

# User Testing

# Monday's Critique Logistics

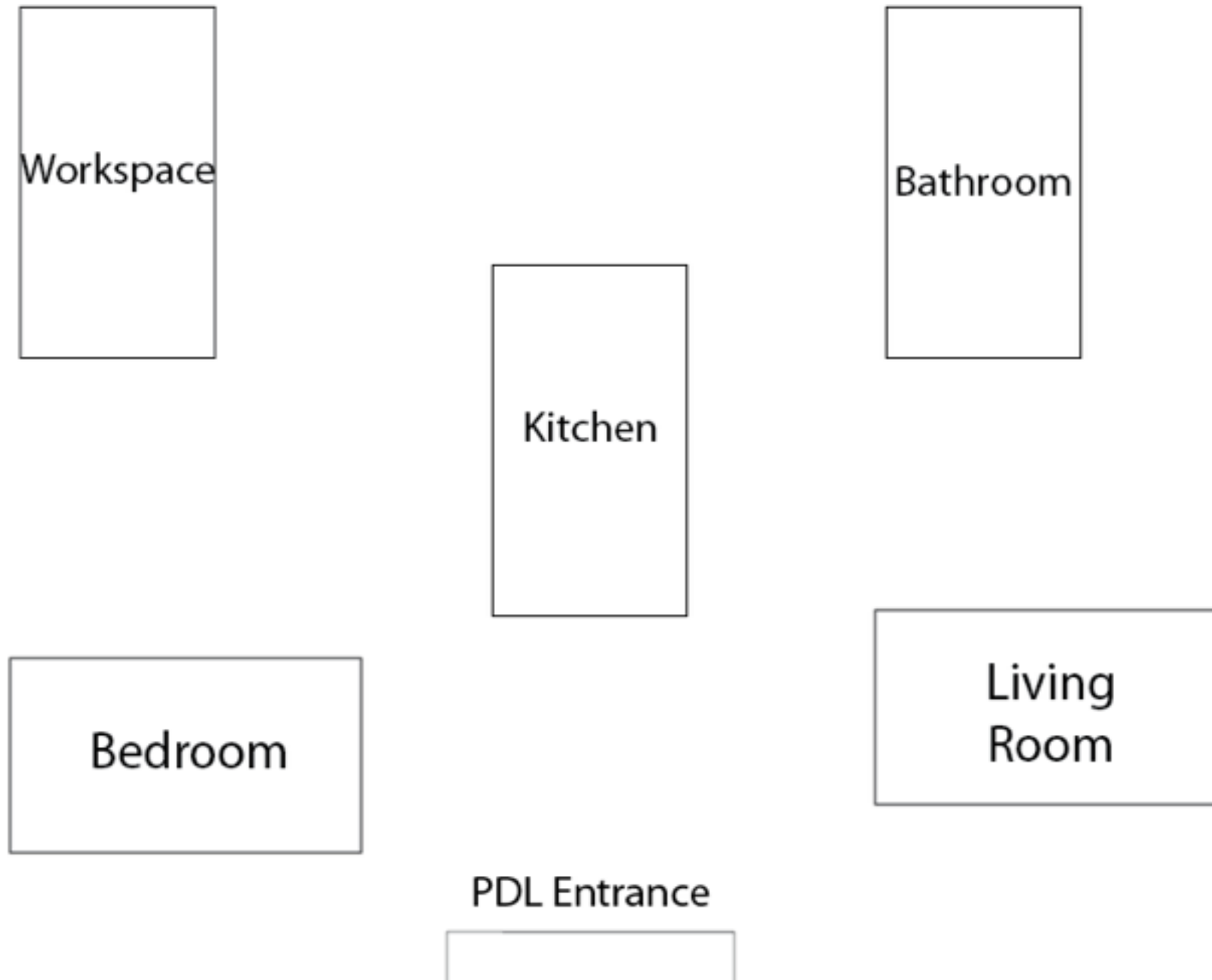
## 10-minute critiques

- Brief overview of the project
- Introduce and demo works-like and looks-like prototypes
- What questions were you trying to answer?
- What did you learn?
- Everyone in the group should present

## Guest reviewers

- Mechanical Engineering
- Media Lab

# Monday's Critique Logistics



# Weekend Shop Hours

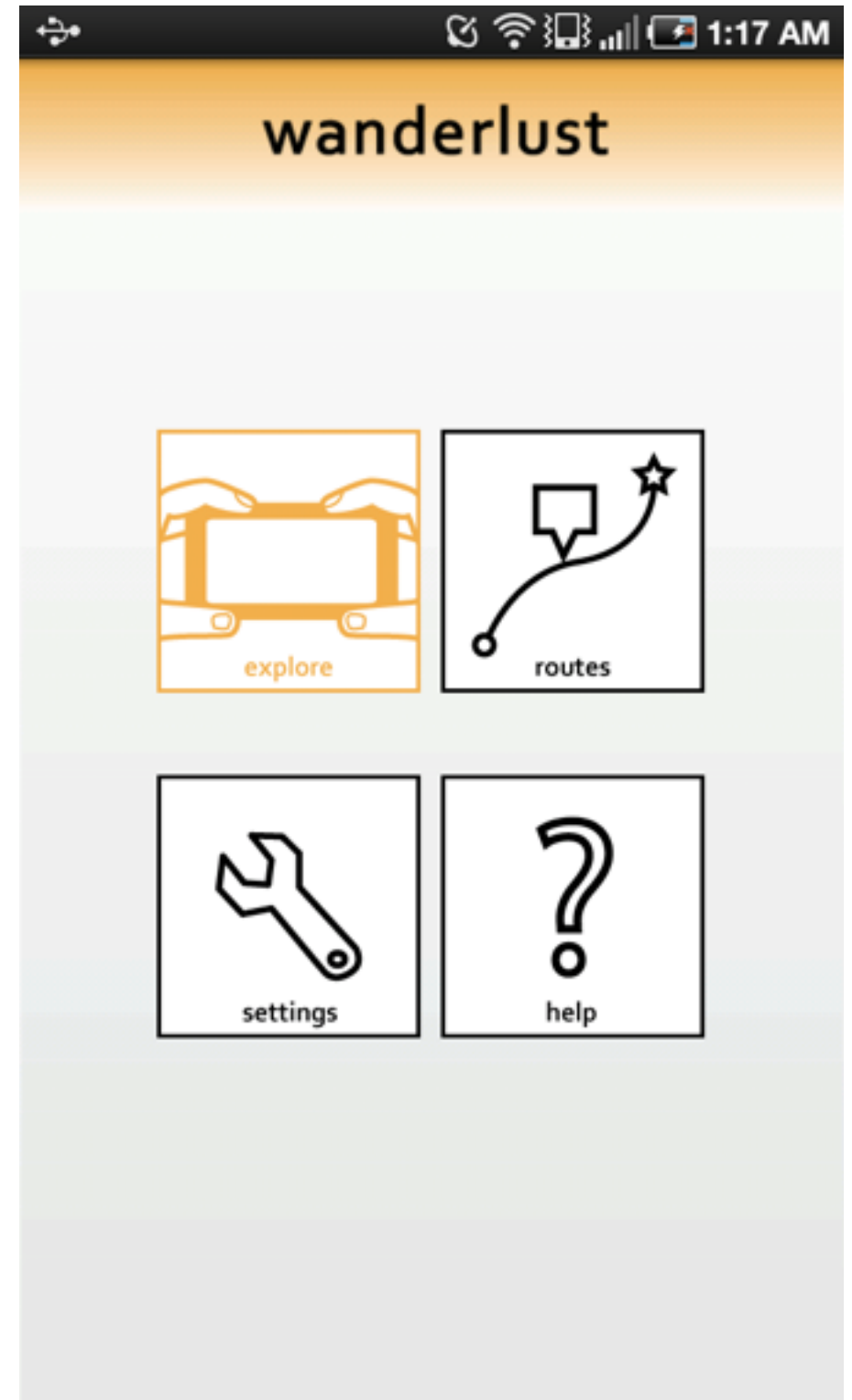
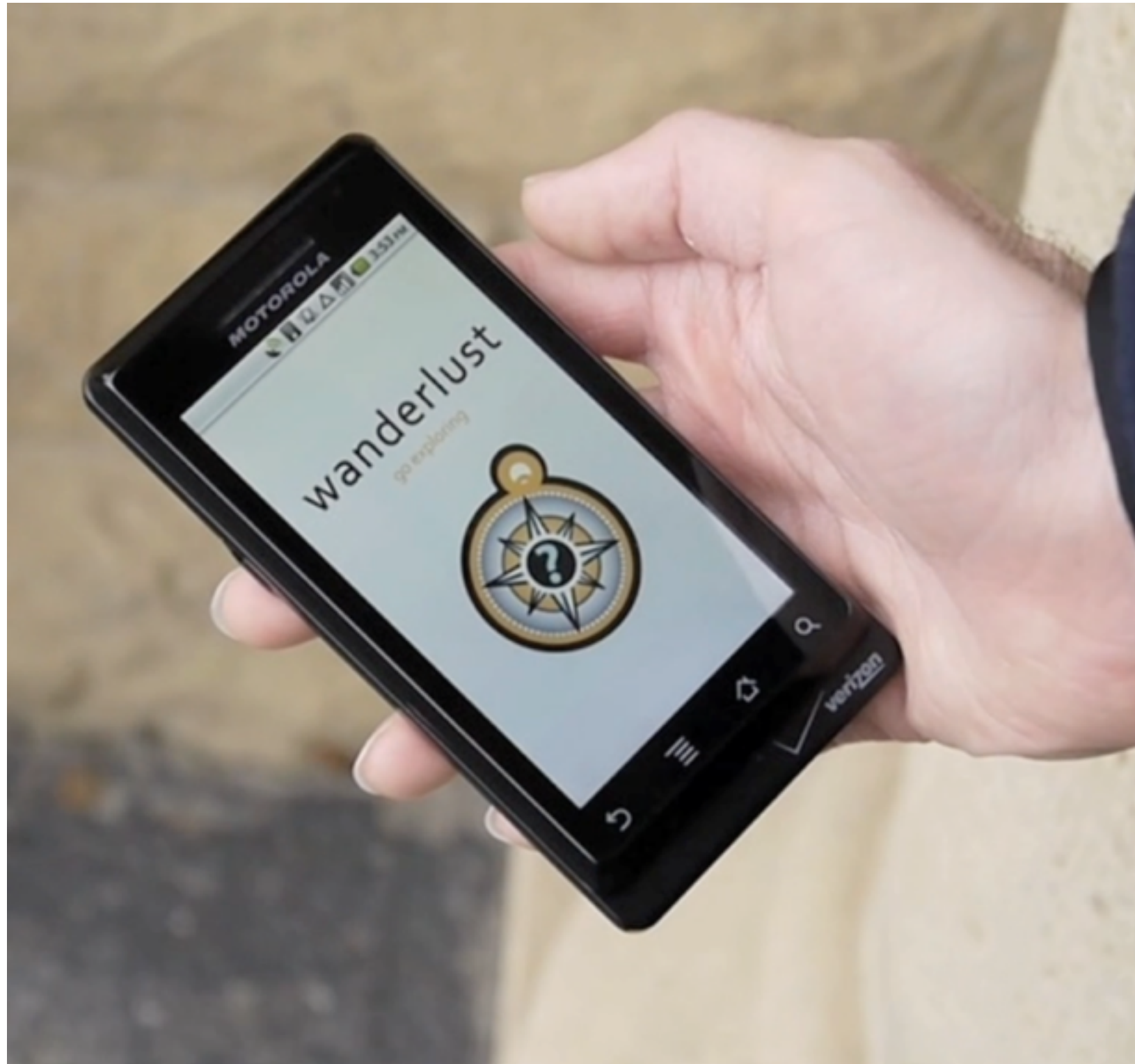
Saturday **3-5 PM**

3D Printing Deadline at 5PM

Sunday **6-10 PM**



prototyping example of the day





prototyping example of the day

**Question:** What's the bare minimum information people need for navigation?

prototyping example of the day





prototyping example of the day



prototyping example of the day

## **Learnings:**

How to get people to explore instead of focusing on directions?

Providing additional information at destination.

# User Testing

# User Testing

Observation  
Interview

(in this order!)



# User Testing Tips

Have a plan

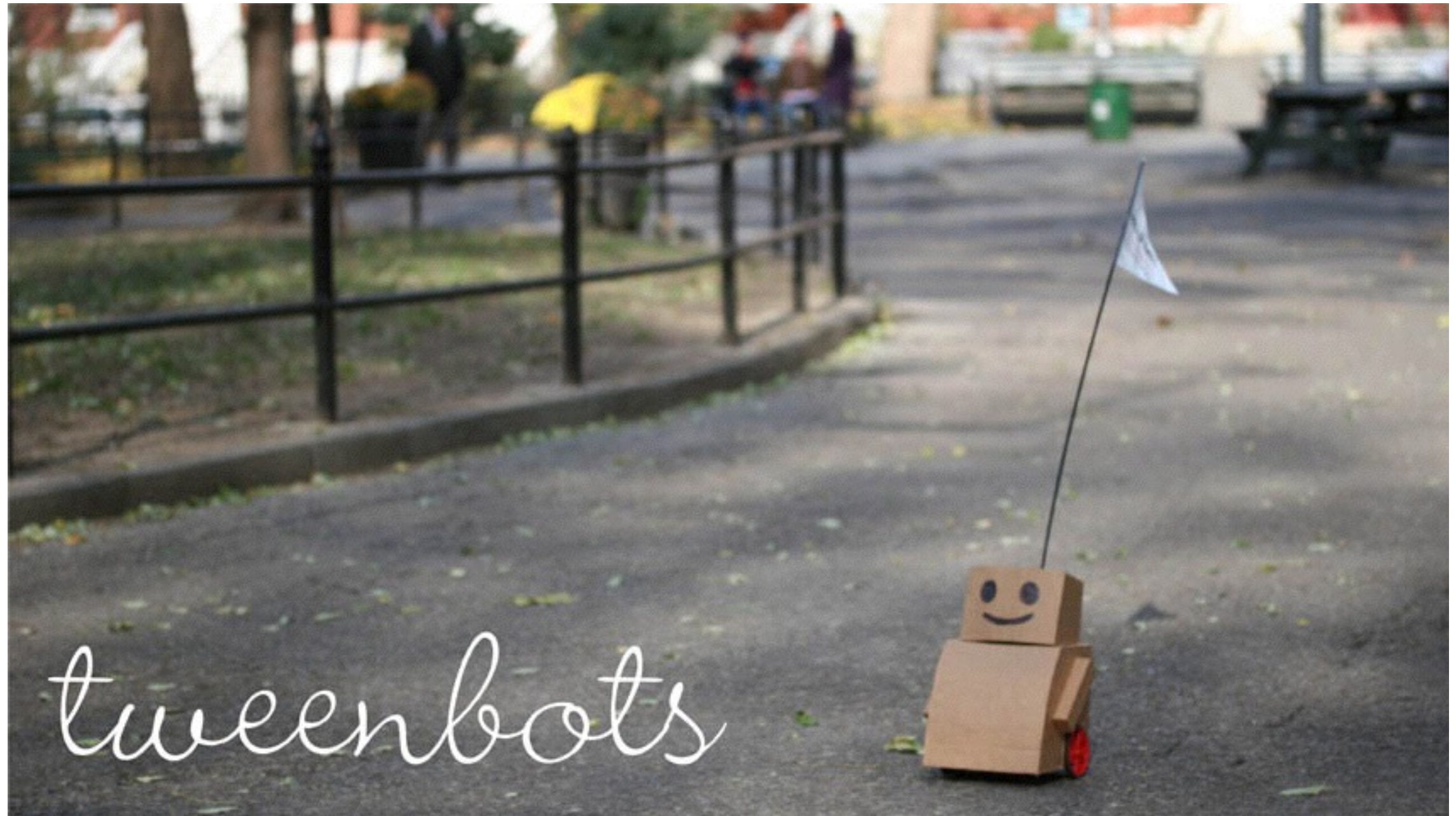
- Test with a question in mind
- Run through the test thoroughly within your team first!
- Prepare some questions to ask after the test

# User Testing Tips

Let the prototype speak for itself

- Minimize instruction
- Test in the intended setting
- Don't 'correct' someone
- Take notes and document - photos and videos if possible

...ideally, don't say anything.









# User Testing Tips

Think-Aloud Strategy - for single user

- Ask tester to say what they're thinking as they use your design
- ...but can feel a little unnatural

# User Testing Tips

Ask question based on your observations

- “I noticed that you \_\_\_\_\_. Can you describe what you were trying to do?”

Don't complete their sentences / interrupt

Avoid leading questions

Don't be too general

Be respectful of the tester

Improve that question!

What would you change? → Were there any aspects of the *feature x* that you found confusing?



Do you like *feature x*?  
Did you think *feature x*  
was easy to use?



What did you think about  
*feature x*?

It seemed like you were confused about *feature x*. What was confusing?



It seemed like *feature x* was confusing. Can you describe what was confusing?

# User Testing Tips

Your job as designers is to prioritize feedback

- Test with multiple users
- Align feedback with design goals





# The bottom line of user testing:

Let the prototype and user do the “talking”

# Activity: Create a User Testing Plan

Create a list of questions for your looks-like and works-like prototypes

Write out a protocol for your user test

- Where will you test it?
- Who will you test it with?
- Which elements will you fake?
- What questions can you ask after the test?

**Post on 8.5 x 11 sheet and pin up**

*10 minutes*

# User Testing

Your final presentations (next Friday) **must** incorporate evidence of user testing and feedback.

# User Testing Critique

Time	Team
11:30	Workspace
11:36	Living Room
11:42	Bedroom
11:48	Kitchen
11:54	Bathroom