

KAIST Spring 2025

CS374: Intro to HCI

hci.cstlab.org

Class 06: User Testing

2025.03.13

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ADMIN NOTES

- Today in class: 40ish mins on User Testing and then Group project work
- 3/18 (Tue)
 - Heuristic Evaluation in class. Not needed for Mini-project, but necessary for HW1!
- 3/20 (Thu)
 - In-class Mini Project Studio
 - Reading: Prototype (2/2) + User-centered design
 - No nanoquiz (but you should still comment on the reading!)

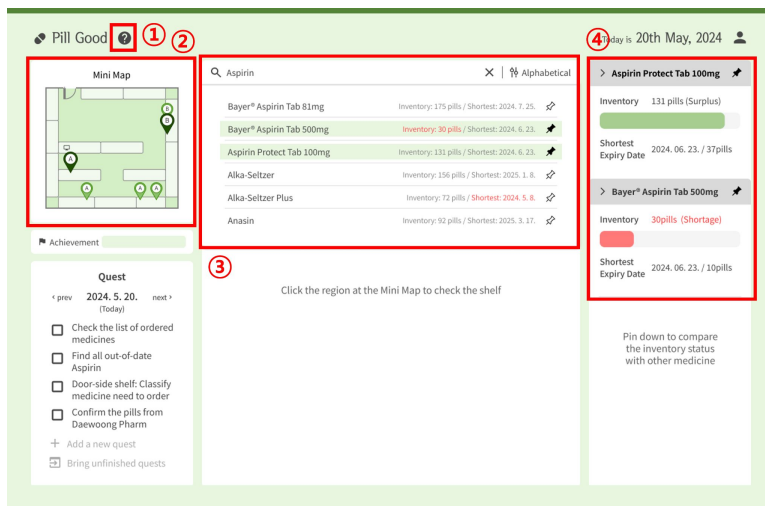
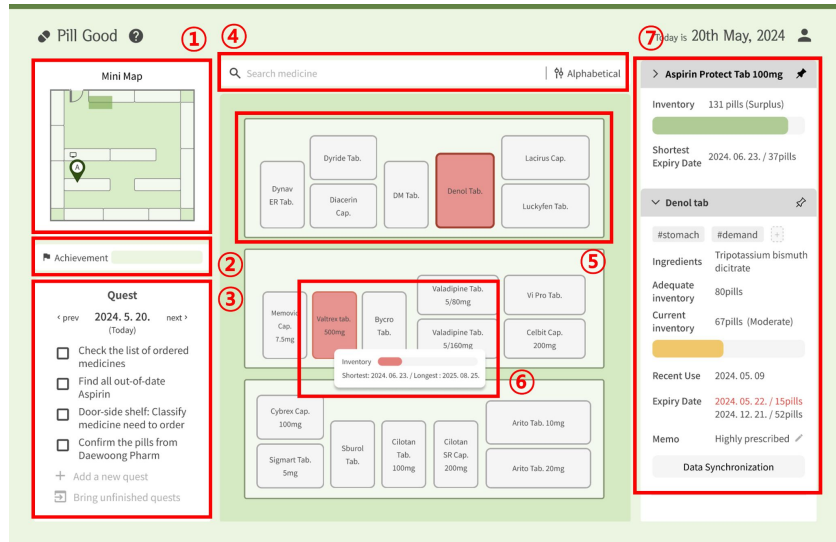
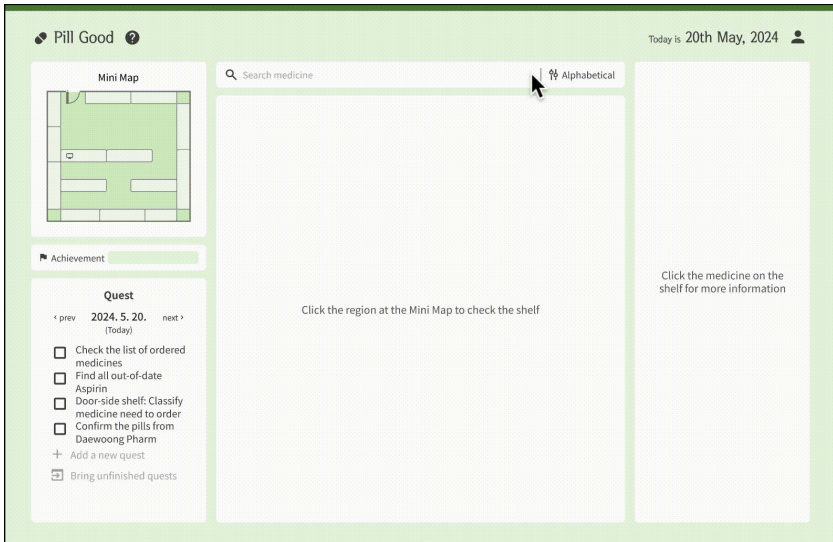
MINI-PROJECT STUDIO

- Grading criteria and final instructions on the course website
- Each team gets 10 mins (strict) for presentation + 10 mins Q&A
- Each person needs to speak!
- All presentations / write-ups should be in English. Prototypes can include Korean but should be explained in English.
- Any earlier stage results should be revised based on your design process and team decision.
- You should use the slide deck we gave you for your presentation, but please “Skip slide” the instruction slides before you present.

DESIGN PROJECT ADVICE

Requirements for your project:

- Focus on a user who is different from you. You cannot be the target user for your project.
 - You are highly encouraged to make the majority of participants be non-students.
- The best projects will be ones focused on contexts that are very new or unfamiliar to you. The point is to uncover needs that you didn't previously know about!



Team Pill Good (Spring 2024)

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NOT SUCH A GOOD FIT FOR THIS PROJECT:

- Redesigning the parking experience
 - The user needs are pretty obvious, and it's hard to show depth of needfinding
- Redesigning existing apps/UIs (food kiosks, 코레일톡)
 - A lot of the needfinding was already done by the app designers, who already identified the main need.
 - This project is about redesigning an experience, not redesigning an existing interface.
- Anything related to translation
 - While language difficulties do cause challenges for a lot of users, this isn't a great problem to investigate for the purposes of this class because many of the needs are already clearly known.

TL;DR

- If you already think you know the needs of your target user population, choose a different project!
- If you already have ideas for a solution, choose a different project!
- For this class, we want you to show that you can learn new needs from an unfamiliar population. That's a core part of the point of user-centered design!

LEARNING OBJECTIVES

After this class, you should be able to...

- Understand and discuss different approaches to user testing.

TYPES OF USER TESTS

- User Testing:
 - Formative Evaluation: Today, DP
 - Usability or Interface Testing
 - Field Study: Maybe DP? Later in your career 😊
 - Controlled Experiment: Often in research. We'll discuss briefly later in class.

Usability Testing

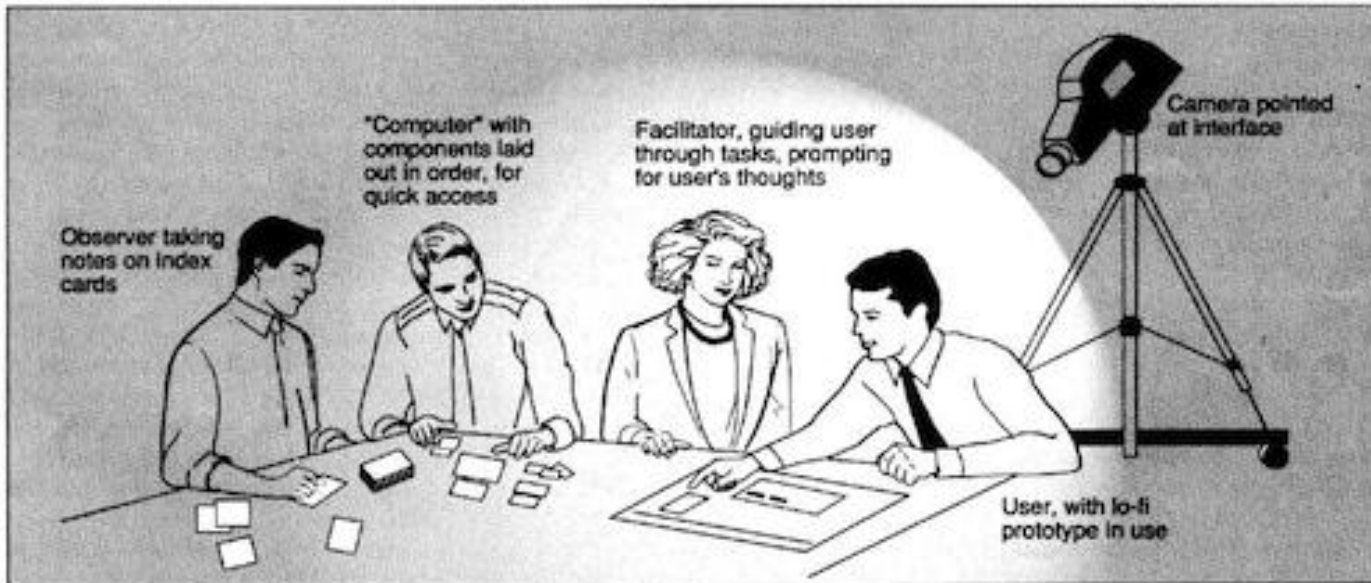
EXAMPLE: TESTING A PAPER PROTOTYPE



**Put the participant at ease, give
them control**

HOW TO TEST A PROTOTYPE

- What are the different roles for the design team?



PREPARING THE PARTICIPANT

- “Keep in mind that we’re testing the computer system. We’re not testing you.” (comfort)
- “The system is likely to have problems in it that make it hard to use. We need your help to find those problems.” (comfort)
- “Your test results will be completely confidential.” (privacy)
- “You can stop the test and leave at any time.” (control)

DURING THE TEST

- Provide clear tasks to the participant one at a time
 - Do not include unnecessary tasks!
- Prompt the user to think aloud
- Ask them questions about why they did what they did, but don't distract them

EXAMPLE: MOBILE PHONE BILLING APP

- What are some of the useful techniques?



THINKING ALOUD

- Verbalize what the user's thinking as they use the interface
- Window into the user's thought process
- Questions & Tips
 - What are you trying to do?
 - Tell me what you're thinking.
 - Do you have any questions about this task?
 - What are you reading?
 - Avoid binary questions.

EXAMPLE: TESTING A FUNCTIONAL PROTOTYPE



First step, I would do
would be to close the door...

CRITICAL INCIDENTS

- Moments that strongly affect user performance or satisfaction
- From the video
 - Researcher asks why user was confused.
 - User clearly describes why he was confused.
 - User even gives some concrete suggestions.

COMMON MISTAKES

Mistakes to Avoid:

1. Intervening too soon
2. Not intervening when needed
3. Asking leading questions
4. Reacting or priming
5. Being overly friendly
6. Helping participants or answering questions



ACTIVITY: MINI PROJECT TESTING

- Your team slides have detailed instructions for Stage 4.
- Plan the study before you start!
- Find target users.
 - Please test with participants NOT in CS374!