Filters

The Inclusive Design Toolbox

Business Origami

Choose

Co-Constructing Stories

Choose

Technology Tea Party

Choose

Cultural Probe

Choose

Card Sorting

Choose

A Day in the Life

Choose

Design Probe

Choose

Value Laddering

Choose

iPad 7:11 PM

Filters

The Inclusive Design Toolbox

Done

Who should be able to use the end-product?

- Elderly — OFF
- Low-Literates — OFF
- Teenagers — OFF

What do you want to test?

Idea — Scenario — Prototype

Card Sorting

Choose

A Day in the Life

Choose

Design Probe

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Value Laddering

Choose

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Done

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What do you want to test?

Idea | Scenario | Prototype

Card Sorting

Choose

A Day in the Life

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Tuesday 22 October 13

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Done

Who should be able to use the end-product?

Elderly	OFF
Low-Literates	OFF
Teenagers	ON

What do you want to test?

Idea — Scenario — Prototype

1.

Co-Constructing Stories

Choose

Co-Constructing Stories consists of two main phases, one focusing on recollecting past experiences in related contexts, and one focusing on envisioning future experiences using the new concept. Storytelling is used by the designer to set the stage and to present the concept and by the user to communicate his past and anticipated future experiences. The technique helps to validate assumptions and provides insight in how people will use the new product in real life, giving inspiration on how to improve the concept or product.

Technology Tea Party

1.

Co-Constructing Stories

Choose

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2.

Technology Tea Party

Choose

Tea parties begin with a discussion, followed by interaction with technology probes and a final discussion over tea and cakes. The provision of tea and cake helps to create the desired informality, and seems to encourage participants to express their real opinions, rather than providing socially acceptable responses.

1. Prepare

Recruit 3 to 5 participants. In the invitation, let them know the goal of the session and specify the compensation.

Arrange a meeting space. Shop for gifts, drinks and snacks. Print the cards and sketch the user scenarios. Check which parts of your scenario are assumptions and prepare questions to challenge each one.

Set up video or audio capturing equipment. Prepare the introduction.

4 hrs

2. Hear

Introduce the subject, explain the session and get consent from participants.

Show a scenario of a relevant current situation. Talk about how the story relates to the participants' lives.

Show a future scenario that involves your product/system. Talk about how this story would play out in real life.

During the session, take notes about *why* the children want or choose things. Use the experience factors cheat sheet.

1,5 hrs

3. Un

Choose the most su
insights related to th

Reframe insights as
improved scenario,
prototype

Gather all documen
one document or fo

ssion and

ht
elates to

your
story

t *why* the
the

3. Understand

Choose the most surprising and inspiring new insights related to the subject.

Reframe insights as a to-do list for an improved scenario, or requirements for a prototype

Gather all documentation from the session in one document or folder.

1,5 hrs

1. Prepare

Sketch storyboards

Capture one story per story-board. Give each story a title and fill in the template like a comic book, telling the story through the actions and feelings of the user. Link multiple cards for more detailed stories.

1. Prepare

Current Story: ...

1. Prepare

Future Story: ...

Ass
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.....
What qu
to test t

1. Prepare

Assumptions current scenario:

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.....

.....

What questions can you ask to test these assumptions?

1. Prepare

Assumptions future scenario:

.....

.....

.....

What questions can you ask to test these assumptions?

1. Prepare

Recru Particip

Schedule the user session anything else. This part is and can take more time

Recruit 3 to 5 people, whic some different perspect generating too much data. from the invitation template

Find participants via g organisations and centres, you know too well. If nec locally or recruit

1. Prepare

Recruit articipants

he user session before you have lse. This part is most of the work take more time than you think.

5 people, which is enough to get ifferent perspectives while not oo much data. Include the details itation template in your invitation.

articipants via group-specific ns and centres, avoiding people too well. If neccesary, advertise ocally or recruit online.

1. Prepare

Invitation template

.....[company/researcher name]....would like to invite you to participate in a user study session. We are interested in your opinion on ..... The information you share with us will be anonymised.
The date is the...of ..... from ..... o'clock and it will take around ..... of your time.
Snacks and drinks are provided. If you would like to help us, we will reward you with .....
Your host will be .....[name]..... and they are available for questions via phone ..... and email .....

1. Prepare

Consent form

This is a study about [describe study] intend people [describe audience]. All information collected in the session belongs to [compan [will / will not] videotape and/or audiotape session. We may publish our results from thi other sessions in our reports, but will never i your name. You may take breaks as needed stop your participation in the study at any ti

I have read the description of the study and rights as a participant. I voluntarily agree to participate in the study.

Name: .....Date: .....

Signature:

1. Prepare

Introduction

[replace the bracketed words]:

or .....[ideal user/customer].....
who is unsatisfied with ...[current situation].....
e are developing a ..[comparable category]..
which makes it possible to .....[unique
dvantages/benefits].....
n contrast to .....[competition].....

1. Prepare

Planning

1. Introduction & consent forms (15 mins)
from.....to.....hr

2. Talking about a current situation
(20 mins)
from.....to.....hr

3. Break (10 mins)
from.....to.....hr

3. Talking about scenarios for the future
(30 mins)
from.....to.....hr

5. Closing & thankyous (15 mins)
from.....to.....hr

1. Prepare

Investigative

- Ask the question 'why' to ge
meaningful results and discov
intentions
- Look for makeshift solutions
these often indicate unfulfilled
- If one person has difficulties
of the design, it is likely more
- Consider the context of the
location, time of day, people
- Set clear research goals and
about timing. Plan multiple sh
of one long one
- Do not forget that your user
who are helping you. Thank t
recognise them as partners in

1. Prepare

Investigative Mind

- Ask the question ‘why’ to get more meaningful results and discover underlying intentions
- Look for makeshift solutions or misuse, these often indicate unfulfilled needs
- If one person has difficulties with an aspect of the design, it is likely more people will
- Consider the context of the study, such as location, time of day, people present
- Set clear research goals and be realisitc about timing. Plan multiple short tests instead of one long one
- Do not forget that your users are people who are helping you. Thank them and recognise them as partners in the process.

2. Hear

Take notes

why do participants want or choose certain things?

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(use the Experience Factor card)

2. He

Experience

- Autonomy—indepen
- Competence—effect
- Relatedness—belon
- Selfactualizing—me
- Security—control
- Money—luxury
- Influence—popularit
- Physical thriving—bo
- Self-esteem—self-re
- Pleasure – stimulatio

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3. Understand

New insights:

current situation: .....

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future scenario: .....

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3. Understand

To-do list

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