



CS5340  
HUMAN-COMPUTER INTERACTION

April 11, 2013

[www.hcibook.com/e3](http://www.hcibook.com/e3)

# TODAY'S CLASS

- Reporting Usability Findings
- Administrative
- Paper Presentations

## REPORTING USABILITY FINDINGS

### FINDINGS

- Summaries of data collected
  - 15/20 users completed the task with no errors
  - 17/20 users felt the menus were inconsistent
- Inferences (conclusions) drawn about the data through analysis
  - (qualitative) e.g., using affinity diagram
    - *Why, how*
  - (quantitative) e.g., using inferential statistics
    - *What, when, how much*

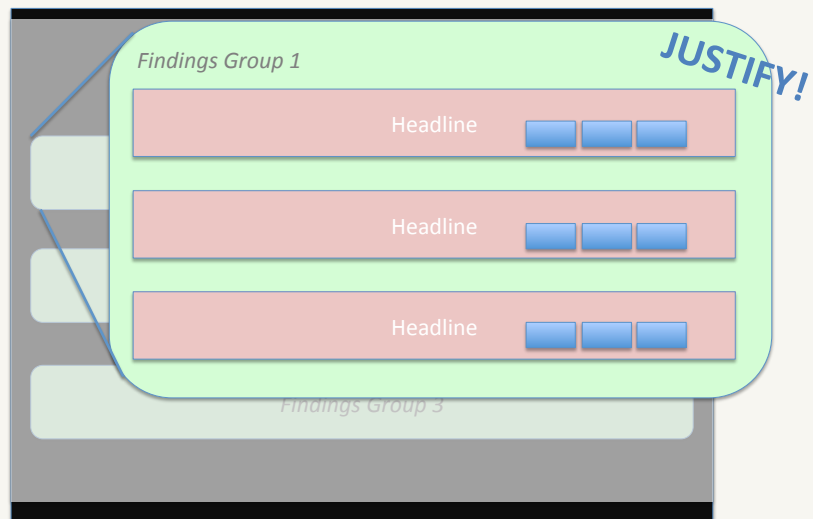
## FINDINGS

- What you saw
- But also...
  - Conclusions and elaborations upon what you saw
- So this is not enough:
  - “Users were unable to send email using voice commands” (high level)
- More details are needed, e.g.
  - How many users
  - Why did they face challenges
  - What was the nature of the errors

## FINDINGS

- Expressing your “ah-ha” moments to someone else
  - Remember they are new to this data
  - Make sure you explain sufficiently

## WRITING UP FINDINGS



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- Findings should address research questions
  - Not just random comments
  - But should elaborate on issues you were looking to study
  - Will also have *emergent* findings
    - On topics you didn't expect to learn about

## WRITING UP FINDINGS

- Be specific
  - NO
    - “most users”
    - “some people”
    - “users said...”
    - “users liked feature x”
  - YES
    - “5 out of 6 users...”
    - “few users (20%)...”
    - “users liked feature x. specifically, they discussed enjoying being able to a,b,c...”

## WRITING UP FINDINGS

- Provide evidence
  - For qualitative data
    - Quotes
  - For quantitative data
    - Graphs, charts, statistical analysis, descriptive statistics

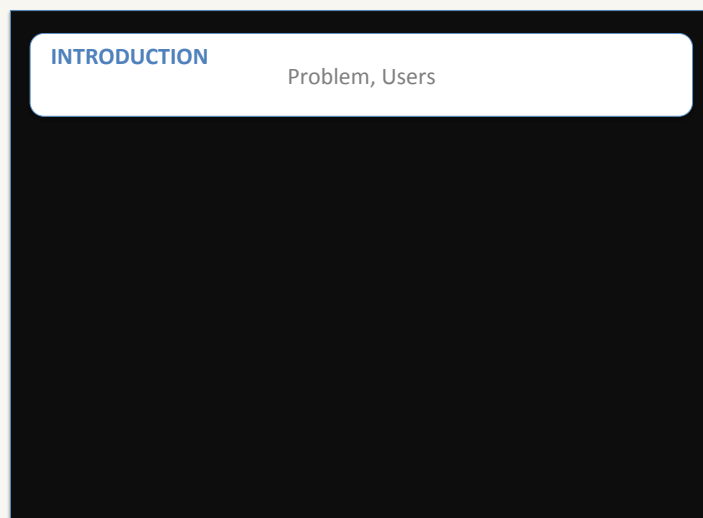
## WRITING UP FINDINGS

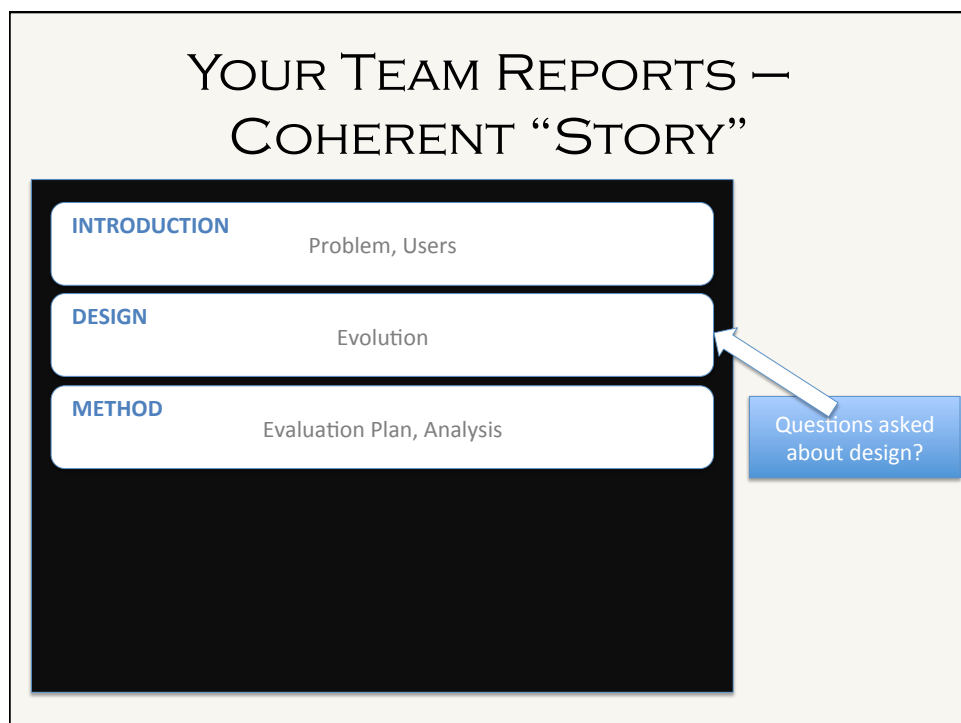
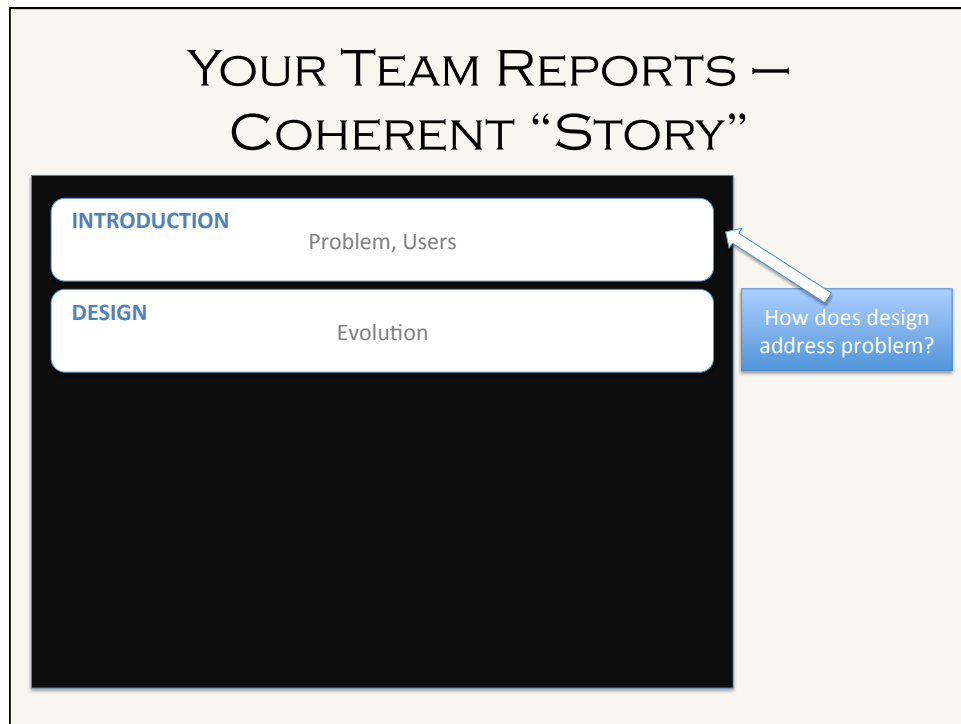
- Depends on culture of organization
  - Powerpoint
  - Full report
  - Brief reports
  - Blog posts

## REPORTS

- Help you communicate
- Support & provoke change
- Guide action
- Historical record (design rationale)
- Think of it as a story
  - Not just a hodgepodge of information
  - All sections relate back to central story
  - Section transitions

## YOUR TEAM REPORTS — COHERENT “STORY”







## YOUR TEAM REPORTS — COHERENT “STORY”

### INTRODUCTION

Problem, Users

### DESIGN

Evolution

### METHOD

Evaluation Plan, Analysis

### RESULTS

Affinity Diagram Findings

How do findings  
answer questions?

## YOUR TEAM REPORTS — COHERENT “STORY”

### INTRODUCTION

Problem, Users

### DESIGN

Evolution

### METHOD

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### RESULTS

Affinity Diagram Findings

### REFLECTION

Lessons Learned

What did you learn  
about req's  
gathering, analysis  
etc.?

What would you do  
differently?

## REPORTS

- Must be usable!
  - Readable
  - Well-structured & organized
  - Clear & informative section headers
  - Spelling & grammar-checked

## ADMINISTRATIVE

## ASSIGNMENT GRADES

- By next week

## PEER EVALUATION

- Submit 1 PDF to Blackboard
  - Give **each teammate a grade**
    - Based upon their contribution to the team assignments
    - Over the semester
    - Look back at team assignments
    - A+, A, A-, B+, B, B-, C+, C, C-, D+, D, D-, F
  - **Not submitting this will affect your class participation grade**
  - Due April 20, 7am

## HCI - WANT TO LEARN MORE?

- Get involved with faculty research
- BostonCHI & BostonCHI Labs
- NEU HCI & PHI Mailing Lists
  - [http://phi.ccs.neu.edu/?page\\_id=305438](http://phi.ccs.neu.edu/?page_id=305438)
- ACM CHI Conference
  - Student Design Competition
- ACM Interactions Magazine

## PAPER PRESENTATIONS

- Bardzell, Feminist HCI: Taking Stock and Outlining an Agenda for Design, CHI'10  
**Chaitali Kumar**
- Mcduff et al. Crowdsourcing Facial Responses to Online Videos, IEEE Trans. Affective Computing'12  
**Wei (David) Dai (Mercury)**
- Sengers et al., *The Disenchantment of Affect*, Personal & Ubiquitous Computing'08  
**Yanji Chen**