Wizard of Oz Testing

Triple-Squared

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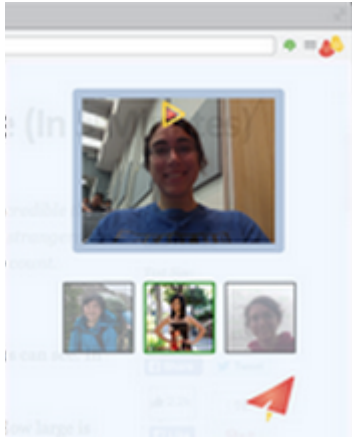
2 hybrid code-WoZ prototypes
3 test users per prototype
Many insights

Slide deck order:

1. **Prototype 1 Link Sharing**
2. **Prototype 2 Conveying touch in video chat**
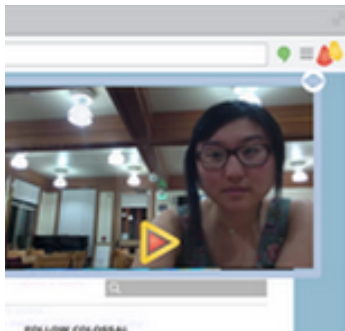3. **Revisions and reflection on WoZ testing**

Two Prototypes

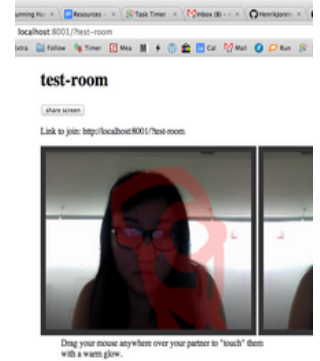## Prototype 1: BB

A web browser extension / bookmarklet that allows a user to easily share and discuss web pages with rich media: video and audio.

Prototype 2: GlowyTouch

A video chat for long distance couples to communicate physical touch and physical connection by using gestures that create glowing red spots on the user's face and body, simulating touch.

Prototype 1: Link Sharing (BB)

A web browser extension / bookmarklet that allows a user to easily share and discuss web pages with rich media: video and audio.

Testing Link Sharing Prototype

Task #1:

Send a link through BB:

1. open the extension
2. record a video
3. select friends
4. send

Task #2:

Receive a link through BB:

1. open the extension
2. view a video
3. explore linked page
4. close extension

The two fundamental actions of BB are to **send** and **receive** links. Archiving videos, signing up, adding friends, and exploring old conversations are ancillary actions, worth investigating after we find out if the core functionality is interesting and useful.

Testing Link Sharing Prototype

Task #1:

WOZ Send

We create an HTML page that includes an icon for the extension and an iframe that mimics a webpage. By clicking on the icon, the tester goes through the send process, though the "recorded" video does not save
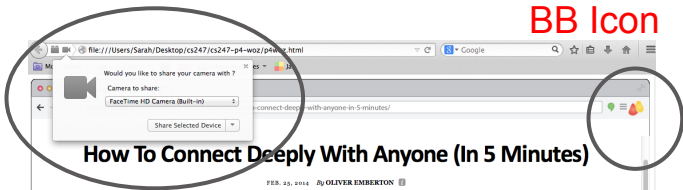
Task #2:

WOZ Receive

Using a similar HTML page, we replace the action of the icon with a "received message". A prerecorded video is included of Emily talking about the shared link. The tester watches the video, explores the linked page, then closes the BB popup.

Testing Link Sharing Prototype

Task #1:

Send a link through BB

BB Icon

Enable Video

Record Video

Choose Friends and Send

Testing Link Sharing Prototype

Task #2:

Receive a link through BB
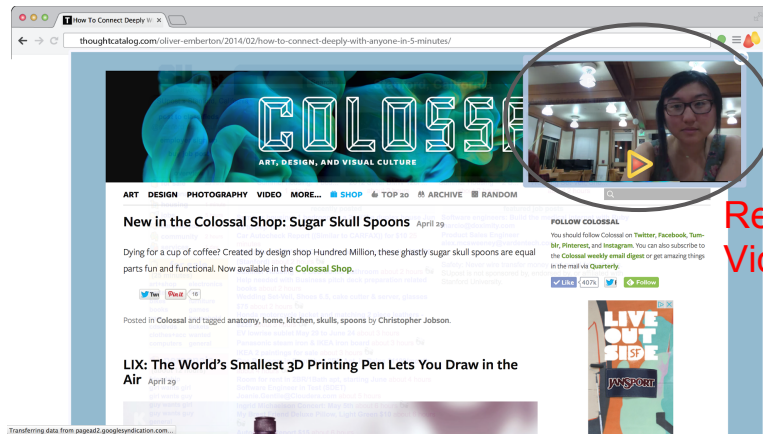
Received Video

Minimized Video

Popup Window
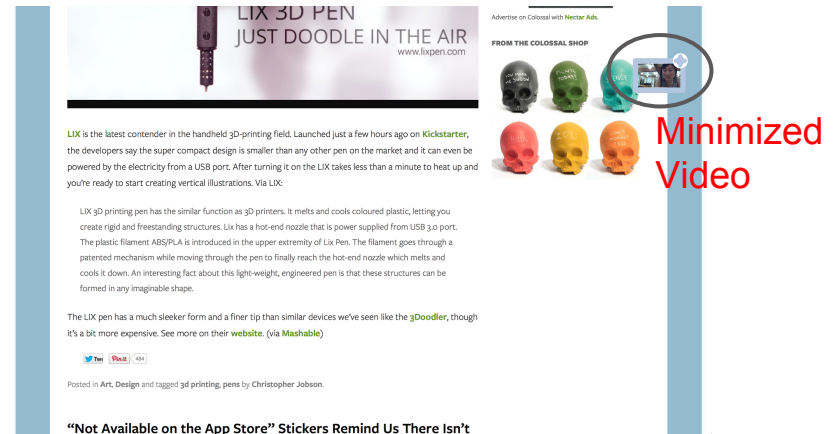
Testing Link Sharing Prototype
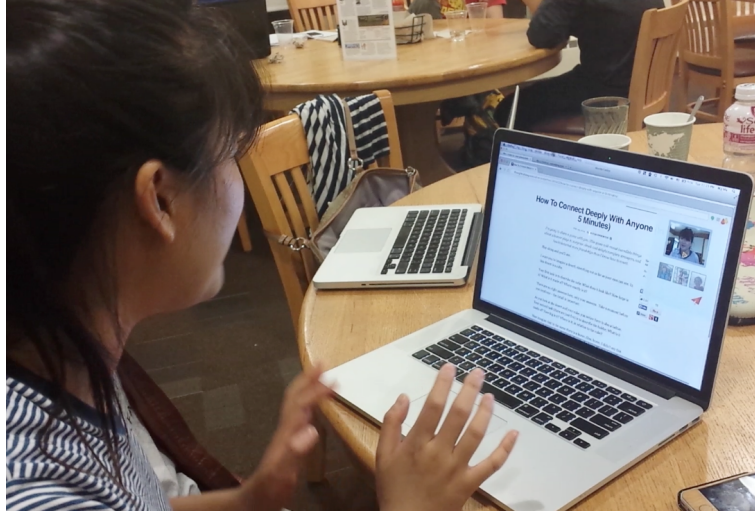
Links to videos of WoZ and interviewing process:
https://drive.google.com/file/d/0Bw5Sfj-eUwiqNno2VDdRZWw5d1k/edit?usp=sharing
https://drive.google.com/file/d/0Bw5Sfj-eUwiqeVUzUVBKZnhNMG8/edit?usp=sharing
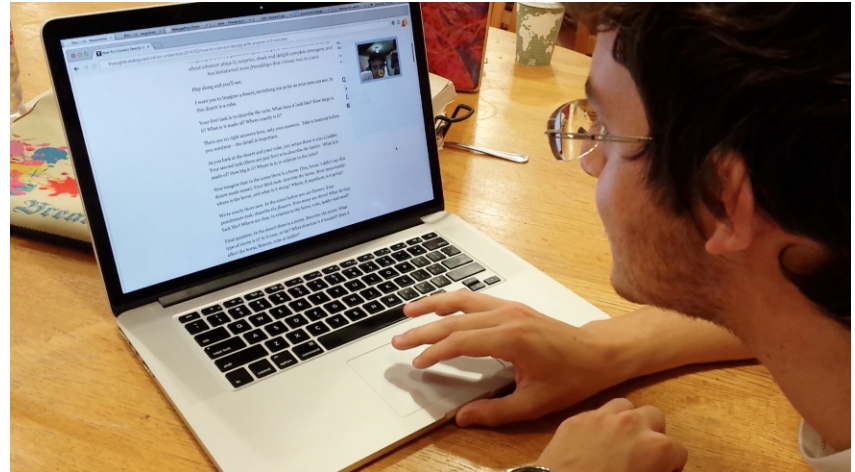
Link Sharing Data

The Idea and Uses

- "if I can use it as something to learn with...on a website with a tutorial I don't understand...and someone else posts a video that figured it out, that would be nice to know"

- use for video messages from friends: "something funny to do, a funny joke", "instant video messages"

- keep the videos in an archive with a categorization system (by friend)

- forward videos to other friends

What about Video?

- "if they're not making a joke with their face i don't see the point"

- "sharing video with everyone would be really weird"

- more comfortable with closer friends and family

- *cracks up laughing on receiving a video*

Link Sharing Data

Interface Comments

- is not obvious when starts recording; want to be able to choose

- "what happens when I have 50 videos waiting for me?"

- display how long the video is or limit the length -- "I can't make commitments. I need to know the time"

- clicking the icon to close confuses everyone

What Do You Use Now?

- gchat, text, "whatever's most convenient at the moment"

- likes being able to choose who to send it to, so uses chats rather than walls

- copy and paste links into facebook group chats

Link Sharing Conclusions

- Want some other use for the video: learning and teaching, sharing jokes, carrying on extended asynchronous conversations, etc. Just using video to share links is less interesting, since many don't think video adds much and they already have preferred methods.

- Want to have an archive that is searchable and lets them view old conversations.

- Want constraints: the length of videos, who you can share with, when videos get shared, etc.

- Interface is confusing; needs development.

Prototype 2: Glowy Touch

A video chat for long distance couples to communicate physical touch and physical connection by using gestures that create glowing red spots on the user's face and body, simulating touch.

Testing Glowy Touch Prototype

Task #1:

"Touching" video chat partner during a video chat:

1. open the video chat site
2. invite partner to join chat
3. converse with partner
4. sporadically draw "glowing touch" strokes on the partner's video with cursor when it feels appropriate

Task #2:

Receiving a "touch" during a video chat:

1. Continuing from task 2, continuing the conversation with partner...
2. Receive a glowing touch on face
3. Receive a glowing touch on the shoulder
4. React and observe reactions

The core purpose of Glowy Touch is to enable physical touch simulation, which we communicate visually through a red glow superimposed on the video. Since sending and receiving touches are the fundamental functionality of this prototype, we wanted to test these 2 features with intent to test easy of use / how natural or unnatural it feels, frequency of use, and the reaction elicited from the user (is receiving a glowing touch pleasant, or does it just feel weird or unnatural?)

Testing Glowy Touch Prototype

Task #1:

WOZ "touching" video chat partner

We implemented a 2-person browser video chat (using WebRTC) where a user can paint transparent red glow strokes on their video partner's face with their cursor (using HTML canvas)

Task #2:

WOZ receiving a "touch"

With the same WebRTC video chat interface, a WoZ wizard simulates the painting on the user's own face by drawing red glow strokes on the video with the cursor.

Testing Glowy Touch Prototype
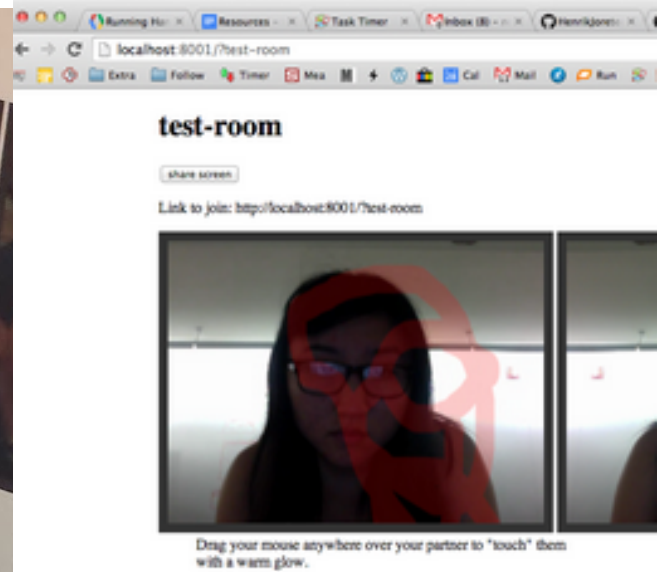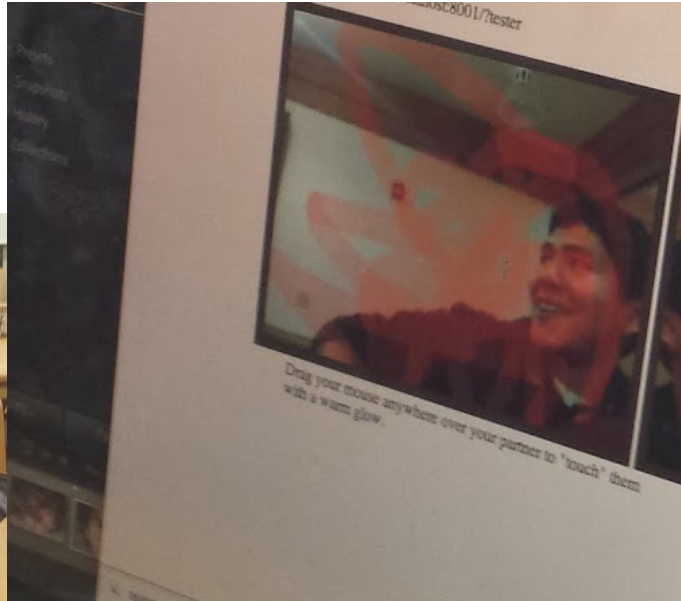
Glowy Touch Prototype Data

User Case

- "I definitely know that long distance struggle"

- "there's no goal in doing this"
  - "how does it fulfill you?"
  - "how does it create memories?"

- wouldn't use it to express serious emotion; would be really funny

Interface

- "better to have some...like can you draw on someone and they can draw on you... draw on each other's screens, not picture"
  - "a shared version of paint"

- "that's so cute"

Glowy Touch Prototype Data

What do you use now?

- sometimes plays videogames over sound chat
  - "you're both seeing the same world...on an adventure together"

- prefers voice over video, since gets to do other things
  - parents prefer video
  - mostly does video to see her dogs

- nothing
  - "it's too cheesy and childlike to do this whole touching thing"

Glowy Touch Prototype Conclusions

- Current interface not conveying the sense of touch

- Need something more to engage and connect users such as adding a game or 'quest' element of fun

- Not as applicable between friends or families as couples

Revisions and Reflection

Revisions for future - Prototype 1

Sending a Message

- Switch from auto-recording to manual.
- Have other options than video, such as voice, text, or none.
- Better way to choose friends, eg. limited number of friends, circles/groups.
- Explore reframing the uses to include teaching and explaining to friends, extended conversations.

Receiving a Message

- Current popup window confusing, need to be either smaller or a new window.
- Make video draggable
- Deal with multiple Bluh's
- Add forward video/page function
- Save history

Revisions for future - Prototype 2

- Add in animations to make it more interactive.
- Make it more game-like, eg. throw things, draw on faces, mimic poses.
- Add point system and game-like features to make it more engaging and fun
- Google Hangout plugin rather than new application.
- Try going mobile so that it's easier to simulate touch

Current Favorite Direction

We are leaning towards prototype 1 - Link Sharing (BB) because from WoZ testing we found it has more practical value for the users, and there currently is a market need for a way to share web content easily.