

Moderator Script

Consent & Information

1. Thank them for their help with our usability testing of Discord. Ask how they are doing. Introduce yourself and the team. Let them introduce themselves to everyone on the call.
2. Let them read and sign the consent form. Thank them for signing the consent form.
3. Remind them about the usability test: "The purpose of this project is to test the usability of the application, Discord. First, we will have a short interview with general questions. After, the test will function with you going through the onboarding process, creating a text channel, creating a server, and creating a moderator/newcomer. Remember we are only testing the product, not you the user. We will be timing you throughout these different processes. You can ask clarifying questions at any time, and I may chime in to ask questions as well."
4. Ask the participant for their consent for screen recording. Tell them it will be used to re-listen to conversation for note taking.
5. Ask for consent to use a screenshot, or a picture of them performing the usability test. It will be used in our report on this project.
6. Ask the participant "Do you have any questions before we begin?"
7. (Begin the usability test after any questions or begin if no questions).

Interview Questions:

1. First, tell me a little bit about yourself. Are you in school, if so what year in school are you?
2. What do you do for fun?
3. What does a normal day look like for you? Walk us through it.
4. Do you work, if so what do you do for work?
5. Do you have any experience with messaging/community apps like Facebook Messenger, Reddit, etc.?
5. Do you have experience using Discord?

(Transition to the Usability Test)

Discord Usability Test

Notes-Participant A

Introduction

- The interviewee is doing well
- Has consent for recording and receiving images

Background

- Junior in college
- Likes to draw when she can
- During semester
 - Wakes up
 - Eat
 - Classes in morning
 - Lunch
 - Mandatory lab for class and for work
 - Eat dinner
- Works for a clinical research position at the medical center
- Messaging App experience: Has only experience with Quora and not messaging apps like Facebook messenger
- Discord Experience: Never completed the tasks in the test

Task 1: Create a Server

- Clicks on the plus button
- Looks through the templates then clicks own
- Makes one for a club
 - Asked for more instruction
- Changed the name of the server
- Time: 51s

Task 2: View Onboarding Process

- No onboarding messages came up

Task 3: Create Text Channel

- Looks around the screen to create a text channel
- Clicks the plus
- Changes the name of the channel
- Confirms creation
- Time: 14s

Task 4: Create Two New Roles

- Create moderator and newcomer roles
- Went to members panel, clicked on a user, and clicked the plus to add
- Then went to the user to find more information and couldn't find it
- Then found the server settings and found the roles
- Didn't add any permissions
 - Asked for clarification on what the second role was
 - Changes color for roles
- Give moderator "manage nicknames" permission
 - Gave user role but didn't give permission first
- Then searched through permissions and found it
- Time: 3m 7s

Background

- Junior in college
- Likes to draw when she can
- During semester
 - Wakes up
 - Eat
 - Classes in morning
 - Lunch
 - Mandatory lab for class and for work
 - Eat dinner
 - Club at 9 to do work
 - Sleep before midnight
- Works for a clinical research position at the medical center
- Messaging App experience: Has only experience with Quora and not messaging apps like Facebook messenger
- Discord Experience: Never completed the tasks in the test

Product Reaction Card Responses

- Advanced
- Organized
- Understandable
- Fast
- Straightforward
- Friendly
- Appealing
- Approachable
- Unfamiliar

Discord Usability Test- Participant B

Introduction

- The interviewee is doing well
- Has consent for recording and receiving images

Background

- Freshman in college
- Enjoys playing video games with friends
- Does not work
- Messaging App Experience: not much, but has joined Discord servers that were offered
- Discord Experience and Level of Expertise: texting and using voice channels
- Typical Day
 - Wakes up
 - Drive to school
 - Classes in morning
 - Go home
 - Do homework
 - Relax

Task 1: Create a Server for Classmates

- Clicks on the plus button
- Looks through the templates then clicks own
- Makes one for a club
- Impressions: Straightforward, exclamation point not really leading anywhere
- Time: 25s

Task 2: View Onboarding Features

- Commented on top green bar, exclamation point on "Add a Server" button
- Time: 17s

Task 3: Create Text Channel

- Clicks the plus
- Changes the name of the channel (not-share)
- Confirms creation
- Impressions: Straightforward, onboarding messages provided pings that defined terms
- Time: 25s

Task 4: Create Two New Roles (Moderator and Newcomer) and Establish Permissions

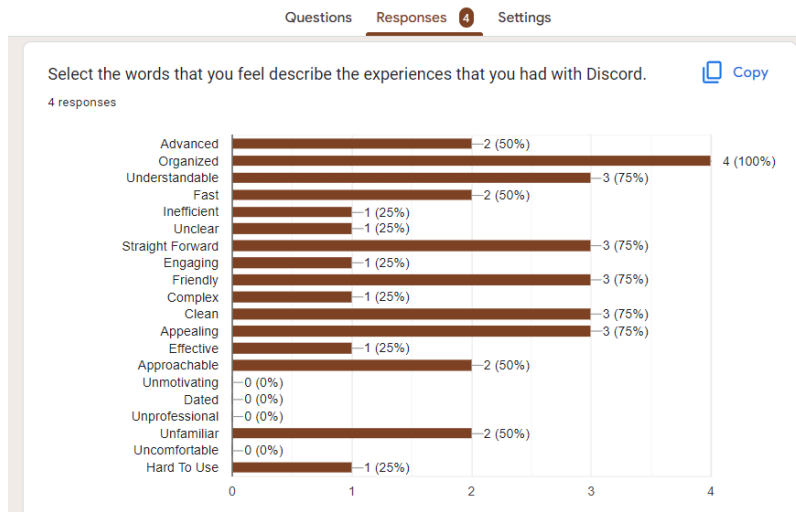
- Did not have prior knowledge of roles in Discord App
- Has a hard time finding the place to accomplish the task (says that there is nothing to indicate creating roles; highlights the onboarding message discussing voice channels)
- Notices Server Settings and Create Channel nested under Server Dropdown, does not select either of them
- Later Clicks on Server Settings (Moderator Aided)
- Created the roles and established permission for Moderator
- Time: 1m 50s

Overall Experience

- Very straightforward
- Had to dig in order to create roles
- Opinion of onboarding: gave a general gist of each thing, but did not provide any in-depth feedback
- Would probably have found the roles function after a while, if moderator not there then would have consulted online sources

Product Reaction Card Responses

- Organized
- Understandable
- Unclear
- Straightforward
- Friendly
- Appealing
- Clean
- Approachable
- Hard to Use



Discord Usability Test- Participant C

Introduction

- The interviewee is doing well
- Has consent for recording and receiving images

Background

- Freshman in college
- Enjoys playing video games with friends
- Does not work
- Messaging App Experience: not much, but has joined Discord servers that were offered
- Discord Experience and Level of Expertise: texting and using voice channels
- Typical Day
 - Wakes up
 - Drive to school
 - Classes in morning
 - Go home
 - Do homework
 - Relax

Task 1: Create a Server for Classmates

- Clicks on the plus button
- Looks through the templates then clicks own
- Makes one for a club
- Impressions: Straightforward, exclamation point not really leading anywhere
- Time: 20s

Task 2: View Onboarding Process

- No onboarding messages came up

Task 3: Create Text Channel

- Clicks the plus
- Changes the name of the channel (not-share)
- Confirms creation
- Impressions: Straightforward, onboarding messages provided pings that defined terms
- Time: 14s

Task 4: Create Roles (Moderator & Newcomer)

- Did not have prior knowledge of roles in Discord App
- Has a hard time finding the place to accomplish the task (says that there is nothing to indicate creating roles; highlights the onboarding message discussing voice channels)
- Notices Server Settings and Create Channel nested under Server Dropdown, does not select either of them
- Later Clicks on Server Settings (Moderator Aided)
- Created the roles and established permission for Moderator
- Time: 3m 18s

Overall Experience

- Very straightforward
- Had to dig in order to create roles
- Opinion of onboarding: gave a general gist of each thing, but did not provide any in-depth feedback
- Would probably have found the roles function after a while, if moderator not there then would have consultate online sources

Product Reaction Card Responses

- Organized
- Understandable
- Unclear
- Straightforward
- Friendly
- Appealing
- Clean
- Approachable
- Hard to Use

Discord Usability Test- Participant D

Introduction

- The interviewee is doing well
- Has consent for recording and receiving images

Background

- Senior at KSU (psych major)
- Currently unemployed
- Discord Experience: Has little experience (created a server once, no longer uses it)
- Pastimes: playing video games (MMOs, card games)

First Impressions

- Flashing exclamation point on the left of the screen (onboarding indicator)

Task 1: Create a Server

- Clicks on the plus button
- Clicks on Create my Own
- Clicks on Family and Friends option
- Onboarding Opinions: helpful, not that bad, inclined to get rid of onboarding pop-ups
- After creating server: Lots of information, does not know what Nitro is
- Time: 15s

Task 2: View Onboarding Process

- Commented on top green bar, exclamation point on "Add a Server" button
- Time: 17s

Task 3: Create Text Channel

- Clicks the text-channel plus (dismissed onboarding pop-up indicating that user was creating a text channel, figured that he could figure things out himself)
- Changes the name of the channel (new-channel)
- Confirms creation
- Time: 15s

Task 4: Create Two New Roles (Moderator and Newcomer) and Establish Permissions

- Browses through top right navigation pane
- Chooses member list, clicks on self to create role
- Finds Server Settings Tab
- Finds Roles tab

- Creates Moderator
- Establishes Moderator Permission (Manage Nicknames)
- Process Experience: took a bit to get to it, but not bad; did not get frustrated finding the necessary prompts to complete task; if unable to find prompts as a moderator, would most likely consult google for help
- Time: 27s

Overall Experience

- More of an exploratory user
- More inclined to click out of pop-ups (used to dealing with annoying ads)

Product Reaction Card Responses

- Organized
- Inefficient
- Complex
- Clean
- Unfamiliar

Heuristic Evaluation

Introduction

The website and application Discord is used for creating and hosting servers for mass communication or chatting online with friends. Our team conducted a heuristics evaluation on the Discord website for desktops and laptops in order to see if it follows Nielsen's list of heuristics. Our team found that Discord follows many of the industry standards and conventions.

Methods

First our team each reviewed the website individually and conducted heuristic evaluations of our own. We utilized Nielsen's guidelines to reinforce any statements or critiques we made about the website. After each team member performed their own individual heuristic analysis, we combined our information into one heuristic evaluation. Lastly, any issues discussed were labeled as catastrophic, major, minor, or aesthetic.

Results/Discussion

Visibility of System Status

We discovered that Discord tends to keep users informed about what is happening throughout different action pathways. They also give appropriate feedback within a reasonable time. User errors and pop-up notifications are also given to users on the screen when changing settings. Discord will sometimes have a loading circle that will appear if the server or network is slow. In Discord's onboarding process, they utilize animated exclamation points to call the user's attention toward parts of the server so that the user knows to start the onboarding process. When a user is creating a new text channel, the new channel is added underneath the channel type on the left side. During this process, the selected channel type is highlighted and radio button is filled. This is an example of Discord showing the user's selection. In the action pathway to create a moderator/newcomer, Discord shows previews for some features (eg, role icon, how the server acts) without the user committing to a selection. An issue that was spotted is that there is no feedback for role creation unless the user goes to add a role for a user or goes back to settings.

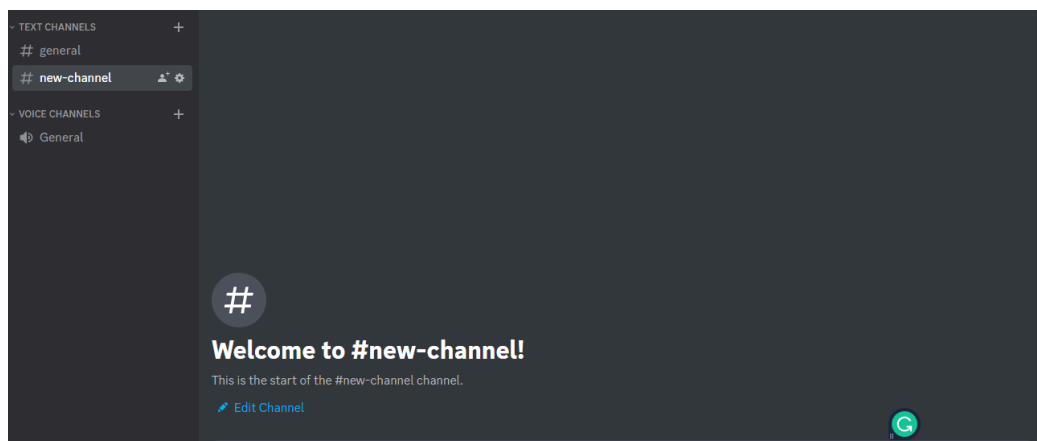


Figure 1: An image of basic Discord user interface upon login.

Match Between System and the Real World

Discord adheres to conventions and standards in a way because they use the end user's words, phrases, and concepts, not jargon. They also follow real-world conventions so that info appears in a logical, "natural" order. The application uses terms that users are familiar with. If Discord introduces concepts or words that are new to the user, they provide an explanation during the step. Throughout the creating a server pathway, Discord uses modern language and is casual. They appeal to their target demographic.

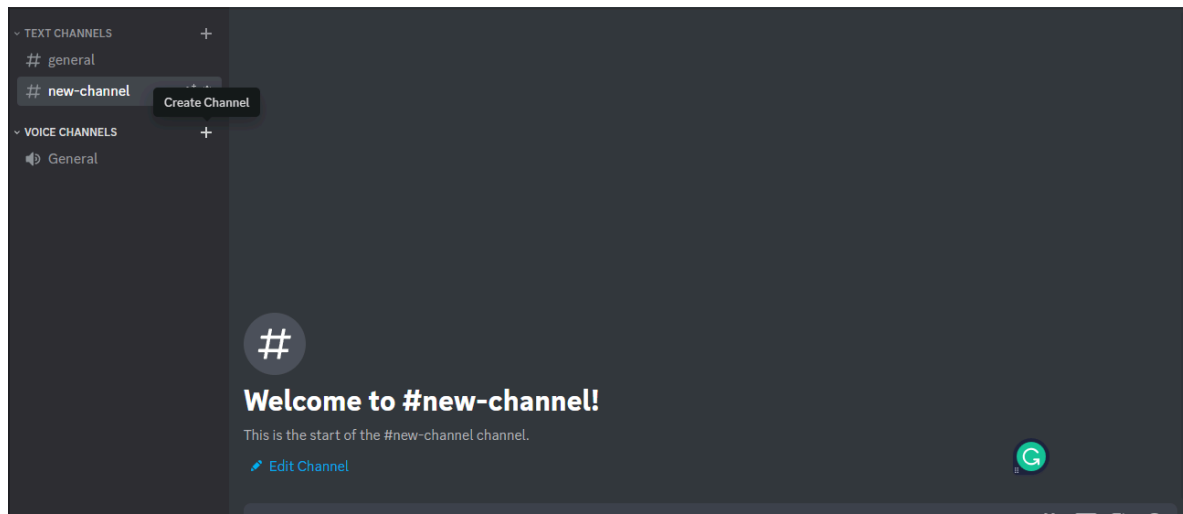


Figure 2: An image of basic Discord user interface upon login with "Create Channel" feature highlighted.

User Control and Freedom

This application gives users an "emergency exit" to leave an unwanted action. Users can either "Cancel" or exit out of settings. Users can also "Reset" the changes they've made in the "Server Settings." In making a text channel, users can exit the process at any time by clicking the "x" in the top right. In generating a moderator/newcomer on Discord, when clicking "View server as role", the user goes to the server and there is a button to go back to the edit role screen. Discord doesn't save progress on role when user returns.

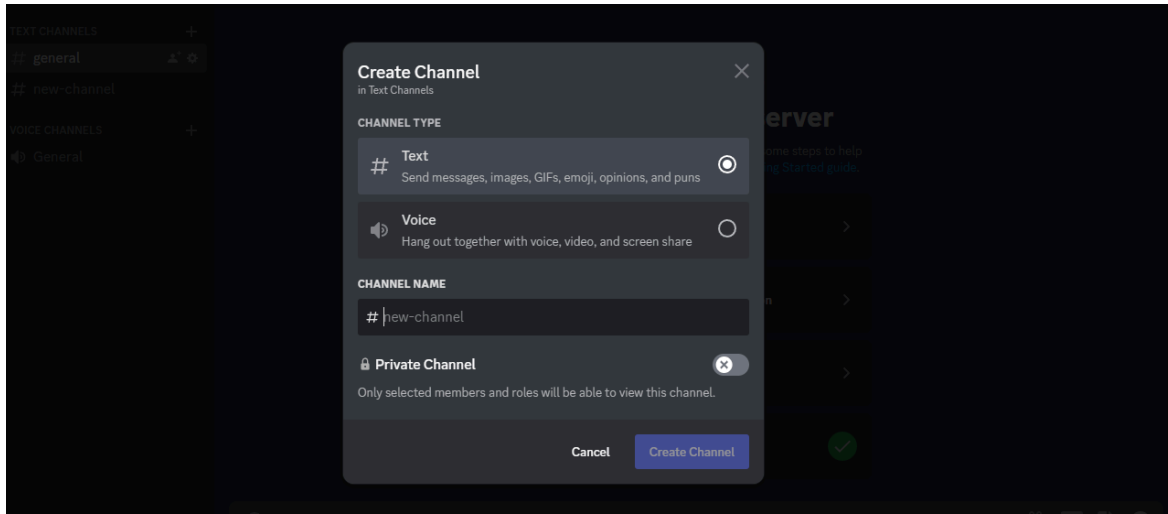


Figure 3: An image of the “Create a Text Channel” Discord user interface.

Consistency and Standards

Discord is generally good at following platform and industry conventions. The application’s main menu options are listed on the left side. The main exit button is on the top-right of the application. Discord also uses HEX codes for colors. The options for permissions within the application are similar to other applications, using the “Off/On” concept. When creating a text channel, a plus next to an item indicates that you add one - common on other websites. When generating a moderator/newcomer, uses an “x” and check on the switch to reinforce meaning for disabled and abled.

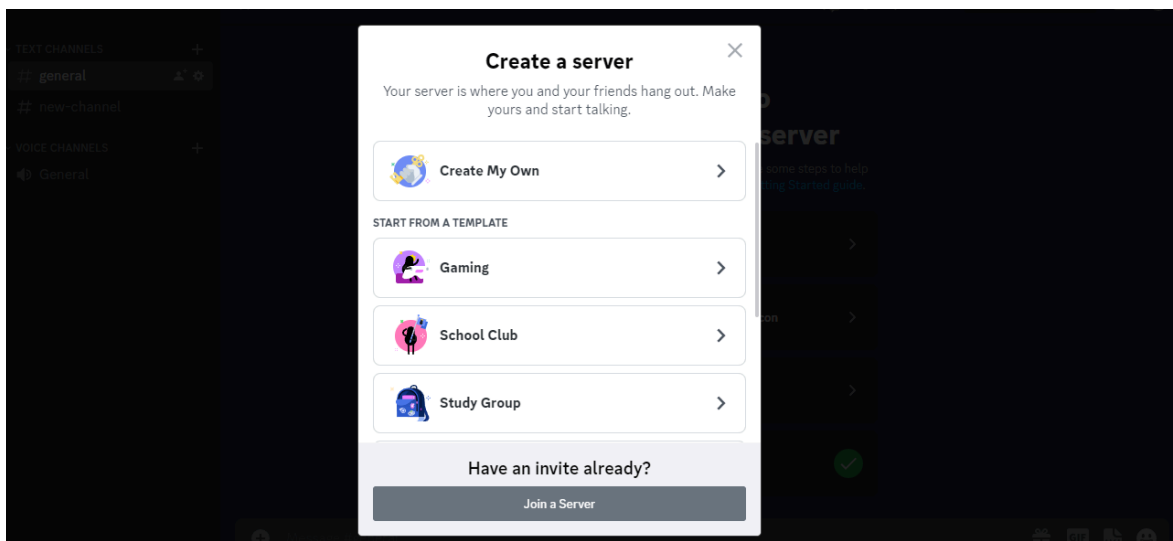


Figure 4: An image of the “Create a Server” on the discord user interface.

Error Prevention

Our team found that Discord eliminates conditions that invite errors, or present users with an “are you sure?” gate. The application uses pop-up notifications on the bottom with animation to get the user’s attention. In the process of creating a server, the system does not confirm with users before creating a server. For creating a text channel, the button is grayed out when the channel name isn’t filled out. This prevents users from creating channels without names. When making someone a moderator/newcomer, the permission to give someone all permissions is at the bottom. This leaves dangerous action out of the way.

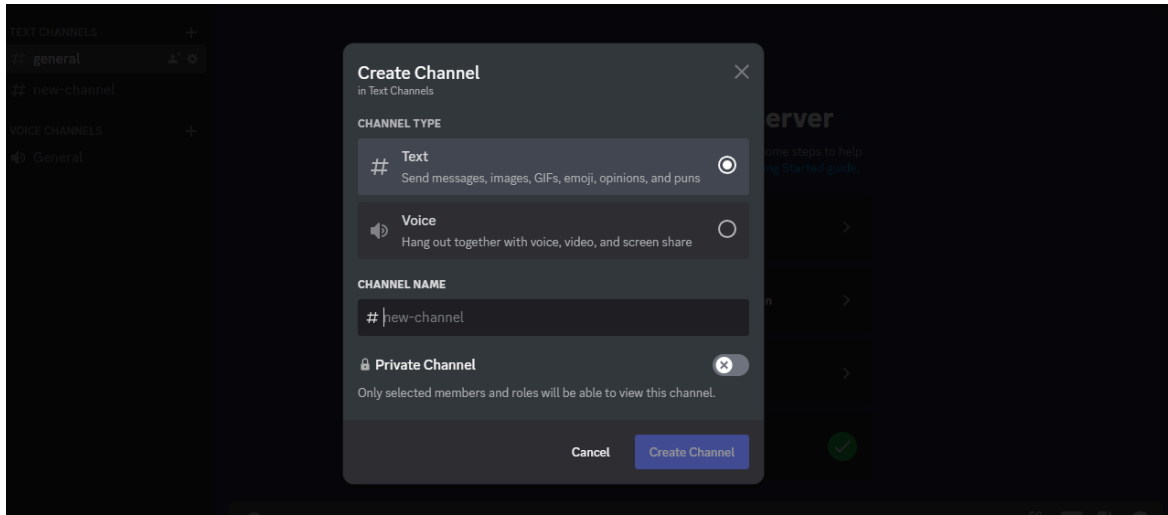


Figure 5: An image of the “Create a Text Channel” on the Discord user interface.

Recognition Rather Than Recall

Discord follows more standards and conventions by not forcing the user to remember what things are/do. The application makes all elements, actions, and options visible. Field labels, menu items, and other items are visible or easily findable. The use of “gg sans” font makes it easier for users to view various options. The options in the settings have a clean UI for the menu items, labels, etc. With the action of making a server, all elements in the process such as field labels, menu items, etc. are easily visible and findable. When creating a moderator/newcomer, roles aren’t readily visible from the dropdown next to the server name. The user would need to remember if it’s under server settings. All settings categories are on the left-hand side navigation. All role settings categories are on the top navigation.

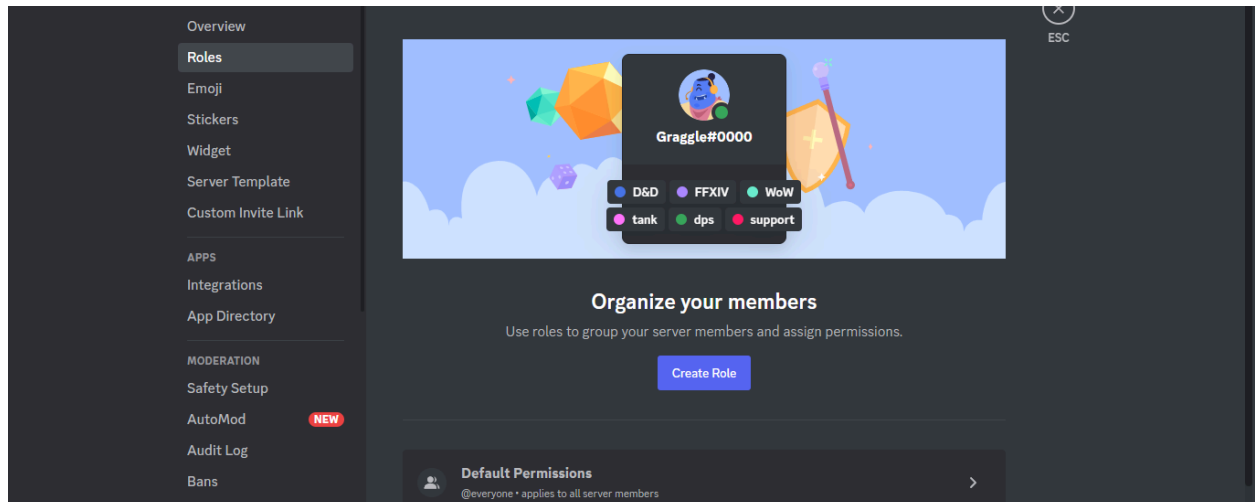


Figure 6: An image of the "Roles" feature nested under "Server Settings" in Discord user interface.

Flexibility and Efficiency of Use

The application allows for both novice users (full action paths) and expert users (shortcuts that speed up the interaction). Users can right-click on previous roles to make copies if they are familiar with the setting. Discord also offers a walkthrough of the settings if it's a new server that the user creates. Server templates can be used for those who already have a complete server layout. In the process of making a server, users can choose to create their own server and or choose from ready-made template. New users are allowed to skip the question about the size of the Discord, adding a server name, and server photo. This allows new users to come back to the question. In making a text channel, the channel type provides icons for easy scanning.

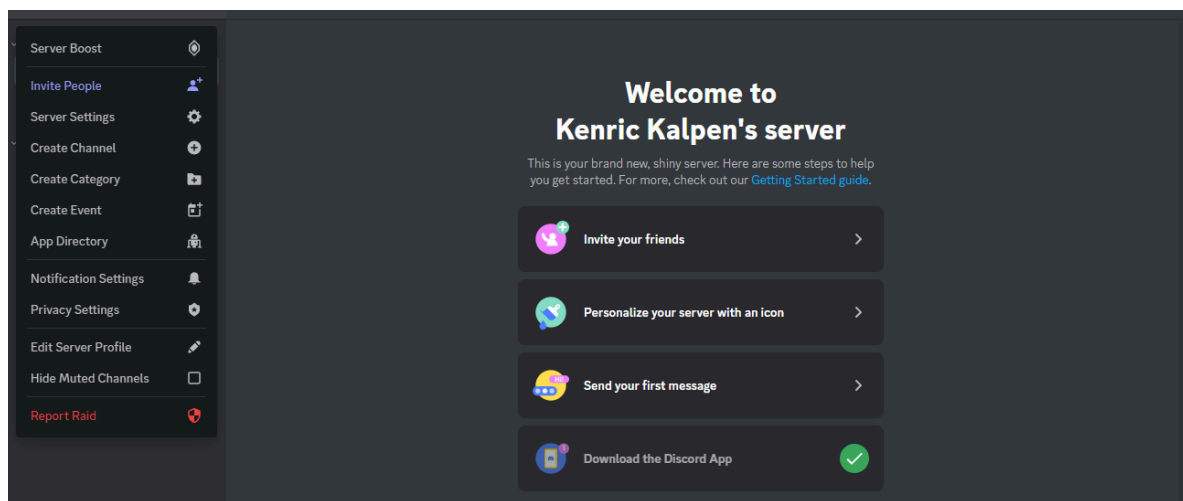


Figure 7: An image of the Discord user interface with the Server drop-down menu depicted.

Aesthetic and Minimalist Design

Discord is good at only including the necessary information/options. Options are only server-related: Community, Nitro Boost, Roles, Moderation, etc. When going through the onboarding process, clicking on “try it out!” in the popup leads to a larger popup that blocks everything on the screen. This can lead users to different paths before they even learn the basics (sends users to activities).

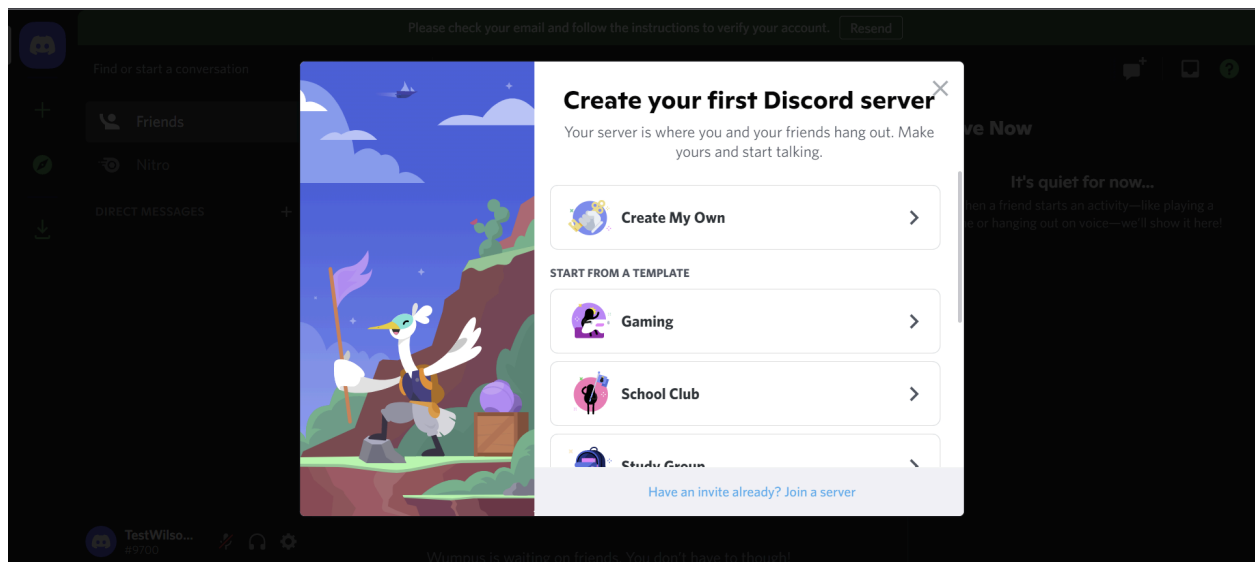


Figure 8: An image of the “Create your first Discord Server” popup of the Discord user interface.

Help Users Recognize, Diagnose, and Recover from Errors

Our team learned that Discord states error messages in plain language, specifies problems, and suggests helpful solutions. The application offers outside resources including their FAQ and a server that the user can join to assist them.

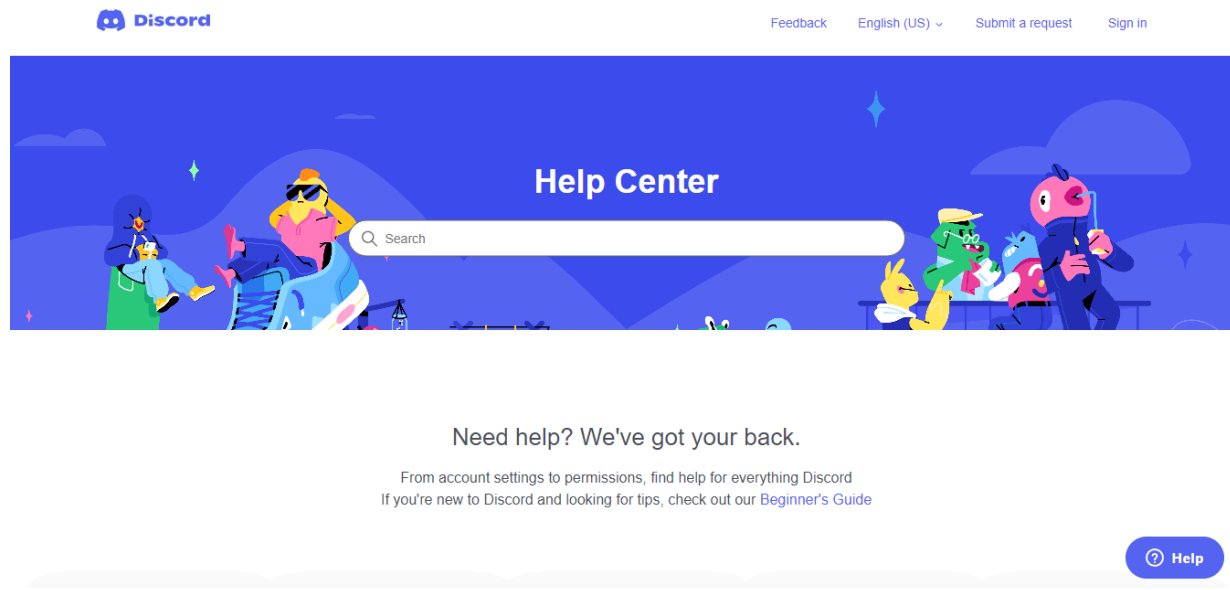


Figure 9: An image of the Help Center page on the official Discord website.

Help and Documentation

Discord uses social media (Twitter), servers, and websites to provide users documentation of troubleshooting and live updates about the network and servers. In the process of creating a server, the "Create a Server" popup gives a descriptive heading and explanation for the window. Discord also doesn't explain what "start a conversation" does. It may create a channel name and the user may not want it named the phrase they inputted. When going through the onboarding process, Discord uses a popup next to each section to explain what they are and includes an image. A different popup shows new features in Discord and blocks the channels and onboarding. The popup also looks like onboarding. In making a text channel, a popup gives subtext to explain what each channel type does. When generating a moderator/newcomer, onboarding didn't explain where roles were. New users may not be able to find it. A section for roles shows animation of roles, title, and descriptions if there are no roles.

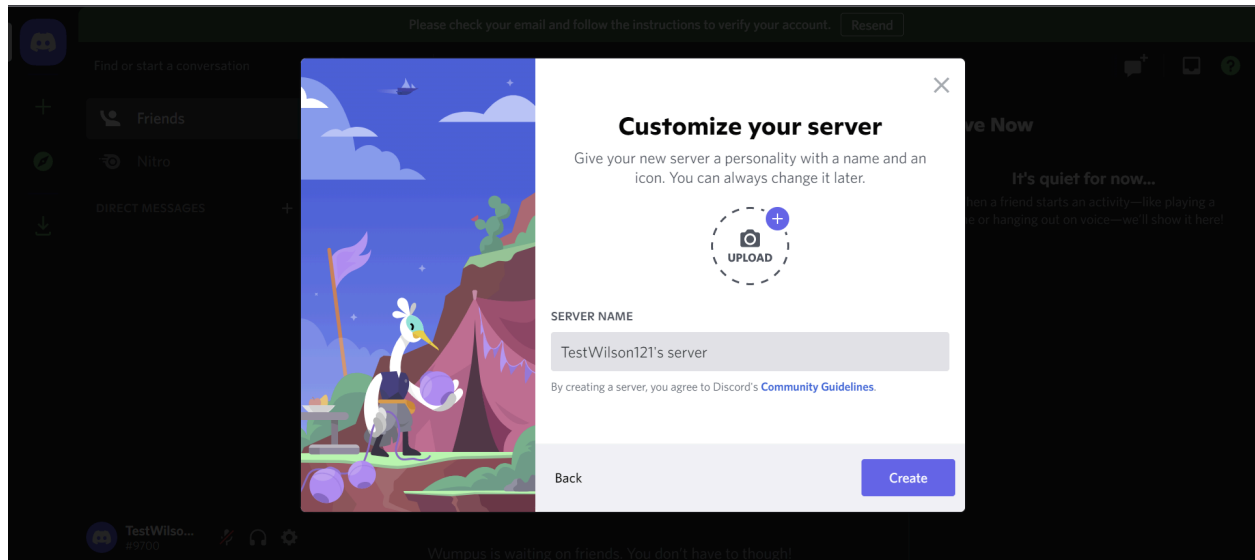


Figure 10: An image of the “Customize your Server” on the Discord user interface.

Conclusion

Overall, our heuristic evaluation conducted on Discord showed that Discord follows many standards and conventions. Through putting ourselves “in the shoes” of a new user utilizing Discord to create a server, text channel, moderator/newcomer, or going through onboarding, our team was able to locate issues and good practices in order to pair them with Nielsen’s guidelines.

Cognitive Walkthrough

Persona

Basic Information



Name: Jack Dawson

Age: 20-year-old

Occupation: College Student

Basic Traits:

- No prior knowledge of Discord
- Study on the Kennesaw State University Kennesaw Campus
 - Basic technical literacy

Goals

- Understanding basic features of Discord
- Creating a group for his English class to share content and communicate
- Creating servers without going to outside help

Background

Jack is a 20-year-old student at Kennesaw State University currently enrolled in the ENG 1102 class. He's an English major, so he works hard and pays attention in his class. However, he knows that many students see the class as a general education class and miss class. Many students are not passing the class, so Jack wanted to create a space for students to share notes and information to help his classmates pass the class.

To create his server, Jack's main priorities are to create a space for sharing notes and having general conversations. He does not want the sections to be blurred together and needs distinct categories, so other classmates can find specific channels easier. Because he is new to Discord and does not understand the complex features, he does not want to spend too much time trying to understand what each feature does or go to outside help for more information.

Activities & Tasks

Use Case

When signing up for Discord, the user is met with the onboarding process. Here, the website explains the basic features of Discord, such as text and voice channels. After going through onboarding, the user has the option to create a server, join another user's server, or join private messages with friends.

When creating a server, the user can select the plus icon in the left nav bar. Here, the user can choose between creating their own server from scratch or choosing a template. The user can then add their own channels and customize the members and server to their needs. This can include creating roles, events, and categories.

The user can also choose to join a public server, servers that are available for the public and are often for gaming communities. A user can join a server that already exists and communicate with other members of the server. As a member of the server, they are restricted in what they can do in the server (e.g., creating roles, pinning messages, etc).

The user can also have private messages and groups with friends and other users. By clicking on the icon, the user now has access to their direct messages and can see their private messages and groups. These differ from servers because they lack roles, channels, and other features that allow customization.

Scenario

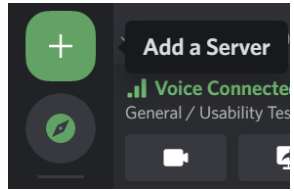
After creating an account on the Discord website or application, users are presented with a screen that showcases their friends and direct messages lists (left side of the screen) followed by their server list (leftmost side of the screen). Since the user is looking to create a server to communicate with their classmates about assignments, projects, and class notes for their English 1101 class, they click on the plus sign icon on the left side of the screen to create a new server and enter the required information into the proper dialogue boxes. Once the server is created, the user then creates designated text channels to keep all related information (assignments, projects, notes, etc.) organized. After creating the text channels, the user then allocates roles to members (for example, moderator, newcomer, etc.) of the server in order to designate specific freedoms and actions that users in the server can do. Once everything is all set up and established, the user begins to add classmates to the server so that they can join the server before the semester begins.

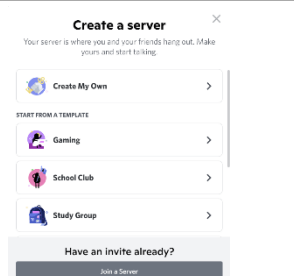
Action Sequence

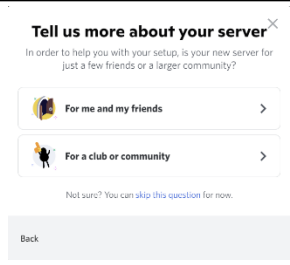
- Create a server to communicate with classmates.
 - Find and click the "Add a Server" button.
 - Click the "Create My Own" button.
 - Click the "For a club or community" button.

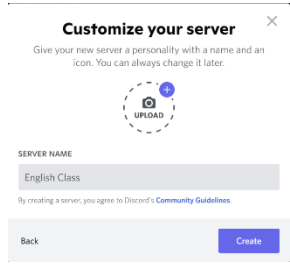
- o Name the server "English Class."
 - o Click the "Create" button.
- Go Through Onboarding
 - o View new features.
 - o View tutorial on text channels.
 - o View tutorial on messaging in server.
- Create a text channel
 - o Find the button to create a text channel.
 - o Fill out the information for the channel.
- Create two roles (Moderator & Newcomers).
 - o Click on "Server Settings."
 - o Click on "Roles."
 - o Click on "Create Role."
 - o Create the Moderator Role.
 - o Create a "Manage Nicknames" Permission for the Moderator role.
 - o Create the Newcomers Role.

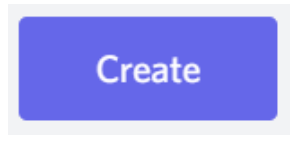
Cognitive Walkthrough

Main Goal: Create a server to communicate with classmates.			
Task 1: Find and click the "Add a Server" button.			
Click the plus button on the left-hand side.	Yes, the user will understand what to do at this step.	Yes, the user will recognize the plus icon and click the button to add a server.	

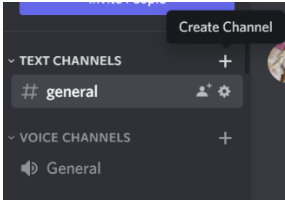
Main Goal: Create a server to communicate with classmates.			
Task 2: Click the "Create My Own" button.			
Click the button on the top of the stack.	Yes, the user will understand what to do at this step.	Yes, the user will recognize the text and click the button to make a server.	

Main Goal: Create a server to communicate with classmates.			
Task 3: Click the "For a club or community" button.			
Click the plus button on the bottom of the stack.	Yes, the user will understand what to do at this step.	Yes, the user will recognize the text and click the button to make a server.	

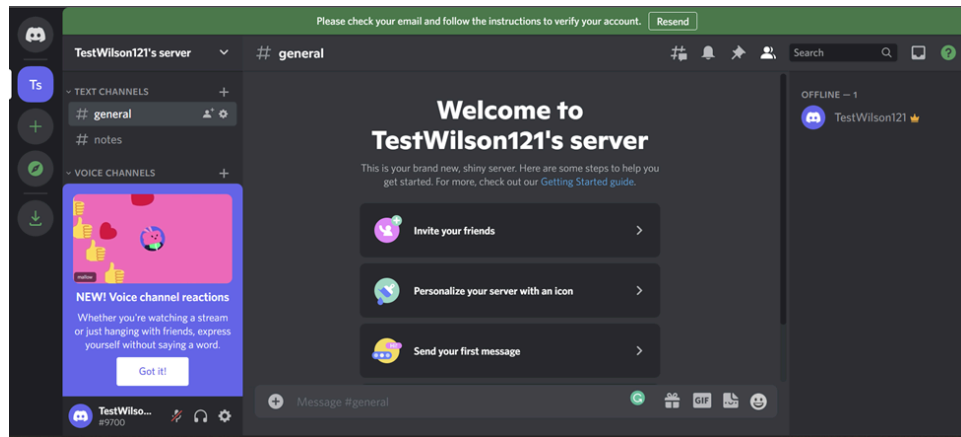
Main Goal: Create a server to communicate with classmates.			
Task 4: Name the server "English Class."			
Click on the tab and write "English Class".	Yes, the user will understand what to do at this step.	Yes, the user will recognize the text and type in the name of the server.	

Main Goal: Create a server to communicate with classmates.			
Task 5: Click the "Create" button.			
Click the "create" button at the bottom right of the menu.	Yes, the user will understand what to do at this step.	Yes, the user will recognize the text and click the button to create a server.	

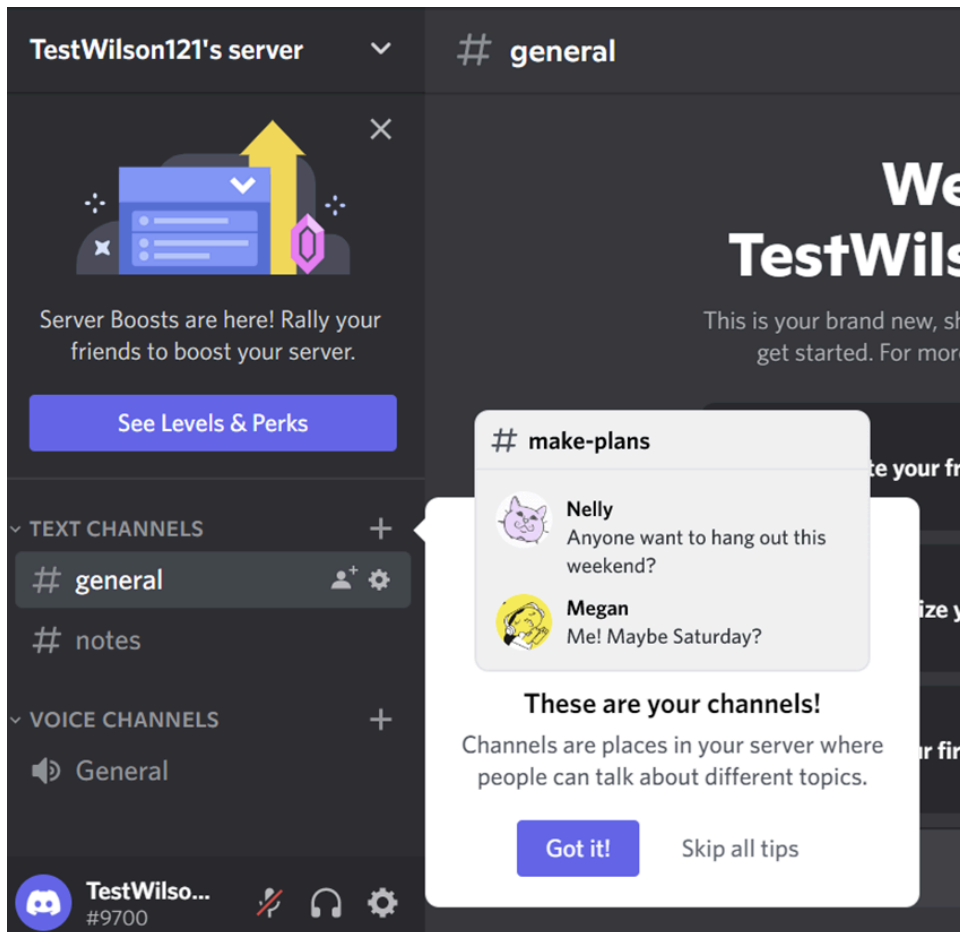
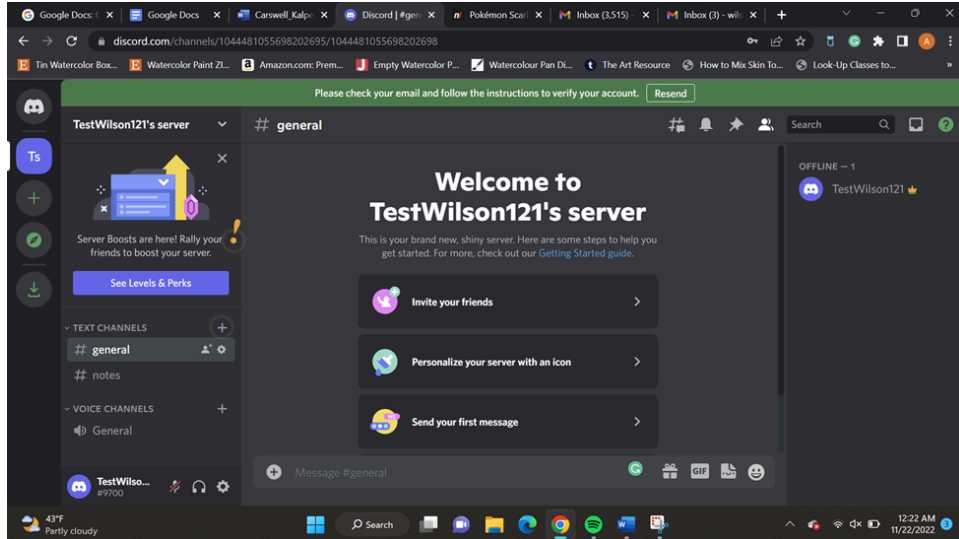
Main Goal: Go through onboarding			
Task 1: Find the button to create a text channel			

Click the plus button next to a category name (e.g., text channels)	The user will know what to do at this step and will understand that they did the right thing.	<p>The user will know what to do at this step because the plus icon traditionally means to add something.</p> <p>They will know that they performed the right action because a channel will appear underneath the category.</p>	
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Main Goal: Go through onboarding			
Task 1: View new features.			
Read the information in the pop-up and click "Got It!" to close the pop-up	The user will know what to do at this step and will understand that they did the right thing.	<p>The user will know what to do at this step because the pop-up is automatically there and is a distinct color from the rest of the screen. They will know to click the button because "Got It!" implies understanding.</p> <p>They will know that they performed the right action because the pop-up will disappear.</p>	(See screenshot below).



Main Goal: Go through onboarding			
Task 1: View tutorial on text and voice channels.			
Click on the plus icon next to "Text Channels", view the tutorial about text and voice channels, and exit the pop-up	The user will know what to do at this step and will understand that they did the right thing.	<p>The user will know what to do at this step because the icon is noticeably circled and glows a gold color. They will know to click the button because "Got It!" implies understanding.</p> <p>They will know that they performed the right action because the pop-up will appear when clicking on the plus icon. The pop-up will disappear when they click on "Got It!"</p>	(See screenshots below).



Main Goal: Create a text channel.

Task 1: View tutorial on messaging in server.

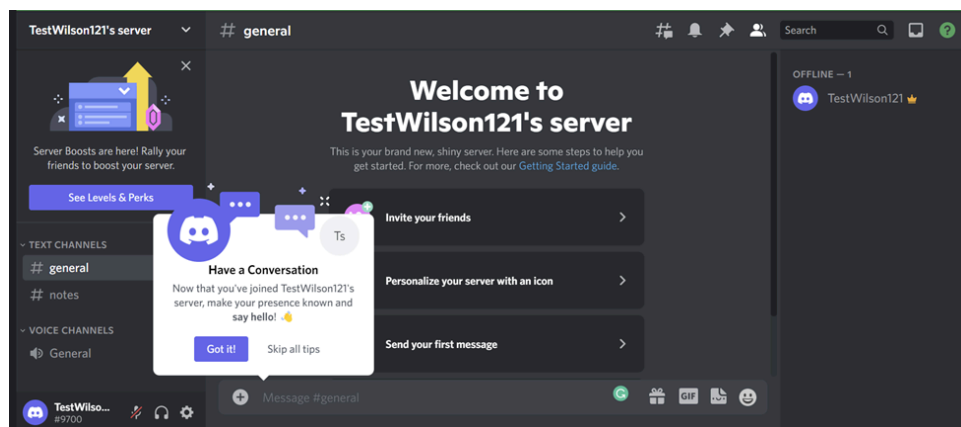
Click on the input field, view the tutorial on messaging in a server, and close the pop-up.

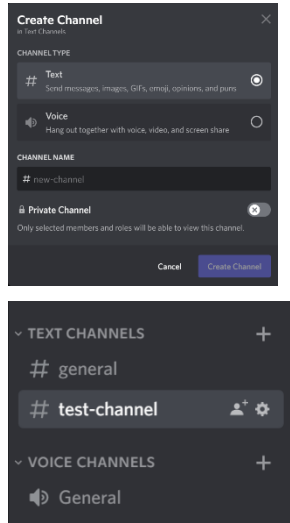
The user will know what to do at this step and will understand that they did the right thing.

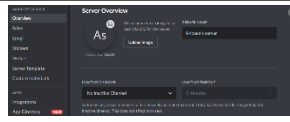
The user will know what to do at this step because the icon is noticeably circled and glows a gold color. They will know to click the button because "Got It!" implies understanding.

They will know that they performed the right action because the pop-up will appear when clicking on the plus icon. The pop-up will disappear when they click on "Got It!"

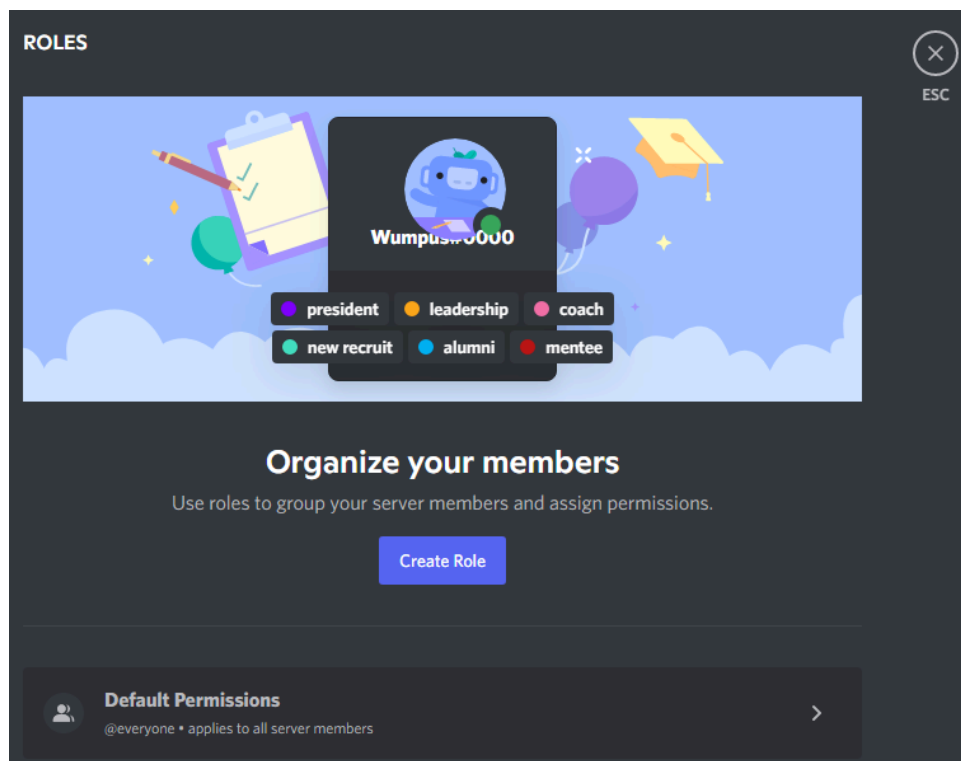
(See screenshots below).



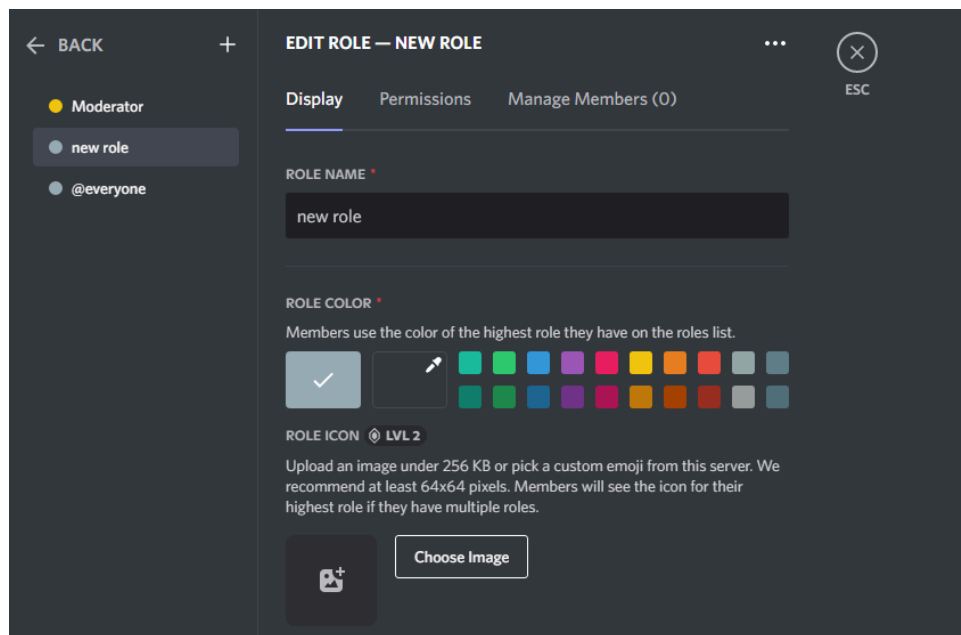
Main Goal: Create a text channel.			
Task 2: Fill out the information for the channel			
Fill out the input fields in the pop-up and confirm inputs	The user will know what to do at this step and will understand that they did the right thing.	<p>The pop-up explains what each section and option mean and does.</p> <p>They will know that they performed the right action because a channel with the inputted information will appear in the list of channels.</p>	

Main Goal: Create two roles (Moderator & Newcomers).			
Task 1: Click on "Server Settings."			
Click the drop-down menu on the server and click "Server Settings" to create a role.	The drop-down menu will appear on the top-left of the application. The user will see the button for "Server Settings" in the drop-down menu.	The user will see "Server Settings" in the drop-down menu and will click on it to go to the settings. A "Server Overview" page will appear with different settings.	

Main Goal: Create two roles (Moderator & Newcomers).			
Task 2: Click on "Roles."			
Click the "Roles" button on the left side of the application.	The "Roles" menu will pop up, showing a hero graphic on the top of the screen. There is a blue button named "Create Role" for the user to click on to create a role.	The user will see "Server Settings" in the drop-down menu and will click on it to go to the settings.	(See screenshot below).



Main Goal: Create two roles (Moderator & Newcomers).			
Task 3: Click on "Create Role."			
Click the "Create Role" button in the middle of the application window.	The "Create Role" button is blue, signaling the user that it's clickable. The menu for creating/editing a role will pop up.	Buttons signify for users to click on it. The menu will show the role name, color, icon, and other settings that the user can choose.	(See screenshot below).



Main Goal: Create two roles (Moderator & Newcomers).

Task 4: Create the Moderator Role.

Change the Role Name to "Moderator" and the Role Color.

The Role will be called "new role" on the left-side of the screen above the "everyone" role. The red asterisks beside "Role Name" and "Role Color" indicate that the user can make changes to the settings.

The user will see a pop-up at the button that will have a green button that says, "Save Changes." Also, the Wumpus text at the bottom and the dot beside the "Moderator" role will change to whichever color the user chooses.

(See screenshot below).

Main Goal: Create two roles (Moderator & Newcomers).			
Task 5: Create a "Manage Nicknames" Permission for the Moderator role.			
Click on the "Permissions" tab above the role settings and scroll down until "Manage Nicknames" appears on the list. Then click on the grey "X" button to turn on the permission.	The screen will change to a tab shows "General Server Permissions." Once the user scrolls down, they will see the "Manage Nicknames" permission and click on it.	The user will see a pop-up at the button that will have a green button that says, "Save Changes." The button will also change from a grey "X" to a green check mark.	(See screenshot below).

← BACK

+

Moderator

Newcomers

@everyone

EDIT ROLE — MODERATOR

...

ESC

Display

Permissions

Manage Members (0)

Search permissions

Q

Change Nickname

✓

Allows members to change their own nickname, a custom name for just this server.

Manage Nicknames

✓

Allows members to change the nicknames of other members.

Kick Members

✕

Allows members to remove other members from this server. Kicked members will be able to rejoin if they have another invite.

Ban Members

✕

Allows members to permanently ban other members from this server.

Timeout Members

✕

When you put a user in timeout they will not be able to send messages in chat, reply within threads, react to messages, or speak in voice or Stage channels.

TEXT CHANNEL PERMISSIONS

Careful — you have unsaved changes!

Reset

Save Changes

Main Goal: Create two roles (Moderator & Newcomers).

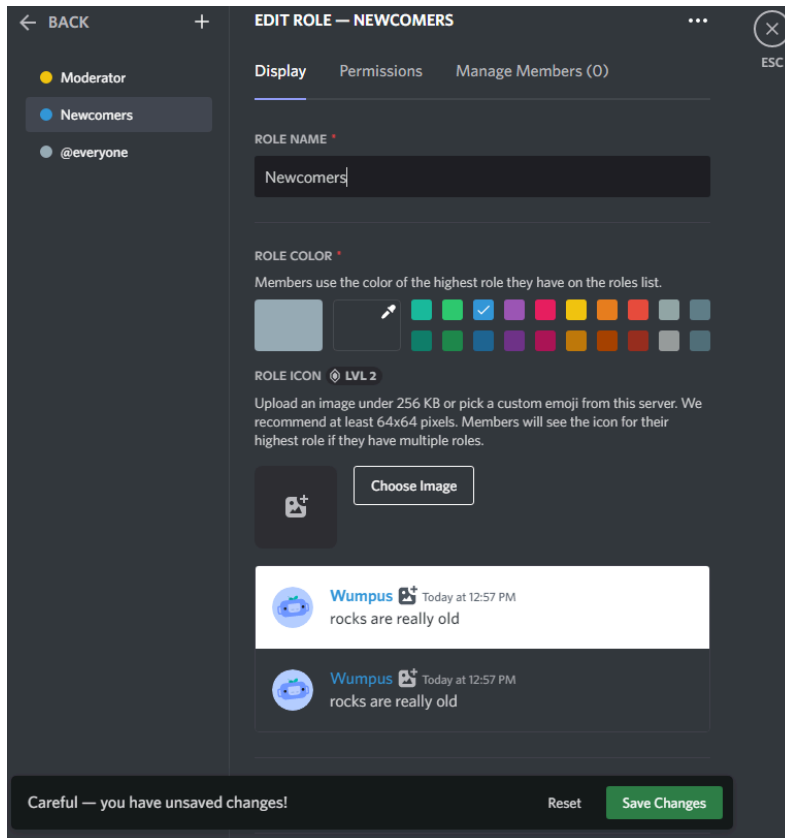
Task 6: Create the Newcomers Role.

Change the Role Name to "Newcomers" and the Role Color.

The Role will be called "new role" on the left-side of the screen along with the "Moderator" and "everyone" roles. The red asterisks beside "Role Name" and "Role Color" indicate that the user can make changes to the settings.

The user will see a pop-up at the button that will have a green button that says, "Save Changes." Also, the Wumpus text at the bottom and the dot beside the "Newcomers" role will change to whichever color the user chooses.

(See screenshot below).



Additional Materials

Consent Form 1

KENNESAW STATE UNIVERSITY USABILITY TEST CONSENT FORM

Title of Research Study: Discord Onboarding Usability Test

Researcher's Contact Information:

Antonella Mai
amai2@students.kennesaw.edu

Kenric Kalpen
kkalpen@students.kennesaw.edu

Sherry Carswell
scarsw10@students.kennesaw.edu

Morgan Philip
mphilip@students.kennesaw.edu

You are being asked to take part in a research study. The information in this form will help you decide if you want to be in the study. Please ask the researcher(s) if there is anything that is not clear or if you need more information.

Description of Project

In our Discord Onboarding Usability Testing project, we will be studying the how well Discord handles its onboarding for new users. We will focus on new users creating a server and customizing the server for their needs.

Explanation of Procedures

If you agree to participate in this study:

The usability test will take around 30 minutes and consist of the participant navigating Discord and performing specified tasks.

To begin the test, we will remind the participant of the topic of the study and request if we have their permission to video record the meeting for notetaking. If the participant agrees, we will start by sending the participant the email to register an account with Discord. We will watch the participant go through the website, noting potential struggles and asking questions for any signs of friction in their process. Afterward, the participant will describe their experience with product reaction cards. At the end of the interview, we will thank the participant for their time and ask to reach out for any further questions.

Participation is voluntary. You can refuse to take part or stop at any time without penalty. Refusal or withdrawal from the interview will not affect other activities conducted.

Risks or Discomforts

There are no known risks or anticipated discomforts in this study.

Benefits

While there are no direct benefits, research on this topic will benefit other users of Discord. With this information, the research may give insight into how Discord and other similar messaging apps can onboard their users to create a more seamless experience.

Compensation

Participants will receive \$5 for their participation in this study.

Confidentiality

To protect your privacy, we will assign you an identifier that only we know is associated with you in any notes or documents. Your name or personal information (that you do not give consent to share) will not appear in these documents. Only information relating to the study will appear. We will keep this list of identifiers of all participants on my personal computer that only we have access to. These identifiers will be kept to prevent your personal information from being shared. However, the document with your personal information linked to identifiers will be deleted after the completion of the study. Afterward, only your feedback and identifiers will exist.

We will take steps to protect your privacy, but there is a small risk that your information could be accidentally disclosed to people not connected to the research. To reduce this risk, we will delete documents relating to your personal information and notify you immediately. We will only keep information that could identify you to inform you of such instances: your name and contact information.

Information may be used or shared after personal information have been removed, for example with other researchers and/or for future studies without additional consent, for a presentation in the Usability Testing course.

Research at Kennesaw State University that involves human participants is carried out under the oversight of an Institutional Review Board. Questions or problems regarding these activities should be addressed to the Institutional Review Board, Kennesaw State University, irb@kennesaw.edu.

If you agree to participate in this research study, please sign below:

Christopher J. Mai (12/09/22)

Signature of Participant or Authorized Representative, Date

Morgan Philip (12/09/2022)

Signature of Investigator, Date

PLEASE SIGN BOTH COPIES OF THIS FORM, KEEP ONE AND RETURN THE OTHER TO THE INVESTIGATOR

Consent Form 2

KENNESAW STATE UNIVERSITY USABILITY TEST CONSENT FORM

Title of Research Study: Discord Onboarding Usability Test

Researcher's Contact Information:

Antonella Mai

amai2@students.kennesaw.edu

Kenric Kalpen

kkalpen@students.kennesaw.edu

Sherry Carswell

scarsw10@students.kennesaw.edu

Morgan Philip

mphilip@students.kennesaw.edu

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If you agree to participate in this research study, please sign below:

Rian Philip (12/09/22)

Signature of Participant or Authorized Representative, Date

Morgan Philip (12/09/2022)

Signature of Investigator, Date

PLEASE SIGN BOTH COPIES OF THIS FORM, KEEP ONE AND RETURN THE OTHER TO THE INVESTIGATOR

Consent Form 3

KENNESAW STATE UNIVERSITY USABILITY TEST CONSENT FORM

Title of Research Study: Discord Onboarding Usability Test

Researcher's Contact Information:

Antonella Mai

amai2@students.kennesaw.edu

Kenric Kalpen

kkalpen@students.kennesaw.edu

Sherry Carswell

scarsw10@students.kennesaw.edu

Morgan Philip

mphilip@students.kennesaw.edu

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Risks or Discomforts

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Benefits

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If you agree to participate in this research study, please sign below:

Tripp Moultrie (12/09/22)

Signature of Participant or Authorized Representative, Date

Morgan Philip (12/09/2022)

Signature of Investigator, Date

PLEASE SIGN BOTH COPIES OF THIS FORM, KEEP ONE AND RETURN THE OTHER TO THE INVESTIGATOR

Consent Form 4

KENNESAW STATE UNIVERSITY USABILITY TEST CONSENT FORM

Title of Research Study: Discord Onboarding Usability Test

Researcher's Contact Information:

Antonella Mai

amai2@students.kennesaw.edu

Kenric Kalpen

kkalpen@students.kennesaw.edu

Sherry Carswell

scarsw10@students.kennesaw.edu

Morgan Philip

mphilip@students.kennesaw.edu

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If you agree to participate in this research study, please sign below:

Jenny Trejo (12/09/22)

Signature of Participant or Authorized Representative, Date

Morgan Philip (12/09/2022)

Signature of Investigator, Date

PLEASE SIGN BOTH COPIES OF THIS FORM, KEEP ONE AND RETURN THE OTHER TO THE INVESTIGATOR

Screen Recordings:

https://drive.google.com/drive/folders/12GWINbQ3qmZ19SJzqxsIYPEJuZJyE3R-?usp=share_link

Recruitment Survey Link:

<https://docs.google.com/forms/d/e/1FAIpQLScajo38xJdUiZH-NiTTLpAP5gWsDwI5AA8QU3F4ulgMxDriA/viewform>

Product Reaction Survey Link:

https://docs.google.com/forms/d/e/1FAIpQLSc1VJW8PIFC8P1fgEnlFEd_eeLOM1YBHqepEjUIRSD3tQn36w/viewform

Notable Images:

Image of Discord Announcement for Usability Test

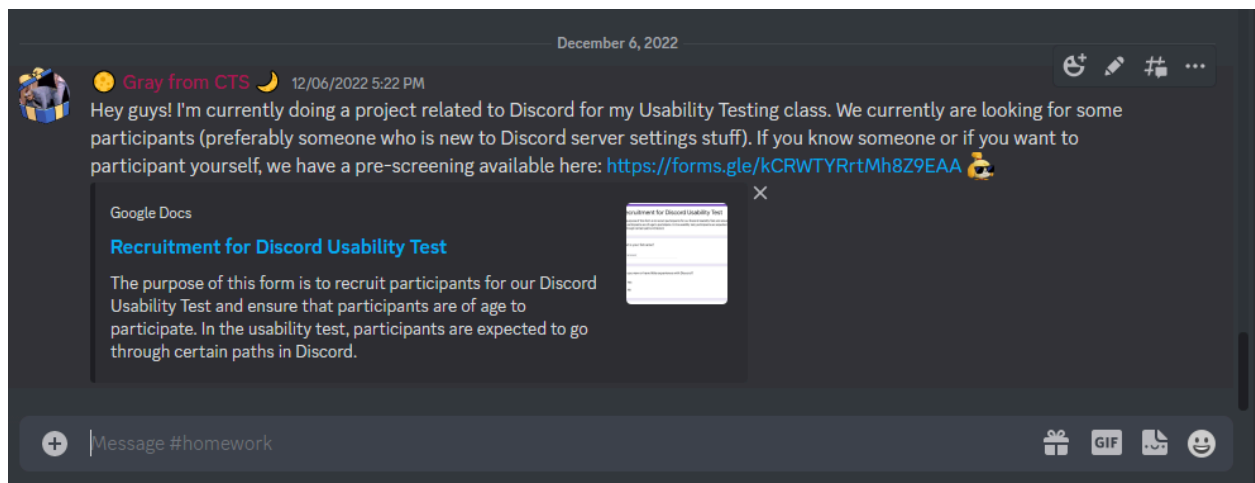


Image of a Usability Test Session (recorded on Microsoft Teams)

