CEN 4725/4726 Natural User Interaction

Project Milestone #3: User Study Report, due 4/3/2017

Milestone Overview

In your project groups, you will present the results of your user study and the lessons learned from that study which you will use to improve your prototype in the next iteration. The milestone has a presentation and a written component. Note that the presentation will be due BEFORE the written assignment, to allow students to take into account any feedback from the instructor and their peers when preparing their final User Study Report.

Milestone Detail

**Presentation Component:** ******* DUE 03/27/2017 *******

You will be required to present the key details of your user study, results, and lessons learned to the class. Due to the large class size, presentations will be no more than 4 minutes (plus 1 minute for Q&A + transition to next group). To ensure everyone has time to present, I will cut groups off at 4 minutes, and you will receive no credit for elements you did not cover. Rehearsal of your presentation will help you keep on time. I expect you to cover the following topics in the presentation (see the written component descriptions for more detail on the topics):

- **User Study Overview.** Introduce the group members, remind the class of your project topic, and briefly describe the main details of your user study (60 seconds).
- **User Study Findings – Critical Incidents.** Describe the most frequent or severe critical incidents that you observed during your user study sessions (90 seconds).
- **Lessons Learned – Planned Improvements to Prototype.** Describe the changes you plan to make to your prototype based on your user study findings (90 seconds).

*** Note: slides are required. Groups are required to turn in your slides via Canvas BEFORE class begins on March 7th. Again, only one member of each group is required to upload the slides. Formats accepted: .ppt, .pptx, .pdf.

*** Note: groups presenting first must be present on-time for class on to be able to load their slides onto the presentation machine prior to the presentations beginning. We will begin promptly at 10:40am. Groups arriving late will have to include time to load their slides in their 4 minutes.

**Written Component:** ******* DUE 4/3/2017 *******

You will create a 5 to 8-page write-up (Times New Roman, 12-point font, 1.5 spacing) of your group’s user study report. You must use the assignment template which posted on Canvas under ‘Files’. Submit your project outline in .docx, .doc, or .pdf format to the instructor via the Sakai site. Required sections of the paper include the following:

- **Headings and User Study Overview** (1 – 1 ½ pages):
  - Group Members and Project Title – see template.
  - User Study Overview – describe the who, what, when, where, and how of your user study. Who were your users (where/how did you recruit and who ended up participating, including rough demographics, e.g., age, gender, major)? What did your users do (what were your tasks, what was your procedure)? When did you conduct these sessions (what dates and times)? Where did you conduct these sessions (specific locations)? How did you conduct these sessions (what did each team member do in the sessions, did you take notes, how was
the equipment set up, etc.)? You should model this section after the methodology sections of the research study papers we have been reading this semester.

- **User Study Findings – Critical Incidents** (1/2 page per critical incident) – describe 5 to 8 critical incidents (CI), both good and bad, that occurred during your user study. Aggregate reporting of these critical incidents across sessions, but include supporting quotes or incidents from specific user sessions (refer to users by an anonymous identifier only!). Prioritize reporting on specific issues that multiple users had. The template includes the specific components required for each CI (label as “good” / “bad”, descriptive title, evidence, explanation, relationship to other critical incidents, and possible solutions).

- **Lessons Learned – Planned Improvements to Prototype** (1-2 pages) – describe in as much detail as necessary to be clear what you plan to change or add to your prototype based on your findings. Link these changes back to specific critical incidents. You may include screenshots or images to support your text. You may also include other changes you plan to make that might not have come specifically from your user study, but these will be given less weight as compared to those based on evidence from your user study.

- **Task Sheets, Surveys, and Interview Questions.** You are required to attach the task instructions you provided to your users during the study sessions, as well as any survey or interview questions you asked. This section does not count toward your page limit.

**Peer Evaluation**
As part of this milestone, there will also be a peer evaluation component, in which group members will be rate themselves and each other’s contributions to the project. These will be filled out in-class individually (to be handed out on the day of the presentations) and will be returned to the instructor before leaving class. Evaluations will be kept confidential.

**Milestone Grading**

1. Presentation Component: 15%
2. Written Component: 70%
   a. User Study Overview (15%)
   b. User Study Findings – Critical Incidents (25%)
   c. Lessons Learned – Planned Improvements to Prototype (20%)
   d. Task Sheets (10%)
3. Peer Evaluation† 15%

The goal of this milestone is to demonstrate that you have conducted a user study in line with the protocol approved for this class, and have drawn reasonable conclusions about improvements necessary based on your users’ feedback.

As with the previous assignments, penalties will be assessed for groups who do not follow the instructions precisely (e.g., all group members must arrive on-time with their presentations ready to go, all group members must verbally participate in the presentation, presentations must not be too short or run long, assignments must follow the template, etc.).

† 15% of group members’ individual grades for this assignment will be based on the confidential peer evaluations by their group members.