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

Workspace

Kitchen

Bedroom

PDL Entrance

Bathroom

Living Room
Weekend Shop Hours

Saturday 3-5 PM

3D Printing Deadline at 5PM

Sunday 6-10 PM
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
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.
tweenbots
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

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<thead>
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<th>Time</th>
<th>Team</th>
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<tbody>
<tr>
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