HISTORICAL ANALYSIS

How

Compare features of an industry, organisation, group, market segment or practice through various stages of development.

Why

This method helps to identify trends and cycles of product use and customer behaviour and to project those patterns into the future.

Example

A historical view of chair design helped to define a common language and reference points



HISTORICAL ANALYSIS

FLY ON THE WALL

How

Observe and record behaviour within its context, without interfering with people's activities.

Why

It is useful to see what people do in real contexts and time frames, rather than accept what they say they did after the fact.

Example

By spending time in the operating room, the designers were able to observe and understand the information that the surgical team needed.



FLY ON THE WALL

source: [7]

NN/g



Choosing a UX Research Method

Case Study(s)



UX Field Research in the Food Service Domain



A DAY IN THE LIFE

How

Catalog the activities and contexts that users experience for an entire day.

Why

This is a useful way to reveal unanticipated issues inherent in the routines and circumstances people experience daily.

Example

For the design of a portable communication device, the design team followed people throughout the day, observing moments at which they would like to be able to access information.



A DAY IN THE LIFE

source: [7]

SHADOWING

How

Tag along with people to observe and understand their day-to-day routines, interactions, and contexts.

Why

This is a valuable way to reveal design opportunities and show how a product might affect or complement user's behaviour.

Example

The team accompanied truckers on their routes in order to understand how they might be affected by a device capable of detecting drowsiness.



SHADOWING

source: [7]

PERSONAL INVENTORY

How

Document the things that people identify as important to them as a way of cataloging evidence of their lifestyles.

Why

This method is useful for revealing people's activities, perceptions, and values as well as patterns among them.

Example

For a project to design a handheld electronic device, people were asked to show the contents of their purses and briefcases and explain how they use the objects that they carry around everyday.

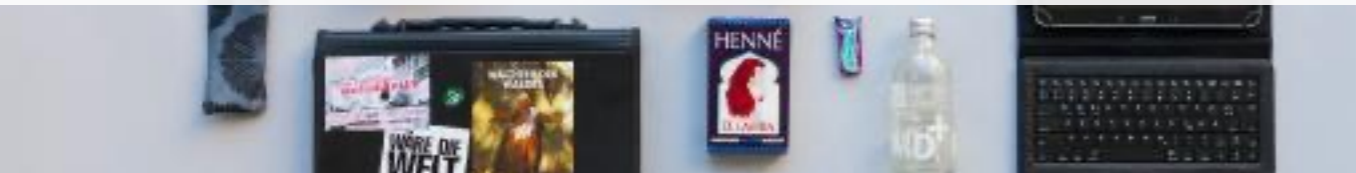
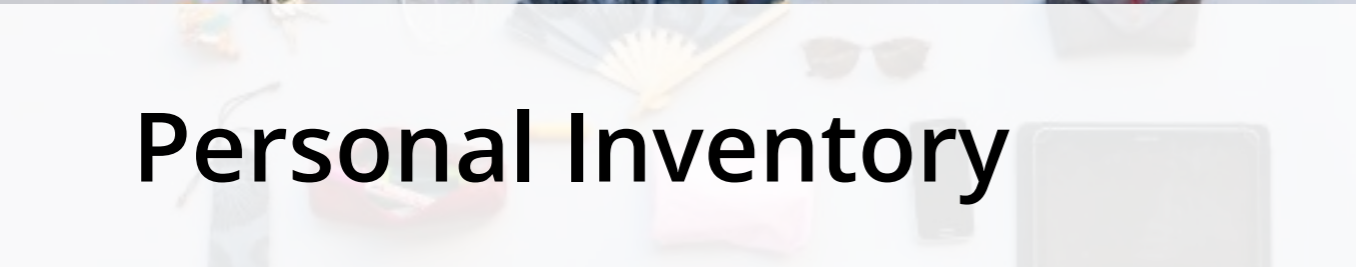


PERSONAL INVENTORY

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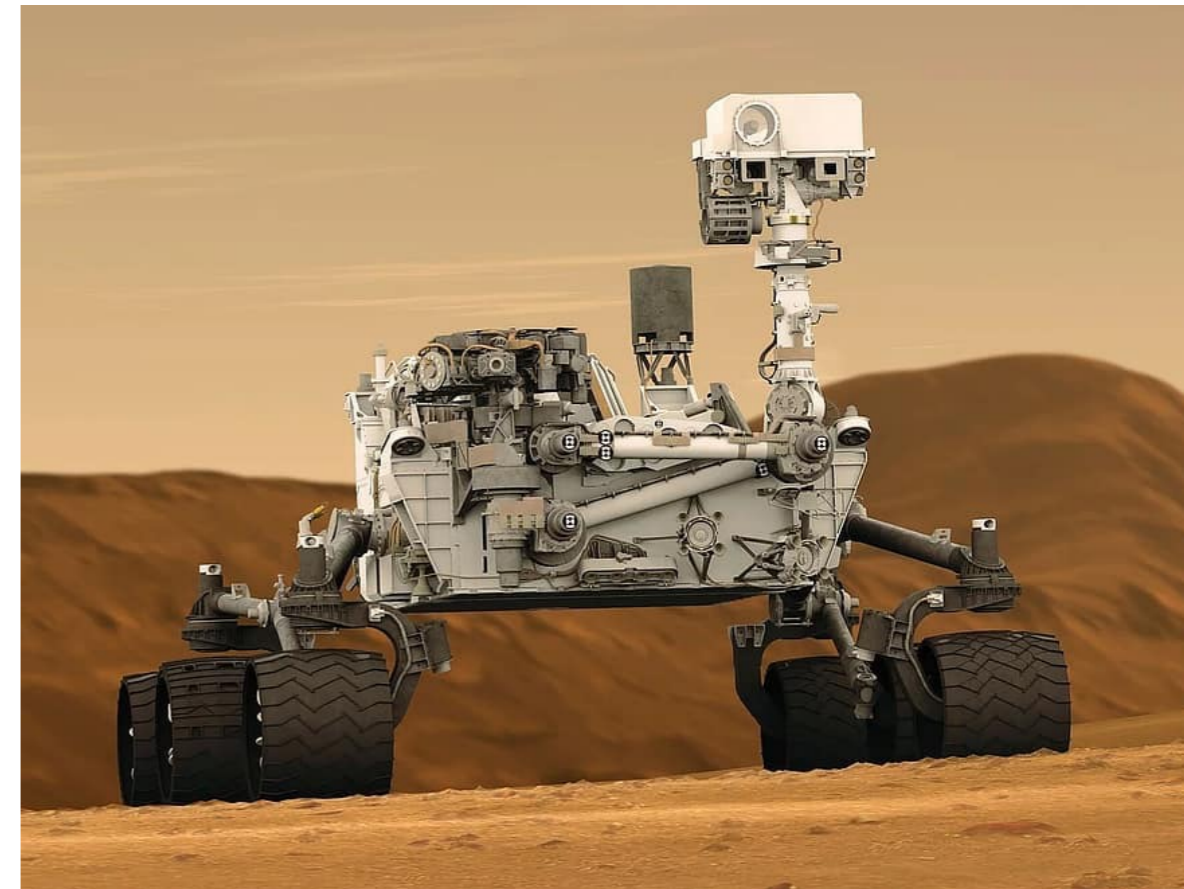


Personal Inventory



Summary Observation

- **Direct observation in the field**
 - Structuring frameworks
 - Degree of participation (insider or outsider)
 - Ethnography
- **Indirect observation: tracking users' activities**
 - Diaries
 - Interaction logging



source: [8]

Ethnography

- Ethnography is a philosophy with a set of techniques that include participant observation and interviews
- Debate about differences between participant observation and ethnography
- **Ethnographers immerse themselves** in the culture that they study
- A researcher's degree of participation can vary along a scale from 'outside' to 'inside'
- Analysing video and data logs can be **time-consuming**
- Collections of comments, incidents, and artefacts are made

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Four key issues

- **Setting goals**
 - Decide how to analyse data once collected
- **Relationship with participants**
 - Clear and professional
 - Informed consent when appropriate
- **Triangulation**
 - Use more than one approach
- **Pilot studies**
 - Small trial of main study
 - Verify that the setup “works”
 - Ensure timely execution
 - Provide an outlook of the “outcome”

Data recording

- Notes, audio, video, photographs
- Notes plus photographs
- Audio plus photographs
- Video

Standard Observation Tools:



Standard Observation Tools:



Interviews

Unstructured - are not directed by a script. Rich but not replicable.

Structured - are tightly scripted, often like a questionnaire. Replicable but may lack richness.

Semi-structured - guided by a script but interesting issues can be explored in more depth. Can provide a good balance between richness and replicability.

Interview questions

Two types:

- 'closed questions' have a predetermined answer format, e.g., 'yes' or 'no'
- 'open questions' do not have a predetermined format
- Closed questions are easier to analyse

Avoid:

- Long questions
- Compound sentences - split them into two
- Jargon and language that the interviewee may not understand
- Leading questions that make assumptions e.g., why do you like ...?
- Unconscious biases e.g., gender stereotypes

Example (Open Ended Response Format)

“Don't you think that this would be better if it was also available on a smartphone?”

- Assuming that there is an interest from the person asking
- Interviewee is pointed towards a direction
- Closed Question

vs.

"If this feature were available tomorrow on a smartphone, would you use it?"

- More objective
- Can result in any possible answer
- Directly addresses “usefulness”
- Closed Question

vs.

"Is there any other way you'd like to use a feature like this?"

- Open question
- Can lead to other (interesting) topics and covers all possibilities

source: [11]

Running the interview

- **Introduction** – introduce yourself, explain the goals of the interview, reassure about the ethical issues, ask to record, present any informed consent form.
- **Warm-up** – make first questions easy and non-threatening.
- **Main body** – present questions in a logical order
- **A cool-off period** – include a few easy questions to defuse tension at the end
- **Closure** – thank interviewee, signal the end, e.g, switch recorder off.

Enriching the interview process

Props - devices for prompting interviewee, e.g., a prototype, scenario



source: [8]

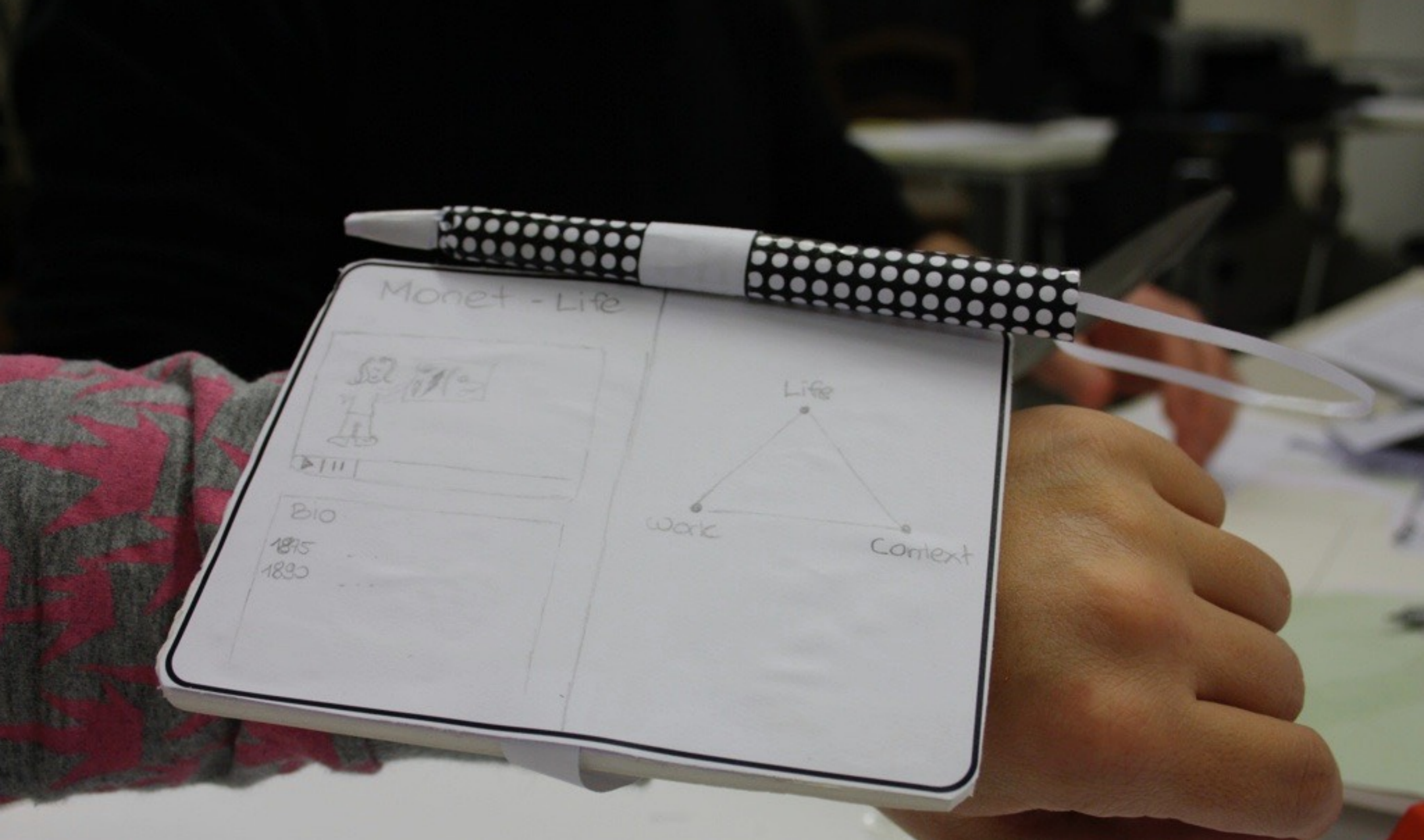
Props in the Design Research Process:

Artefacts or props can play a significant role in the process by

- (1)** staying focused and structured on the topic and
- (2)** making a complex technology or system explainable within a short timeframe (sketch, props, 3D artefacts)



Low Fidelity Artefacts



Low Fidelity Artefacts

User Experience Design I (Interaction Design)

Day 6 - (17.12.2020 9-12 a.m.)

Conducting UX Design Research

- Questionnaires
- Analysis and presentation
- Design Thinking - d.school

“Let’s get really mindful about the process. Be aware of what’s been hitherto fairly automatic. Let’s become more conscious.”

Jane Fulton Suri



Schildern Sie kurz ihr Erlebnis, waren Sie
tatsächlich (würde nicht da
geht beim Display Schrift

einfach/schwierig ist die Benutzbar
keit braucht man nicht

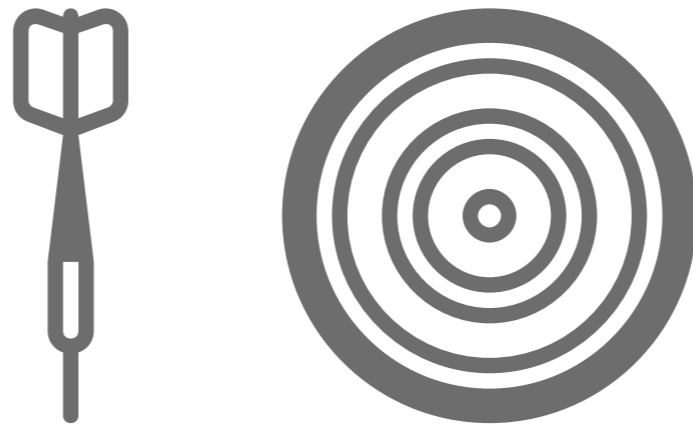
Designing Questionnaires

What is it we are trying to understand?

- set **Goals!**...

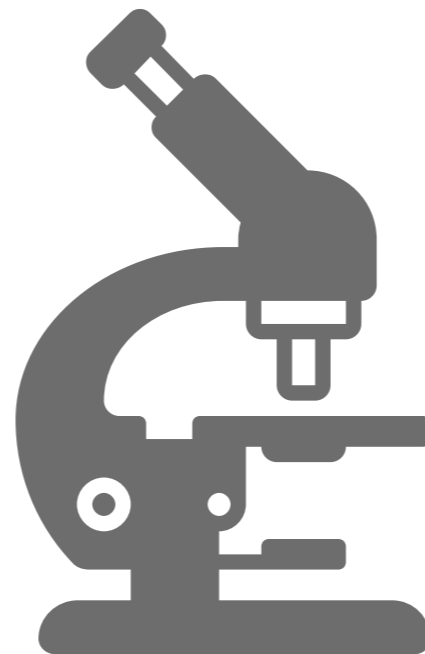
...and write a **short abstract**

(helps to stay focused and ask precise questions directly addressed to the -goals of the study)



Advice on Questions to Ask:

- **finding Cause(s)** : What is causing the problem ?
- **finding Solution(s)** : Ideas on how to solve a problem or initiate a business opportunity
- ask questions on **only one dimension** !
(e.g., “Were you satisfied with the quality of our food and service ?” (counter example))



source: [10]

Questionnaires

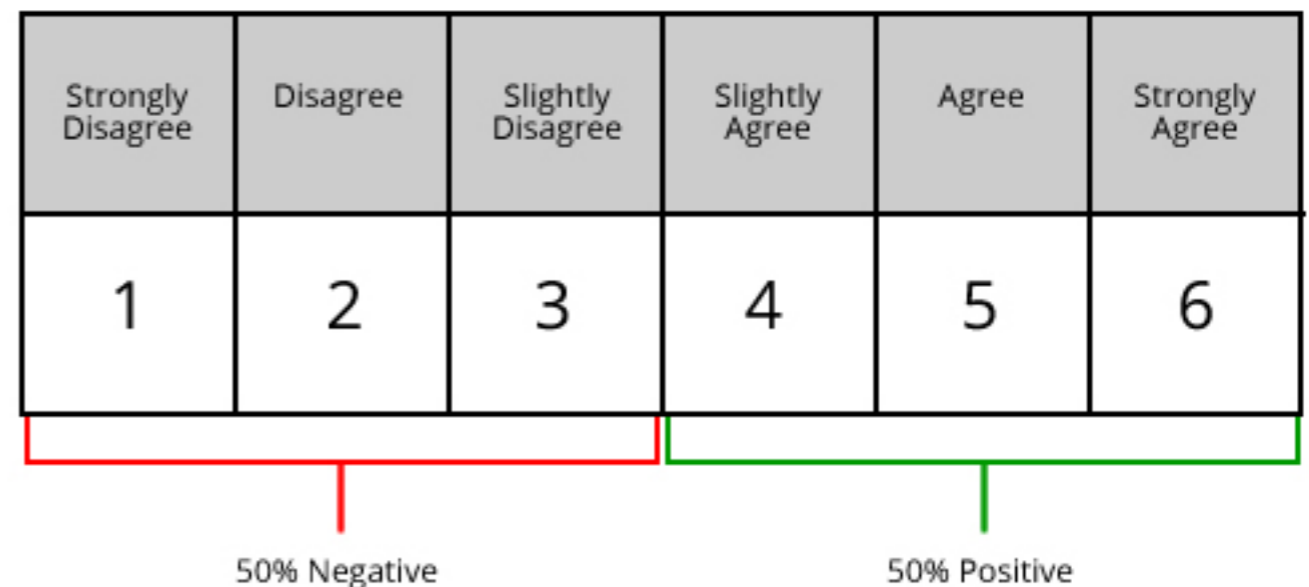
- Questions can be **closed or open**
- Closed questions are **easier to analyse**, and may be done by computer
- Can be administered to large populations
- Paper, email and the web used for dissemination
- Sampling can be a problem when the size of a population is unknown as is common online

Questionnaire design

- The impact of a question can be **influenced by question order**.
- Do you need **different versions** of the questionnaire for different populations?
- Provide **clear instructions** on how to complete the questionnaire.
- Strike a **balance between using white space** and **keeping the questionnaire compact**.
- Decide on whether phrases will all be **positive, all negative or mixed**.

Question and response format

- 'Yes' and 'No' checkboxes
- **Checkboxes** that offer **many options**
- **Rating scales**
- **Likert scales** (Rensis **Likert**)
- **semantic scales**
- **3, 5, 7 or more points?**
- **Open-ended responses**



NASA TLX

NASA Task Load Index

Hart and Staveland's NASA Task Load Index (TLX) method assesses work load on five 7-point scales. Increments of high, medium and low estimates for each point result in 21 gradations on the scales.

Name	Task	Date

Mental Demand How mentally demanding was the task?

Very Low Very High

Physical Demand How physically demanding was the task?

Very Low Very High

Temporal Demand How hurried or rushed was the pace of the task?

Very Low Very High

Performance How successful were you in accomplishing what you were asked to do?

Perfect Failure

Effort How hard did you have to work to accomplish your level of performance?

Very Low Very High

Frustration How insecure, discouraged, irritated, stressed, and annoyed were you?

Very Low Very High

Questionnaires should accommodate all possible answers:

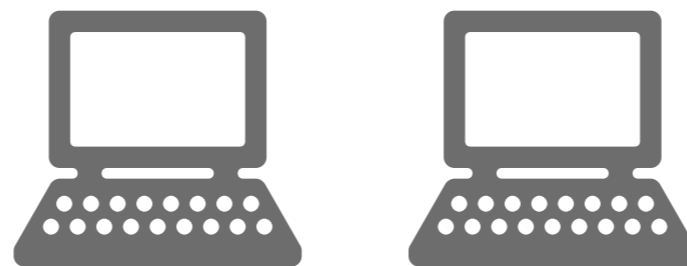
e.g., consider the question:

What brand of computer do you own ?

A. IBM PC

B. Apple

What´s the issue here ?



source: [10]

Questionnaires should accommodate all possible answers:

e.g., consider the question:

What brand of computer do you own ?

A. IBM PC

B. Apple

What's the issue here ?

What brand of computer do you own ?

..... Do not own a computer

..... IBM PC

..... Apple

..... Other



source: [10]

Summary Creating a Good Questionnaire:

- Keep your questionnaire **short**. In fact, the shorter the better.
- Use **simple and direct language**. The questions must be clearly understood by the respondent.
- Begin with a few **non-threatening** and interesting items.
- Place the **most important items in the first half** of the questionnaire
- Leave **adequate space for respondents** to make comments.
- Perform **iterative pre-tests** and eliminate or replace questions that are hard to understand or lead to useless / unsatisfying results.
- Accommodate **all answers**

source: [10]

Encouraging a good response

- Make sure purpose of study is clear
- Promise anonymity
- Ensure questionnaire is well designed
- Offer a short version for those who do not have time to complete a long questionnaire
- If mailed, include a stamped addressed envelope
- Follow-up with emails, phone calls, letters
- Provide an incentive
- 40% response rate is high, 20% is often acceptable

Structuring frameworks to guide observation

- - The person. **Who?**
- The place. **Where?**
- The thing. **What?**

- **The Goetz and LeCompte (1984) framework:**
 - Who is present?
 - What is their role?
 - What is happening?
 - When does the activity occur?
 - Where is it happening?
 - Why is it happening?
 - How is the activity organised?



source: [8]

Choosing and combining techniques

- Depends on
 - The **focus** of the study
 - The **participants** involved
 - The **nature** of the technique
 - The **resources** available



Scheduling and Time Planning

Duration

- (1) Goal clarification
- (2) Overall study design
- (3) Selecting the Sample
- (4) Designing the Questionnaire
- (5) Conduct Pilot Test
- (6) Revise Questionnaire
- (7) Printing Time
- (8) Locating the sample
- (9) Mail & Response Time
- (10) Attempts to get non-responders
- (11) Editing Data
- (13) Analyzing Data
- (14) Preparing Report
- (15) Printing and distribution

source: [10]

Summary

- Three main data gathering methods: interviews, questionnaires, observation
- Four key issues of data gathering: goals, triangulation, participant relationship, pilot
- Interviews may be structured, semi-structured or unstructured
- Observation may be direct or indirect, in the field or in controlled setting
- Techniques can be combined depending on study focus, participants, nature of technique and available resources



source: [8]

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Miro Board Template

Interviews


Step 3. Document the results of the interviews conducted. Put down the conclusions you deem relevant for your team to know. Add interviewee's role, use case, personal description, and their workflow. Add Google docs, audio or video recordings of the interviews. Use colour-coordinated sticky notes for different aspects of user-product interaction. To not forget the context of the original idea, write clearly and name ideas (for that purpose, use tags.)

Notes

Problems

Ideas


Quotes



**Liz,
Product
Manager**

Use case:
plan/work on
strategy

Website	No apparent use case comes to mind		The video makes it clear what to expect
Sign up	Displeased, enters the teammates' emails	Eliminate this step	Why should I even bother? I am not familiar with the product yet!
Toolbar	Never would have pressed the insert button		
Multi-select	Can't multi-select sticky notes		Why doesn't cmd work?
Lines	Can't change the line's settings in multi-select		
Comments	Clicks on an icon in the upper right corner, thinking it will allow to add a comment	Add a comment function there	This is just misleading, guys!
Shapes	Shapes don't scale after adding text	Mind-mapping apps scale the objects automatically	How am I supposed to see it afterwards?



**Adam,
Product
Manager,
Online
Coach**

Use case:
brainstorming and
organizing
ideas

Website		Decided to organize an interactive brainstorm session on shared vision	I know what I want to do!
Sign up	Can't pin down his team role	Check-boxes for use cases	We are stuck! I have so many I can't choose one.
Toolbar	The toolbar seems to suggest the service is for pros, while in fact it's so easy		Adding notes in bulk mode is fantastic!
Shapes	Tried typing in shape with the "text" mode on	Can't set custom colours without #	One-click "shape to sticky note" conversion
Lines		More editing options for lines	More fonts
Hints	Noticed them late		

AFFINITY DIAGRAMS

How

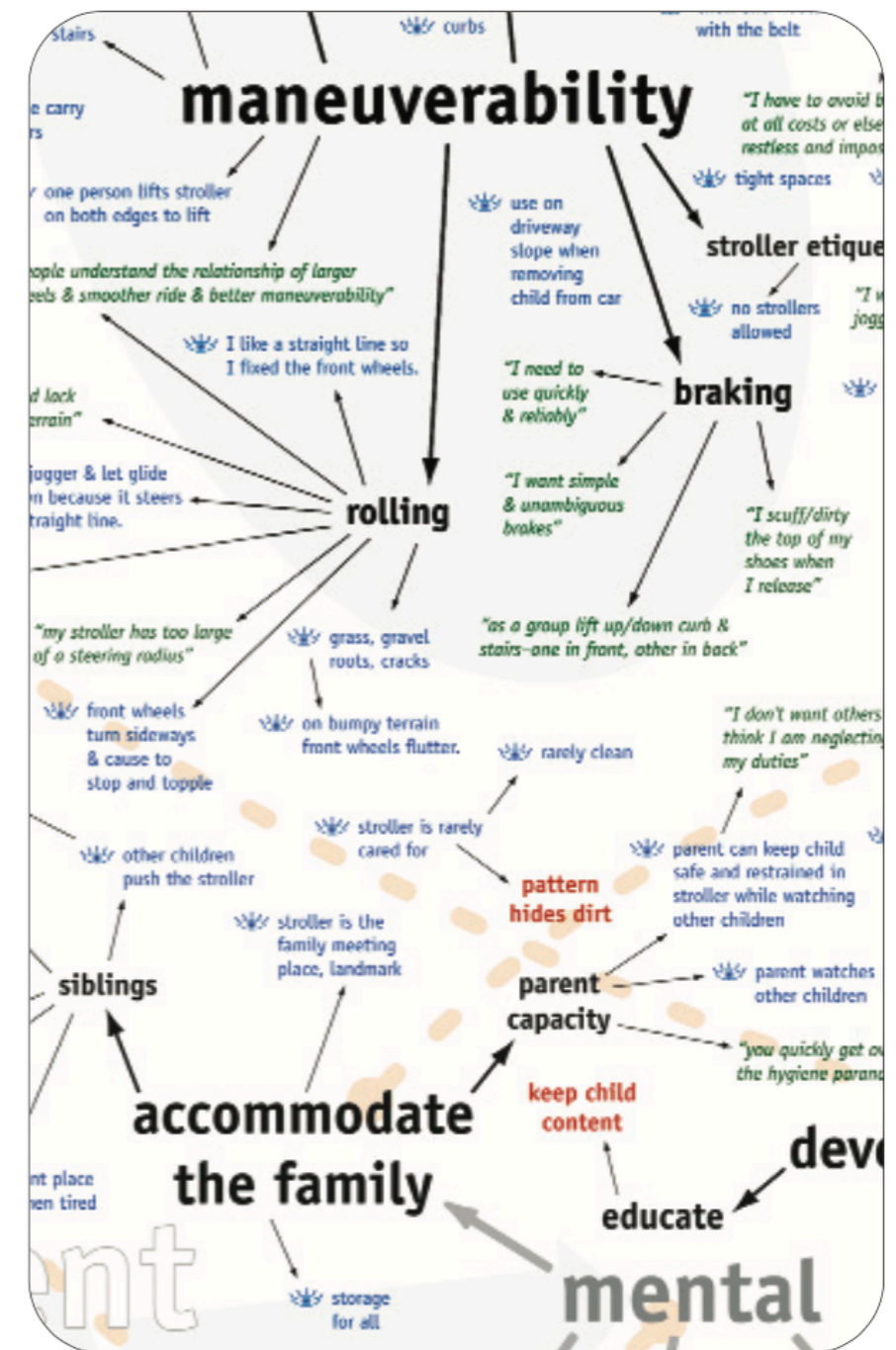
Cluster design elements according to intuitive relationships, such as similarity, dependence, proximity, and so forth.

Why

This method is a useful way to identify connections among issues and to reveal opportunities for innovation.

Example

An affinity diagram shows what's involved in transporting young children, and helps to identify the opportunities to improve the design of a stroller.

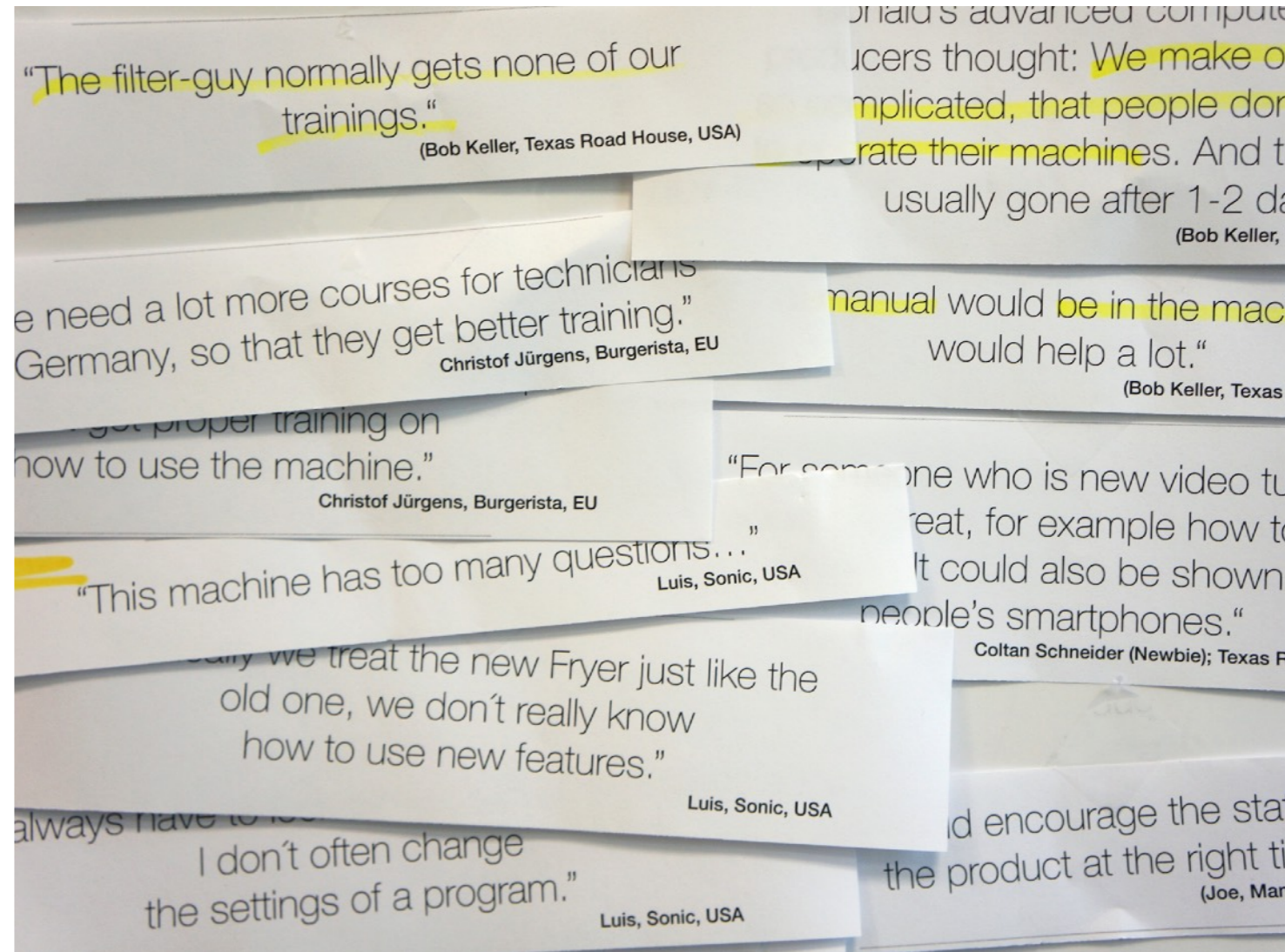


AFFINITY DIAGRAMS

UX Data Analysis Workshop



UX Data Analysis Workshop



UX Report contains:

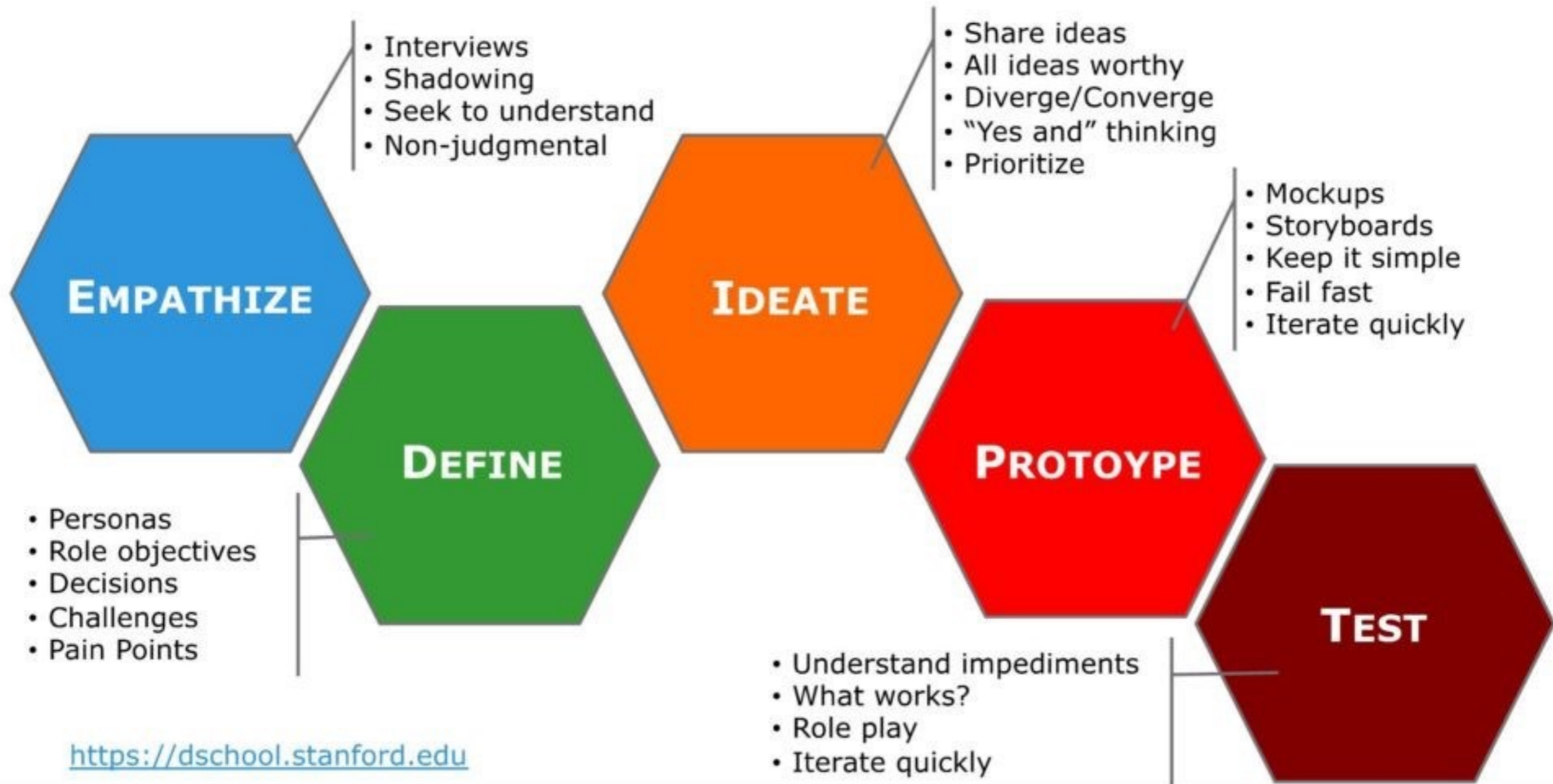
- Study Design
- User Profiles
- Questionnaire Results
- Affinity Diagrams
- Interview Quotes
- Summarised Findings
- Design Recommendations

FRYMASTER UX RESEARCH REPORT US/EMEA

06.09.2016



Stanford d.school Design Thinking Process



Vision Workshop

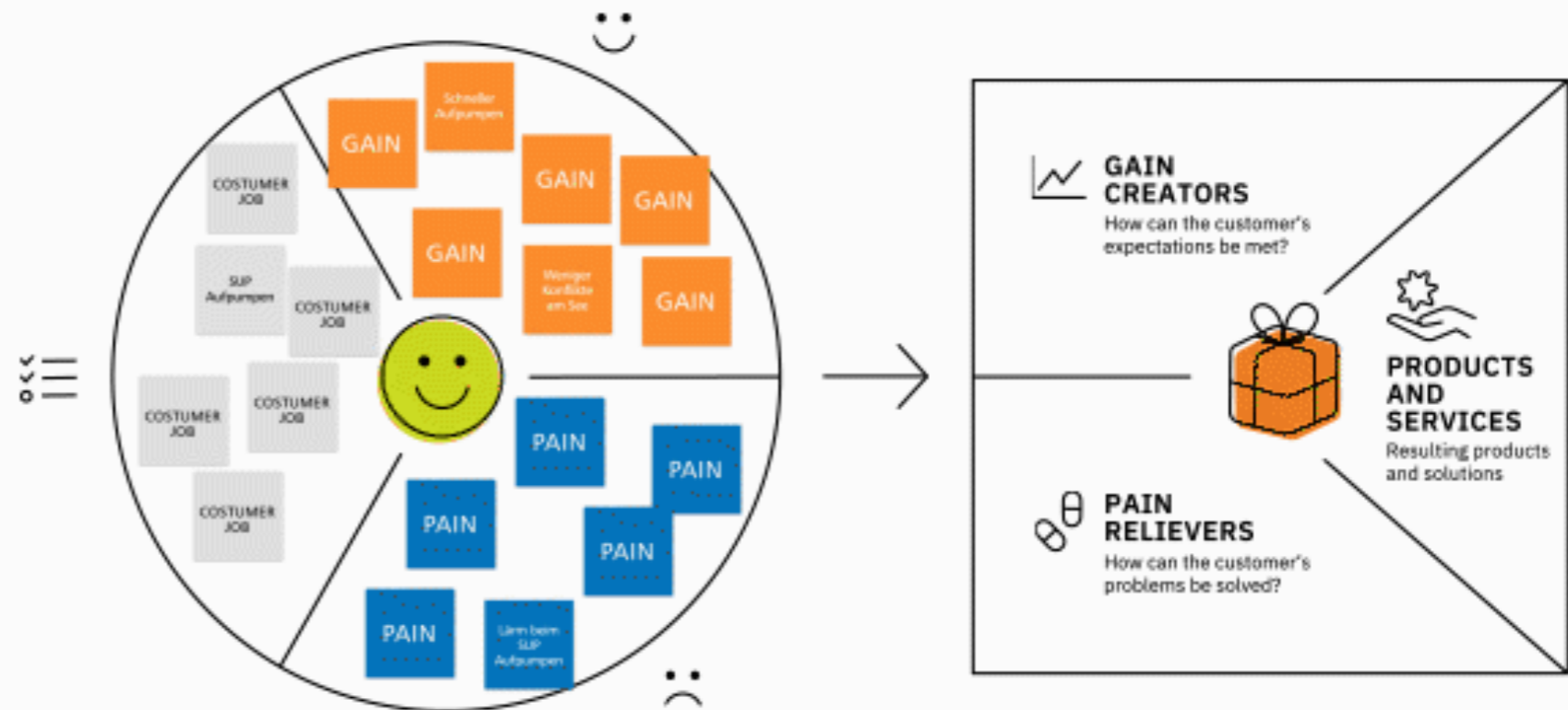
In the initial workshop we aim at producing a large quantity of ideas that we systematically filter with our selected design thinking tools. Opportunity seeking and decision making are two recurring activities we perform several times throughout the workshop day.



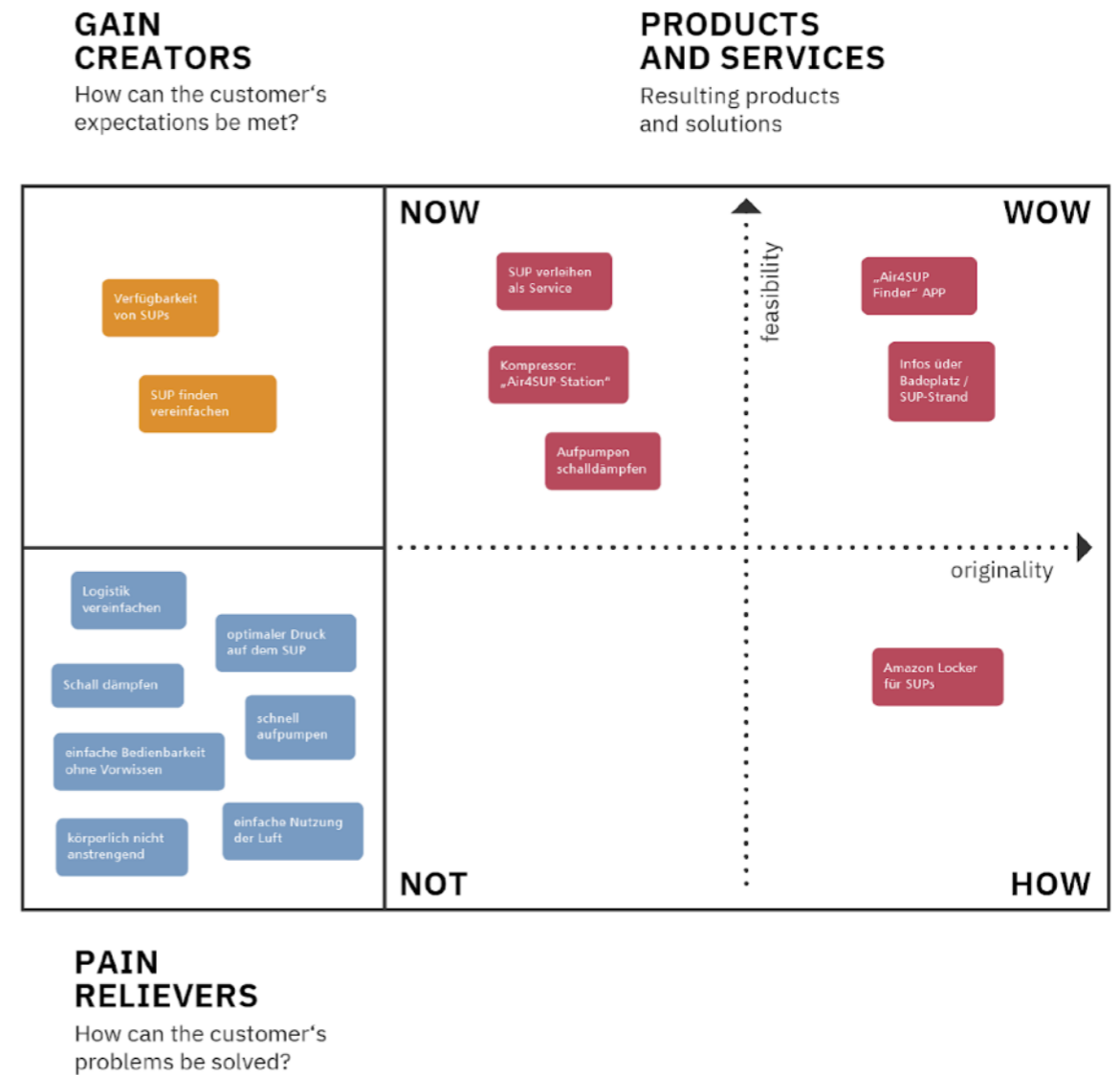
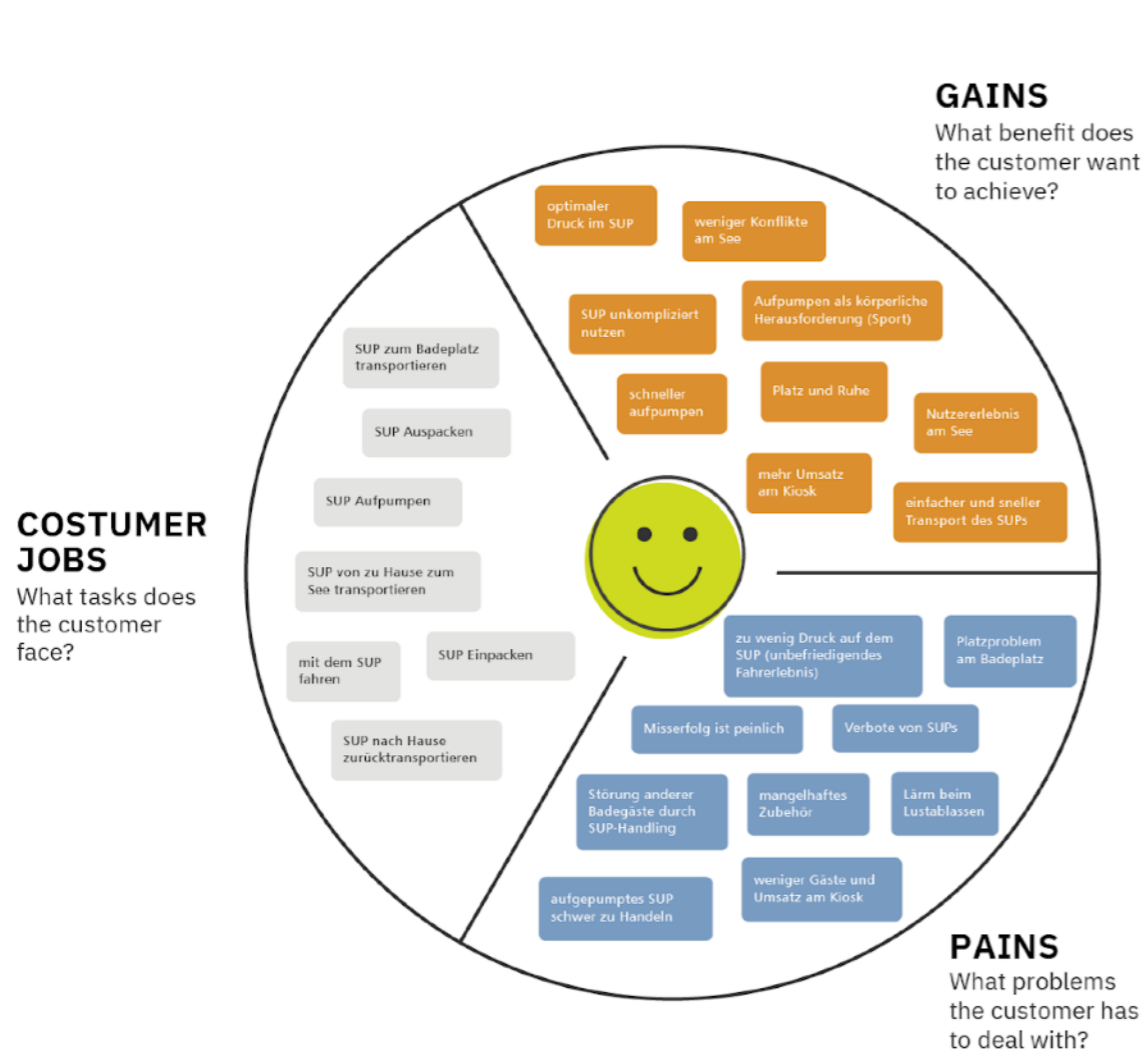
Value Proposition Canvas

The canvas analyses and maps out customer jobs, pains and gains. In a second step these topics are clustered and filtered into feasible solution ideas that drive business value.

The focus is constantly on creating value and benefit for the customer.

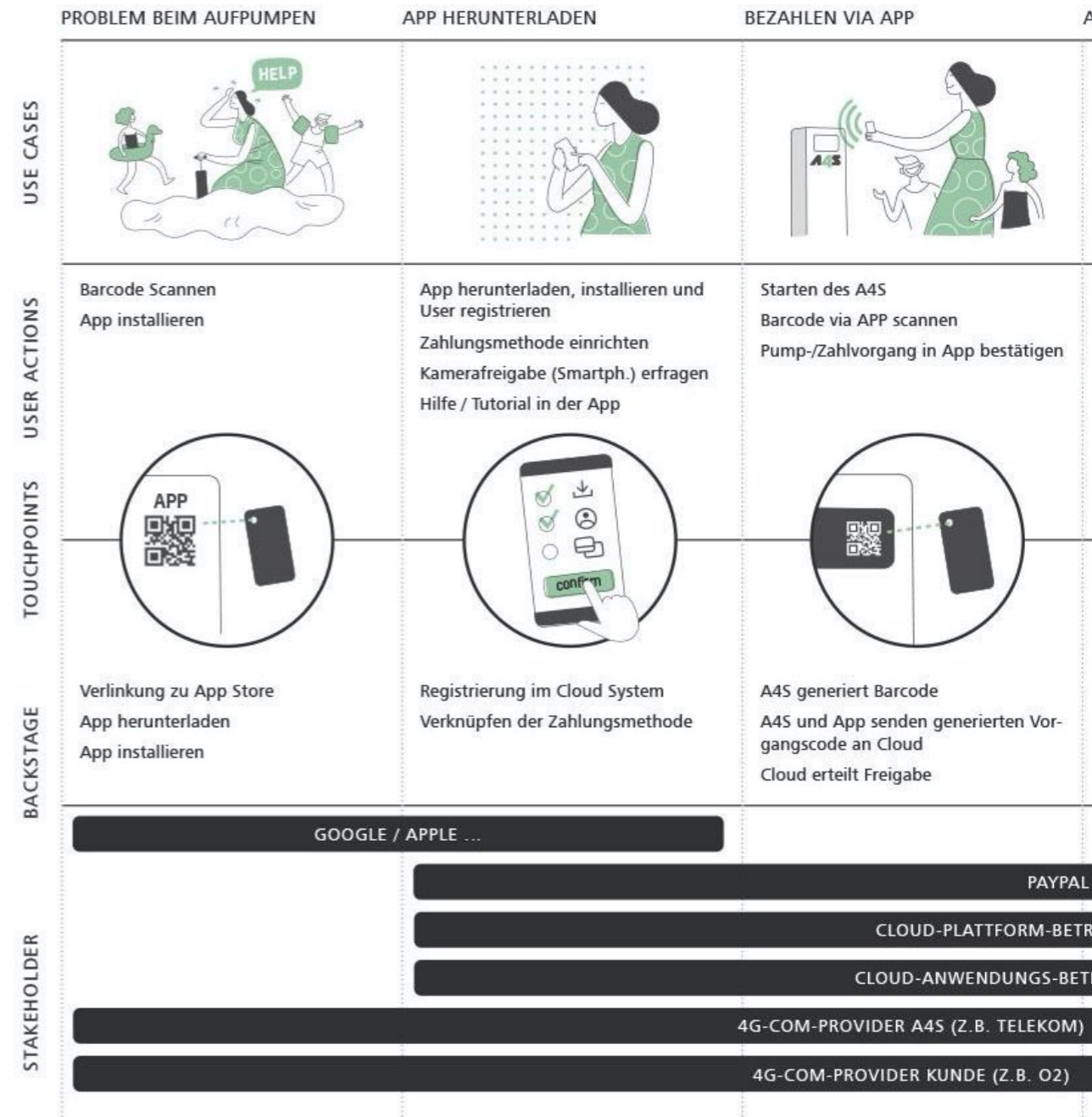


Value Proposition Canvas



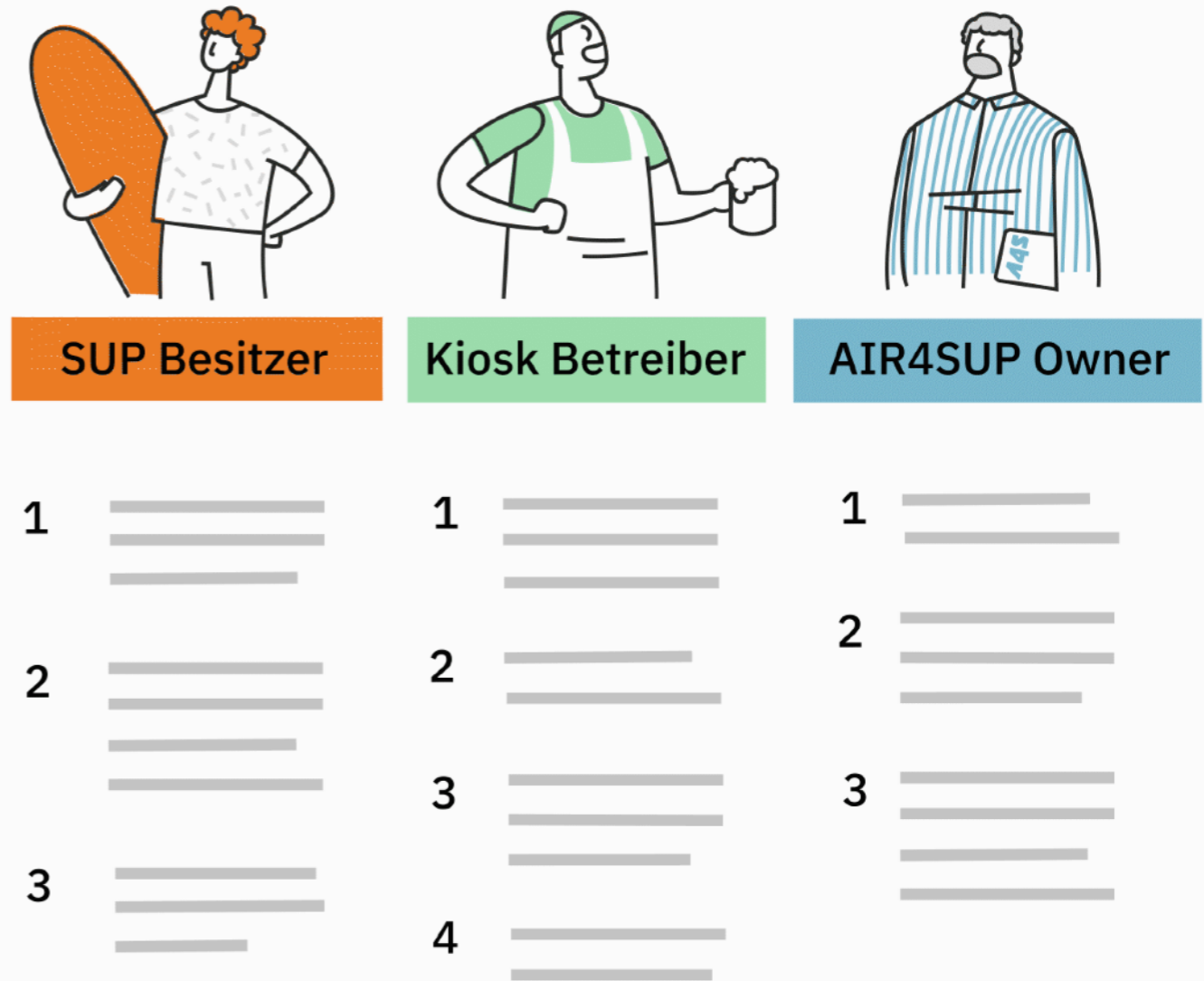
UX Blueprinting

The value of blueprinting is to see at-a-glance the combination of the user perspective and front- and backend processes that need a supportive digital infrastructure. This allows a holistic design thinking perspective on individual use-cases and quick evaluation.



Vision - Use Cases

We visualize IoT use cases for each stakeholder. Each UX Blueprint contains a specific use case that shows the interaction from the user perspective and its touchpoints. The goal of this task is to identify use cases for the next level of exploration.



References:

- [1] Buxton, W. *Sketching User Experiences, Morgan Kaufmann 2007.*
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- [3] CHI´10 *Panel Discussion on User Research, 2010.*
- [4] Copenhagen Institute of Interaction Design, *User Research Workshop 2008.*
- [5] Jonas, W. *A Scenario for Design, MIT Press 2001.*
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- [7] Moggridge, B. *Designing Interactions, MIT Press, 2006.*
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