Feedback Guidelines for Participants / Audience / Users

This will be a first time presentation of a prototype or proof concept. The goal for reviewer groups is primarily to engage with the presented project and provide feedback via user testing and discussion. Suggested guidelines for feedback are as follows

Engage with the project

Be curious. Interact with the project. Try each feature. Search for any hidden or unseen features. Use as many senses as possible.

When you finish interacting, pause and interact again. Try a new approach or perspective. Push your curiosity even if it is uncomfortable.

As you interact:
- Speak your questions out loud. The presenters may not respond right away but just by speaking, asking, and acting you are already contributing valuable feedback.
- Speak your thoughts out loud. Describe what you are seeing and feeling as you probe and respond to different aspects
- Many (if not all) projects will require some amount of concentration and reflection, its ok if you are not talking the entire time. Do your best
- Interact more than once. Slow down your interaction. Behaviors may not be intuitive or obvious. Take the time to learn and explore.
- Try more than once. Try observe someone else then try again

Feedback:

Describe the project:

Take a minute to describe the project. Literally. Imagine you are presenting this project to someone else, describing any interactions, explicit prompts, materials, and other physical characteristics.

Is there a story or progression to the project? Was there a story or progression to your (or others') approach to the project? Describe that sequence.

Don't drift into judgment or response at this point. Just tell us what you are seeing.

Ex: "Davd made a synthesizer. It has 12 red buttons arranged in a grid and a knob that changes the overall octave of the keys. There is also a sensor that causes a glitch effect on the sound and there's a switch to turn it on and off. There are plugs to connect to different amplifiers, one for headphones, one for speakers. Theres is an on/off switch"

Describe your reactions to interactions, designs, and assumptions. Did anything stand out, surprise or confuse you? Did you have to learn how to interact? Was there any specific interaction or feedback that prompted a discovery, a curiosity, a change in perspective, or any other insight? Was there a story or progression to your interaction? What motivated that progression? What was the tone of the project? What were your emotional responses as you engaged?

Do you have questions for the creators of the project? Did the project spark new ideas or suggestions for the group, or potential future threads for the project? Does the project relate to or remind you of other works?

Presenters will respond, present, and answer questions appropriately

Feedback Guidelines for Presenters

This will be a first time presentation of a prototype or proof concept. The goal for presenting groups is primarily to observe interactions and test initial design choices and assumptions. People from the class will interact with each presenting group's work. Presenters will first observe

Gather Assumptions, Unknowns, and Questions

Prior to presenting, each presenter (group) should form some initial questions and statements about their project:
- What is the project?
- What is your imagined audience's / user's journey?
- Where / how would a stranger begin interacting. How do they discover information about your project? How do they learn how to interact (instructions, audio cues, layout, materials)? List any specific interactions that you intended to be obvious or "intuitive"
- What do you expect people to do?
- How do you expect people to feel in response to your project?
- Were there any design choices you were not sure about?

List out any explicit questions for participants / reviewers. List any specific behaviors you want to observe

- Is there an interaction you are unsure about? Does it convey the intended function or emotional response?
- Did the audience experience the tone you intended?
- Does the purpose or story come across? Did it happen in the sequence you expected?

Interaction and Observation

Open your project up to interaction with the participants. If you need to set the stage, try to do so with just a title or a descriptive sentence. Do not be prescriptive. Tell them what the project is but do not instruct beyond the most essential information.

You may disclose if anything is broken or fragile.

Take note of where people conform or deviate from your intended use. Take note of any surprising or unexpected behaviors. Note the questions that people ask while engaging with the project. Note body language. Note how much time people spend with a given action.

Revisit your assumptions and questions and make note when and how your participants did or did not meet your expectations.

If someone is not engaging with a core component or interaction you may suggest or demonstrate that aspect of the project.

Also, Document. This is an opportunity for some quick documentation. Someone should try to take photo & video of the playtests if possible. Ask before taking documentatoin

Debrief

Present your project
Q&A
Meet with the group to go over notes and debrief