

ROM Guidance Panel Usability Testing

Contextual Inquiry | Session Script

Introduction: 5 min

People & purpose

Thank you for taking the time to speak with us. I'm Cathy, a user experience researcher at Vicon. These are my colleagues at Vicon—Ed, Yuga, Anita—who will help us take notes.

Today we'd like to get to know you more, to better understand how you work as a production company, so that we can better consider and support your needs and goals when we develop and improve our products going forward.

Today's type of interview is known as a 'contextual inquiry', where we will observe you while you work in your usual environment, and have conversations about your experiences.

Recordings

We'd like to video-/audio-record this session for the purposes of our research. This is for us to go over our notes later in case we miss anything while we're talking today. All the information will be kept strictly confidential and solely for our research purpose. Would you be okay with this?

Ideal behaviours

Please be as open and honest as possible in answering our questions, and don't feel this might offend us. Also, we're not testing you in the observation or interviews, but just learning about your experience. That is to say, you won't be 'making mistakes'; if anything, any 'mistakes' point to areas we can improve on.

Please also be as candid as possible with what you show us. For example, we don't need you to tidy up your environment; seeing your environment as it really is will allow us to understand where the opportunities exist to improve your experience.

House-keeping

The session will take between 1.5 and 2 hours. At any point, please let me know if you need a break or if you don't wish to discuss something, or if you'd just like to stop the session.

Questions

Please feel free to ask any questions as we go along. Sometimes we might refrain from answering them at that point if this might affect your usual behaviour. Anything left unanswered, we will return to after the observation has formally ended.

Do you have any questions before we start?

Testing part 1: 20 min

The first part of today is to observe you completing subject calibration as you normally would. Before that, there're a few questions we'd like to cover first.

- In general, what things are important for you to check to ensure good subject calibration and capture?
- What can affect your mocap preparation process and instructions? Performance and results? (Environment / people / context e.g., time)
- What devices do you use Vicon's software on? Accessories?
- Which version of Shogun is this? (Is there any reason it's not the latest?)
- Is there other software open, or used in conjunction with Shogun? For what purpose?
- When new versions come out, how do you usually learn to use new features? Have you watched Vicon's 'How Do I...' video on YouTube? How helpful are they?

Now, we'll going into the action part. Let's put ourselves in a more concrete scenario: you're getting ready for a full-day's shooting of three main scenes for a film. Please complete subject calibration as you normally do, to a state where you feel ready to start shooting.

(Calibration)

Thank you! Before we move on to the second part, there're a few questions:

- What does 'ideal subject calibration' mean to you? What information do you need for that?
- How do you decide when subject calibration is complete? What do you rely on to make that decision (Do you try to achieve certain metrics)?
- We saw? Why is that? – My team members: did you see something interesting that you'd like to ask about?

- How was the subsection calibration process and results just now—good enough for your purpose? Are you happy with them? Why?

Testing part 2: 30 min

Moving on to the second part. We'll first have Ed to quickly explain the panel.

Now, in the same scenario of getting ready for a full-day's shooting of three main scenes for a film. Please complete subject calibration using the new system version, to a state where you feel ready to start shooting.

(Calibration)

Thank you! Now as regards this new feature,

- What information on the panel did you rely on to give instructions?
 - a. Was the meaning of the colours and the icons clear?
 - b. How would you interpret and use the numbers / percentages?
- In what circumstances would you click on this ('show sufficiently calibrated'), if any? Why?
- We saw? Why is that? – My team members: did you see something interesting that you'd like to ask about?
- What information would you like to see on the panel? Why? Who might think differently; why?
- Is it any issue having to divide attention between the skeleton, the panel and the actor?
- Is any part of the panel confusing? Redundant/ unnecessary? Why?

Discussion: 20 min

So, in general,

- How do you feel about calibration with this panel, compared with before?
- Is it easy and clear for you how the panel can help subject calibration?
- What would encourage you to perform maximum ROM within the time limits you have?

- Thinking about the sorts of scenarios that happen here, would the panel introduce any challenges to you, or anyone who might use it? How so?
 - a. Can you foresee any issues in a particular setting?
 - b. Might it be overwhelming for anyone? What competing for his/her attention?
 - c. In what cases might it improve or worsen the process or results? How?
- Can you think of any case where your subject might have limited ROM? If so, how might you approach subject calibration? Would you refer to this panel? Why/why not?

Wrap up: 5 min

Thank you so much for such an insightful session. We really appreciate your time and contributions, which will be used to improve our system in the future so that they can better support you in a smoother mocap experience.

Do reach out to us, via Ed, if any ideas pop up later. Now I'll hand the wrapping up over to Ed...