

User test individual project

**Shihaab Rouine
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Introduction

A brief summary of the concept: A panel that scans your face for emotions prior to entering a room is being used in meetings to lighten the mood. The idea is that forcing a person to smile in a bad mood will, hopefully, spark some sort of up cheering moment. This may also help people express their opinions earlier during meetings, as the lightened mood makes it less daunting.

I made a [scenario of the prototype](#) ('User test' flow), where the user would go through a part of the flowchart that is in the [Project plan](#). I will show this scenario to the user and ask them to think aloud so I can understand what they are thinking. I am making use of the [usability-testing](#) method from the CMD methods.

Objective

The objective of the user test is to identify and correct any issues that people may have with the design. To evaluate if the prototype sparks the intended reaction of the user.

Approach

I will ask a small group of people to click through the scenario and think aloud. While going through the screens, I will document the thoughts of the user.

Before I let them go through the prototype, I explained the context of the scenario as followed. *The user, you, would like to enter a meeting. Before the door you encounter a tablet, the door is locked.*

Result/conclusion

I documented the key sentences from the user test in the "[Test data](#)" document. I briefly summarised the results of the test below:

If they came across it in real life, it would make them **smile** and be something they would be interested in. They had a **good time**, and it made them **happy**. They do **not** want to do this at **every meeting**. But if you do it **once a day**, it's enjoyable!

This is excellent feedback. The user test objective was met, and I identified issues with the concept, such as the frequency of the occurrence. I also discovered that the prototype elicits the desired reaction. When I saw the participants genuine reactions to the robot, I realised that it could have a significant impact on a person's day and mood. I believe it is also about the things you do and do not expect a robot to answer. The use of only text and the simplicity of the eyes allows the user to fantasise. In my opinion, it is similar to reading a book in which you develop a narrative voice that you believe fits the personality profile you created.

Reflection

I was not expecting the prototype to provoke a genuine reaction, but it did. The feedback gave me more motivation to actually create this one day. The next time I would perform a user test I would have made a longer prototype to test. So that I can see if the user's mood changes during the test. I also would have liked to spent more time developing the prototype and make it a self explaining situation.