

## Core user task

After conducting interviews, our group realized that people are more likely to have a productive conversation among friends since people are less likely to attack or insult their friends even if their friends disagree with them. Our group came up with a website which allows a group of users, who are friends with each other to take a poll on controversial political and social topics of their own interest. At the end of the poll, users can see the friends who have different opinions from theirs and start a conversation on this topic.

## Study measures

- *Study Procedure:*

1. A group member will provide the participant with a brief introduction regarding the background of our application, purpose of conducting this study, and the core user task that we hope to achieve.
2. Ask the participants to sign on the Informed Consent Form and also explain some of the most important factors in the form. We will ensure that they are free to stop and leave from the study whenever they feel uncomfortable and they do not have to answer any question they do not want to.
3. Since it is more difficult to find two friends to participate in study at the same time, one of our group member will act for the role of his/her friend as he/she go through the process of the study.
4. We will show them the home page of the application and allow them to explore the application themselves, they are free to ask questions at any time during the study.
5. Our group members will record the time they used throughout the whole process of study. We will also keep track of any steps where the user spent a long time understanding the functionalities and record all the questions they asked during the study.
6. After using the application, we will ask they a couple of interview questions to further understand what part of the application was especially strong and what part needed further improvements.

- *Study Measures:*

- Interview Questions:

1. What was an aspect during the experience using the app that you found especially pleasant?
2. What was a part of the application that you found especially confusing?
3. What aesthetic issues do you see when you go over the process?

- Completion Time:

1. How long did it take the user to go through the whole process of using the application?
2. Which part during using the application did it take them longer than others?

- Errors:

1. What mistakes did the user make while they were using the application and did we do a good job at preventing and recovering from errors.
2. What part during the application that user didn't do what we intended?

## **Informed consent form**

### ***Research Project Participation Consent Form***

#### **Introduction**

You are being asked to participate in a research study. This research is being conducted for CS160 Class at University of California, Berkeley. During the study, you will be asked to go through a web application that aims to encourage people to have a more productive conversation with others who they might disagree on certain topics. When you are invited to participate in research, you have the right to be informed about the study procedures so that you can decide whether you want to consent to participation.

You have the right to know what you will be asked to do so that you can decide whether or not to be in the study. Your participation is voluntary and you can terminate the study whenever you feel uncomfortable to continue.

#### **Procedures**

During the project, the following will happen:

- Going through a web application and explore its functionalities
- Being interviewed on the experience of using the application

#### **Personal Information**

This study is anonymous. We will not be collecting or retaining any information about your identity.

#### **Research Data and Feedback**

The records of this study will be kept private. Research records will be kept in a locked file; only the researchers will have access to the records. Information contained in your records may not be given to anyone unaffiliated with the study in a form that could identify you without your written consent, except as required by law.

#### **You Authorize to participate**

Your signature below indicates that you have decided to volunteer as a research participant for this study, and that you have read and understood the information provided above. You will be given a signed and dated copy of this form to keep, along with any other printed materials deemed necessary by the study investigators.

Name (Print): \_\_\_\_\_ Participate Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### **Consent of Parents or Guardian (Applicable if participant is below 18)**

I have read the form and agree to the terms and therefore give my consent to the execution above.

Name (Print): \_\_\_\_\_ Participate Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Data Collected during pilot study:

### Pilot Study Data1:

|                        |  |
|------------------------|--|
| Completion Time:       | 8: 34 minutes  |
| Part that took longer: | entering the topics that to talk about   |
| Errors:                | missed one question from the poll and could not go back to the previous question |
|                        | was not able to switch to different conversations with different friends         |

- *What was an aspect during the experience using the app that you found especially pleasant?*

I really liked the idea of the polling process since it is a fast and convenient way to find out that you and your friends actually disagree on a specific topic, which might be very surprising. I also like the fact that you could only talk to the friends who disagree with you so that really enforces you to talk to people who have different opinions from you.

- *What was a part of the application that you found especially confusing?*

The part I found really confusing was when the application wanted me to enter a topic that I want to discuss about. The auto-generated topic was confusing since I did not understand if it was a prompt and I should write about topics related to that or whether it is just an opinion.

It was a little confusing whether the conversation is anonymous or not since you can enter whatever names you want.

- *What aesthetic issues do you see when you go over the process?*

I think it would be better if the application could use different colors for different people who are speak so it is more distinguishable who said what during the conversation

### Pilot Study Data2:

|                       |   |
|-----------------------|---|
| Completion Time       | 6:56 minutes  |
| Part that took longer | N/A   |
| Errors                | Click Enter on keyboard, but didn't get what she expected   |
|                       | Shown on the interface there are more than 2 people begin the poll, but in reality there's only 2 |
|                       | Do not know where to click to start a conversation  |

- *What was an aspect during the experience using the app that you found especially pleasant?*

I like the idea that each conversation is actually temporary saved, so I don't need to worry about privacy or safety issues, especially during this social media explosion era, I like to keep more conversation in private.

- *What was a part of the application that you found especially confusing?*

When I click the person's name that I want to talk to, instead of directing me to the conversation with that person, it took me back to the BeginPoll interface, which is very confusing and doesn't make any sense.

Name should be unique otherwise it could confuse users.

- *What aesthetic issues do you see when you go over the process?*

Message bar moves as I type more messages instead of being static at the same place, as what I used to in other media.

## **Reflection:**

### **What worked well:**

- The application only shows the person's name who has different opinions for a controversial topic. This helps facilitate the conversation against different opinions.
- Our group member gave them clear explanations of what they should do at a specific stage whenever the participants got stuck.

### **What needs improvement:**

- We should explain the background a little bit better to the participants. They were sometime confused of who are they actually talking to and whether the conversation is anonymous.
- The interview process was a little bit disorganized since we were throwing a lot of random questions at the participants. It would be better if we came up with a survey for them to fill out instead. It would also be easier for us to collect and analyze data when the number of people participate in the study grows larger.
- Could ask questions that gathers more quantitative data instead of throwing too much qualitative questions.