

HCI Week 4: Fast Feedback Methods

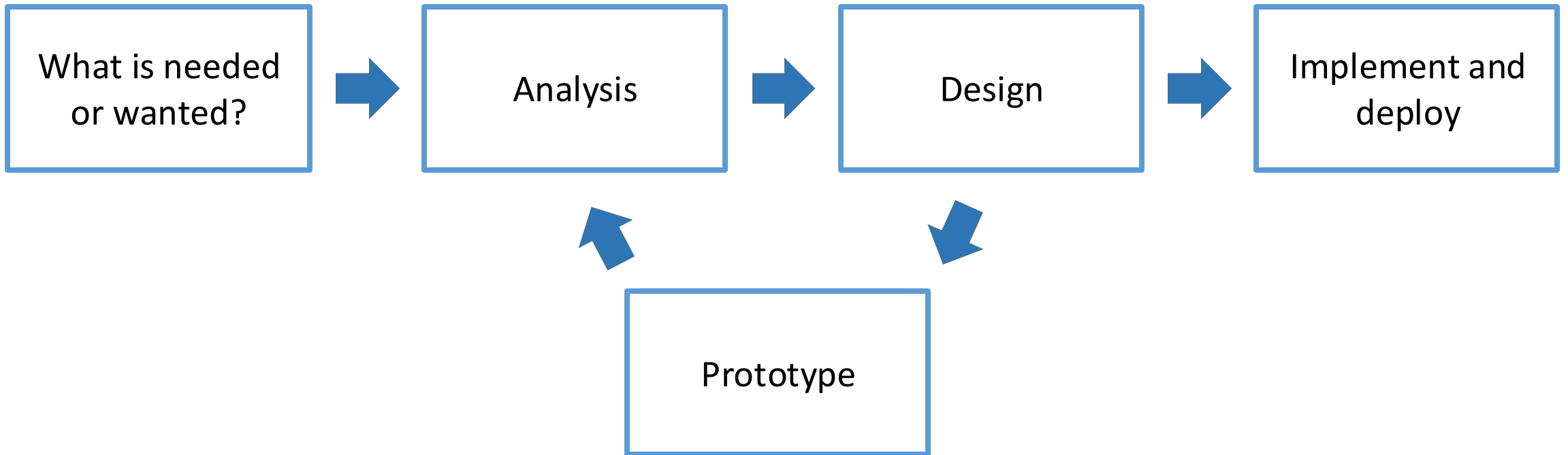
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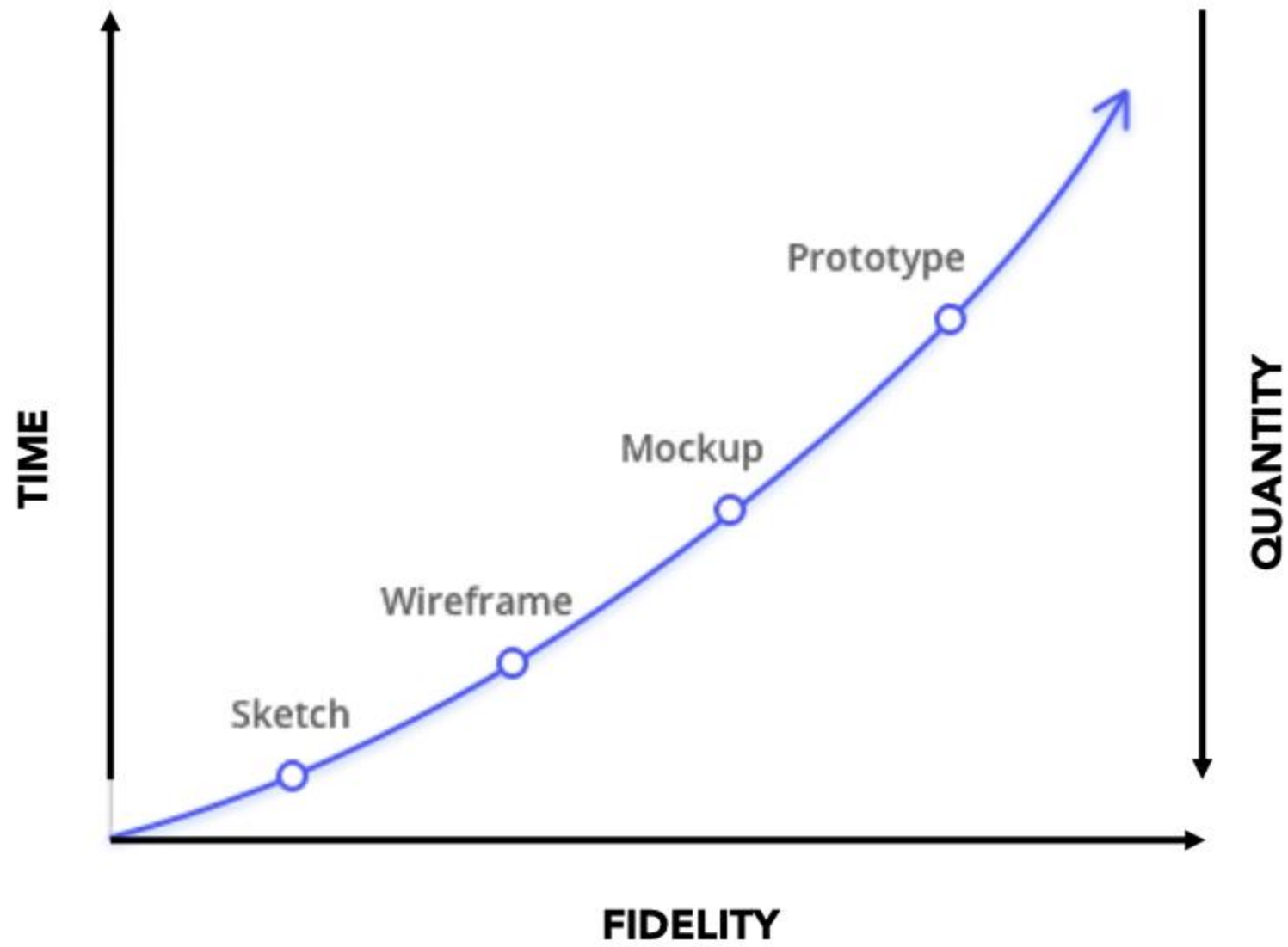
Overview

- Sketches, Wireframes, Mockups and Prototypes
- Fast Feedback methods
- Activity

Sketches, Wireframes, Mockups and Prototypes

Design Process (very simplified)





**Fast Feedback methods
enable researchers to get
lots of feedback and ideas
from people quickly and
efficiently**

Fast Feedback Approaches

- Card sorting
- Storyboards
- The human computer
- Sketches/Paper prototyping
- Scenarios
- Use cases
- Wizard of Oz

Card Sorting

- Take several ideas, concepts, or things and put them on cards. Ask the participant to sort the cards as a way of understanding how they group concepts.
- Helps you understand how people put things into groups naturally.
- Pros:
 - Easy to explain to users and easy to run
 - Outcomes shows how participants think about concepts
- Cons:
 - Only works if you already know what the 'things' are you want grouped
 - Limited to things that make sense when grouped or laid out spatially

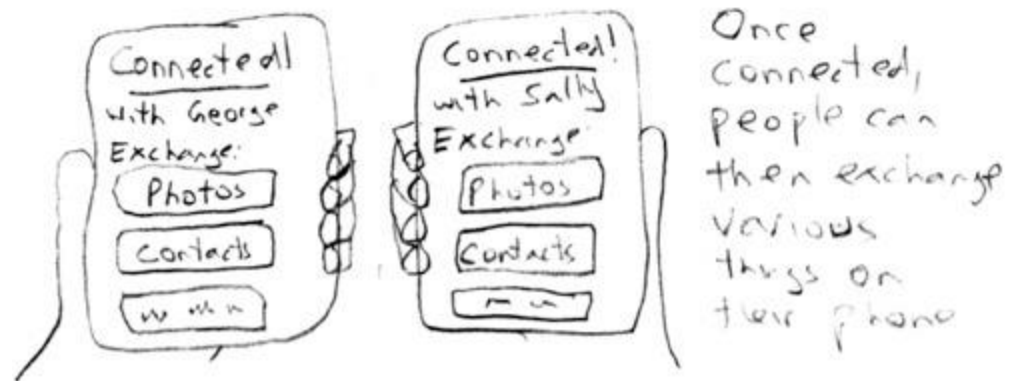
Card Sorting



Sketches

- When to use:
 - Exploring initial ideas and quickly iterating these
 - Playing around with basic components
 - Creating together as part of a design team
- Things to consider:
 - Will typically be paper based but could be done on a whiteboard visible to a whole team, rarely done digitally from the start
 - Having a specific set of user goals and tasks in mind is very helpful - even in this very early stage of design
 - They do not need to be beautiful!
 - You will discard many ideas, but that is the point

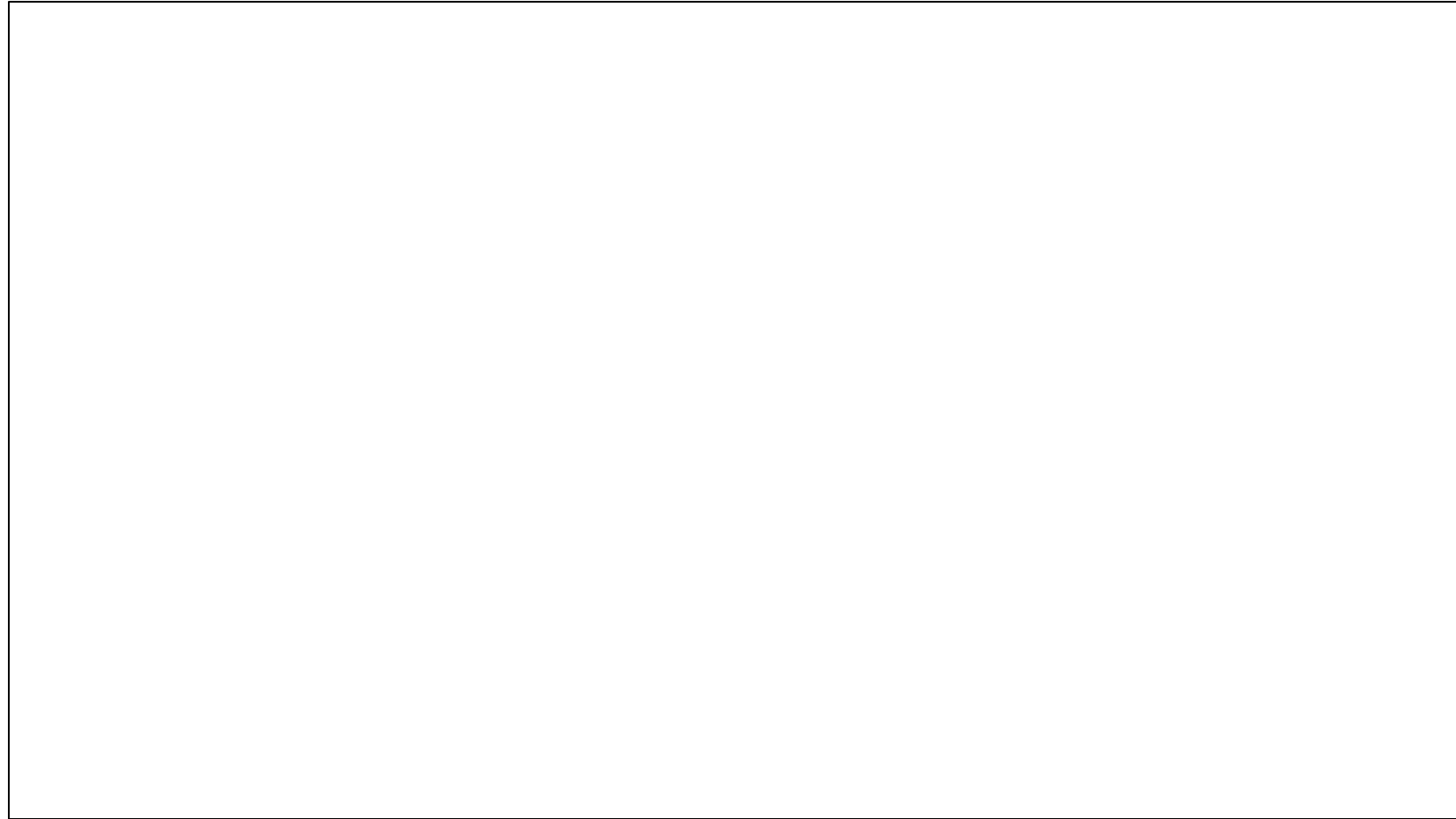
Sketches



The Human Computer

- Formalised method of doing Paper Prototype testing
- One person is the “computer” and moves the paper prototypes around in response to the participant’s actions
- One person is the “facilitator” who is in charge of making sure the study runs smoothly
- When to use:
 - When you need a more formal or in-depth feedback than just showing someone your designs

The Human Computer



Usability test with paper prototype
<https://youtu.be/yafaGNFu8Eg>

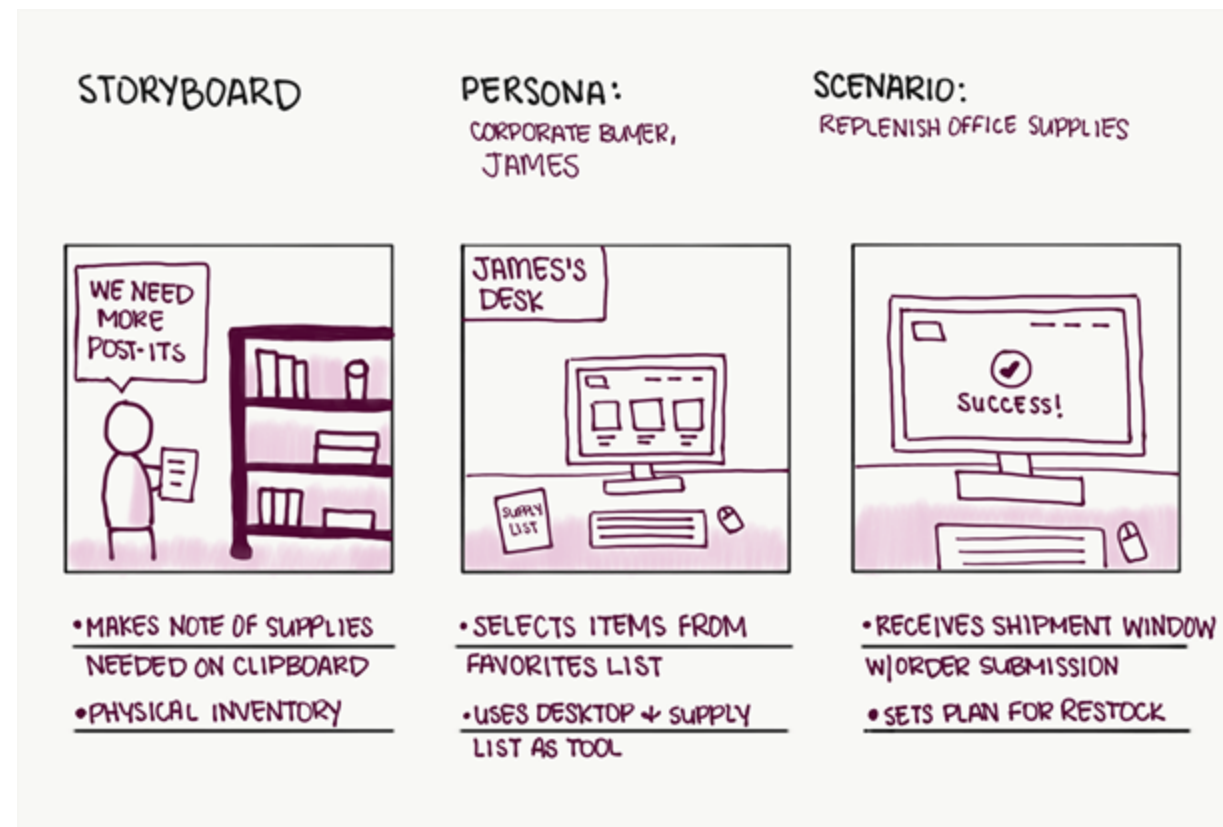
Storyboards

- Series of sketches showing how a user might interact with the technology or progress through a task
- Often used with a scenario to bring in more detail and context
- Pros:
 - Simple to design by yourself
 - Makes you think through the process of how something will be used and identify needed features
 - Useful for communicating ideas
- Cons:
 - Rough sketches, not everything can go in
 - Limited in scope
 - Impractical to use on a whole project

Storyboards

Components of a Storyboard:

- A scenario or user story
- Visuals: each step is represented visually
- Corresponding captions for each visual



Any questions?

Activity

1. In your CW1 groups, review the issues you have found during your heuristic evaluation and pick one
 - Revisit your heuristic evaluation
 - Choose one issue
 - Write a problem statement (e.g. users cannot easily compare options before choosing one)
2. Choose a fast feedback method (5 mins)
3. Create a quick artefact (cards, sketches, storyboard, etc) (15 mins)
4. Share with another group and get feedback (10 mins – 5 mins each group)
5. Reflect and share insights (5 mins)

next steps

- CW1 due Friday 12pm (noon)
- Submit a single PDF document per group including:
 - The documentation of the consolidated group results of your heuristic evaluation (see Step 7)
 - A reflection of your evaluation process and heuristic evaluation in general (Step 8)
 - The documented results of each group member's individual heuristic evaluations.