

Intro

First of all, thank you for being here and taking part.
Let me introduce myself a bit more first.

My name is Anne-Sophie and I'll be doing some testing here today with you.
It's actually my first time I'm doing user testing, so you don't need to feel stressed because it's a bit new to me as well.
I'm doing some testing with you about some ideas CARET is developing at this moment.

CARET is also known as the Centre for Applied Research in Educational technologies. Maybe you know CamTools? That's a system that CARET developed. In general they're trying to make learning, working, studying easier here in Cambridge by using these technologies.

Some months ago, CARET did some interviews with students and academic staff to see in what way they're communicating to people and in what way this academic communication could get better by developing a system.
The ideas which came out of this, is what you will see today.
These ideas are not the end result yet, so that's why we need to test it to make it better.

Lab set-up

Now, about this room. As you can see, there's a large mirror here in front of you, behind that is another room where there may or may not be people watching today. They're not judging you – they're judging the website and how well it works. So I don't want you to feel that you need to be nice or polite – just say what you think, and be honest, even if you're giving negative or critical feedback, as that's usually the most helpful.

Session

Now, about this session. It's about an hour long, maybe 10 minutes longer.

1. First, I'll be asking you some general questions at the beginning about how you use computers and the internet and so. Very general.
2. Then we'll move on to talking about the several ideas CARET created. In this part we'll be showing the ideas they've created so far.

There are no right or wrong answers. We just want your thought and feedback on what I'm going to show you.
There are 8 other people taking part, so all the data will be collated and analysed together.

CARET, Academic Networking Project

Discussion Guide

Author: Nina Belk, User Experience Consultant, Anne-Sophie

Version: User testing guide during user testing session 1

This discussion guide sets out the structure for the user interviews that will take place on the 7th and 8th of April 2009. It is intended to provide a basic structure, and outline themes that will be covered during each interview. This flexible structure enables each discussion to be fluid, adaptable and appropriate to each participant. [NB: the volume of content in each section does not necessarily reflect the time that will be spent on that area]

Discussion topic	Objective
Introduction to the session	
<ul style="list-style-type: none">• Introduction to CARET, A.N. and what to expect from participation in the research• Outline of discussion content & format.	Introduces participants to the format of the interview and what to expect during the course of the session.
Basic introductory questions	
<ul style="list-style-type: none">• Name• Age• How long have you been working/studying in Cambridge• Do you teach/supervise?• [Use of/comfort with technology] – How much do use the internet in a week? What kind of things do you use it for?	To put the participant at ease and to validate their profile against the recruitment criteria.

Contextual questions

Discussion topic	Objective
<ul style="list-style-type: none">• What is your average day at university like?• How do you know/find out what's going on around the university?• How do you go about networking currently?• What kind of events do you go to at the university?	

<ul style="list-style-type: none"> • How do you decide which events you're going to? • What do you get out of going to events? • How do the other people going to an event affect your decision to go? • Who do you contact if you need support? • How do you go about finding support? 	
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Prototypes

Discussion topic	Objective
"Get up and go out!"	
<p>General</p> <ul style="list-style-type: none"> • What do you think you can do on this page? • What do you think this site is all about? Why? • Who do you think this is for? Why? • What would you do next? Why? • What do you expect if you would click on this...? • Why do you expect that? • What's the most important bit of this page for you? <p>Specific</p> <ul style="list-style-type: none"> • Is there an event going on today? How do you know? How would you go about finding more about it? <p>Event page</p> <ul style="list-style-type: none"> • What do you think you can do on this page? • What information on this page would you use help you decide whether to go an event? Do you need any more information not shown on this page to help you decide? • 'Who's Going' – Who are these people? How would friendship with people attending affect your decision to go? • How would you find out if you had things in common with Peter? <p>Profile Page</p> <ul style="list-style-type: none"> • What can you do on this page? 	

- What's the most interesting thing on this page?
- What the most import piece of information you want to know about others?
- What else might you want to know about Peter that isn't shown?
- Is Peter part of your network? How do you know? How would you see who else is in your network?

My Network

- What can you do here?
- What's important for you on this page? Why?
- What's interesting? Why?
- How do people become part of your network?

Homepage

- How would find out about an event earlier in the month?

Past Event

- What can you do here?
- What's important?
- What's interesting?

Wrap-up

- What did they particularly like?
- What would they change or add?

Games Board Concept

General

- What do you think you can do on this site?
- What do you think this site is all about? Why?
- Who do you think this is for? Why
- What would you do next? Why
- What do you expect if you would click on this...? Why?
- What's the most important bit for you on this page?

Specific

- How would you find out what you need to do to complete the Biofuels in the 21st Century course? What would you expect to see? Why?
- Who could you get support from? How do you know?

Course Page

- What can you do here?
- What's particularly interesting to you? Why?
- How do you know if it's a good course?
- [You have an essay to write on 'Data Structures' that you don't much about] what would be your next step? Why this not talking to someone/reading?
- If you have decided you need to talk to someone about it who would you talk to about your essay?
- Who would you be comfortable contacting? Why? Who wouldn't you be comfortable contacting? Why?
- How would you go about deciding who is the best person to ask?

Profile Page

- What can you do here?
- Does this person have the right expertise to help you with your essay? How do you know?
- What's the best way to contact him? How do you know? How do you feel about contacting him?
- How would you find out when he is free?
- Is he part of your network? How do you know? [How would you add this person to

your network?]
How would you view other people in your network? – What do you expect to see?

My Network

- What can you do here?
- What would be the most important thing for you on this page?
- What's interesting to you about this page?
- How do people become part of your network?

Wrap-up

- What did they particularly like?
- What would they change or add?

Discussion topic	Objective
Switch Board Concept	
<p>General</p> <ul style="list-style-type: none"> • What do you think you can do on this site? • What do you think this site is all about? Why? • Who do you think this is for? Why • What would you do next? Why • What do you expect if you would click on this...? Why? • What's the most important bit for you on this page? <p>Specific</p> <ul style="list-style-type: none"> • How would you go about finding your contacts form here? Why would you click that? What do you expect to see next? <p>My Network</p> <ul style="list-style-type: none"> • What can you do here? • Which people would you include in your contacts list? Why? • How would you organise your contacts? Why? • How would you add a new contact to your network? • How would you find out more about someone in your network? Why would you click that? What do you expect next? Why? <p>Profile Page</p> <ul style="list-style-type: none"> • What's this page about? • What is of interest to you on this page? Why? • Is there anything missing? Why would you want to know that about this person? • What would you click on next? Why? What would you expect to see if you clicked that? • If you wanted to find out about and event Dr Grant had been to how would you do that? • What would you expect to see next? <p>Event Page</p> <ul style="list-style-type: none"> • What do you think you can do on this page? Why? • What's important for you on this page? Why? 	

<ul style="list-style-type: none"> • How would you use this page to monitor your students' academic activity? <p>Wrap-up</p> <ul style="list-style-type: none"> • What did they particularly like? • What would they change or add? 	
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Wrap-up Questions

Discussion topic	Objective
Wrap-up	
<ul style="list-style-type: none"> • Which was their favourite concept why? • Can they give an example of when they would use the concept they have chosen? 	

[END]