

TRANSCRIPTS for How UX Practitioners Produce Findings in Usability Testing

TEST ROOM (TR)		OBSERVATION ROOM (OR)	
P6	yeah so: it says (you see) right here (1.2) so I'm guessing that's done and I continue	01	
	(0.5)	02	
M	(okay)	03	
	(3.5)	04	
P6	(no:::) (1.3) log in or register (0.7) no don't want that (2.2) hh that's a bit annoying (1.2)	05	
	((turns to M)) I hate logging (in) and registering to everything, so, if I made a complaint I'd rather you just asked for my details and contact me rather than me have to log in (.) as if I'm gonna make a a- complaint every week (0.7) I think logging in and registering makes me feel like (1.3) I'm ah regular u(huhu)ser, and so I'll be complaining about something every five minutes	06	
M	okay	07	
P6	so I just prefer like something that says (.) email address (.) contact number (0.3) address something like that and then (1.4) hopefully someone will get back to you that way	08	
	<u><REMAINING TALK IN TR OMITTED></u>	09	
		10	Adam hhh ((turns to Mike then Jack))
		11	((Mike glances to Adam, Adam to Mike, group laughter))
		12	
		13	
		14	
		15	((laughter
		16	in
		17	room))
		18	
		19	
		20	
		21	
		22	Adam ((turning to Jack)) we need to get rid of that ((Jack nods))
		23	
		24	Mike ((glances at Adam))
		25	Adam ((turns to Mike)) because w- we actually want to deter that, we don't want people logging in:: (.) and register: (.) a complaint every week (.) cause
		26	
		27	
		28	
		29	
		30	Mike yeah
		31	(0.8)
		32	Adam >if people< (0.6) I'thig usually if like t- if people are (limi-) (like) ten or so: like within in a short space of time we'd almost like kindof (0.7)
		33	
		34	
		35	
		36	
		37	Mike ignore them
		38	Adam yeah (.) () though we'll just tell them kind of jus tell them that we c'n see your complaint (in a rush)
		39	
		40	
		41	Mike [yeah
		42	Adam [in a polite way cause (0.9) we just haven't got th- (.) the resource to deal with people acting almost as like (0.7) police themselves and just=
		43	
		44	
		45	
		46	Mike =yeah

TEST ROOM (TR)		OBSERVATION ROOM (OR)	
P2	umm (0.3) I would say it's qui::te like with- what pages (w's) I just on then	47	
M	um: just now? [()]	48	
P2	[oh codes 'n stuff	49	
	(1.1)	50	
M	i's- (0.5) very um (.) wordy?	51	
	(0.6)	52	
M	[right	53	
P2	[(and at times though on:: >what I was saying about the titles< and things I think there could be more use of (uh) colour (0.5) and stuff in those (0.3) just because it's on your eyes it's then quite it's very white? ()]	54	
	<u><REMAINING TALK IN TR OMITTED></u>	55	
		56	
		57	
		58	
		59	Tom (s'jus'poor IA)
		60	
		61	
		62	Tom ((turning to Adam)) s'a bit wireframey this I think (though isn't it)
		63	
		64	
		65	Tom [still needs a bit of (.) bit of love=
		66	
		67	Jack [yeah
		68	Adam [yeah
		69	Mike [yeah
		70	Pete =(it was pretty quick)()
		71	Jack don't know if we () (design so much)
		72	
		73	Adam but the (.) yeah.

OBSERVATION ROOM (OR)		
74	Tom	((turning to Adam)) she didn't scroll down below the four icons did she? at
75		all
76	Adam	no
77	Tom	she just stopped every time
78	Adam	no scrolling, could you, could you do, what you did with () arrows t-
79		kind of show, something down
80	Tom	()
81	Adam	and that, I guess that, adds stuff to the page but
82	Tom	's jus- just workin on the spacing below the, (panel's) j's quite a lot,
83		before you can see anything ()
84	Mike	I think it's sometimes a bit artificial in user testing and in reality they
85		would scroll down
86		[because they're here the- sort of
87	Adam	[mmm ah, oh yeah=
88	Tom	[yeah right
89	Mike	=here we're very focussed on doing the task

TEST ROOM (TR)		OBSERVATION ROOM (OR)	
P1	"two to three minutes to provide your details" (0.6) uh (3.0) okay	90	
	(.) yeah so I'd er I would (.)	91	
	email (0.3) the [media complaints	92	
	organisation] and I'd um (1.4)	93	
	attach (0.7) a photo	94	
		95	Jack interesting
M	so so you would (.) you'd send an email	96	
P1	yeah ye[h	97	
M	() [so th- how'd you think you'd do that (0.6) w- where'd you think you'd send that to then? (0.6)	98	Pete ((glances towards Tom with a grimace))
		99	
P1	well (.) erm	100	
	(3.0)	101	
P1	((turning to screen)) well it doesn't s- it doesn't say anything about contact (us on here)	102	
		103	
	<REMAINING TALK IN TR OMITTED>	104	Tom °(need) to make it clearer° (.) (the button)
		105	
		106	
		107	Jack it's interesting that
		108	
		109	Mike ((towards Helen)) but then (that tha- if she someone says they'll send an email just say that's that's a brilliant way of doing that (0.7)
		110	
		111	
		112	
		113	
		114	
		115	Helen yeah
		116	Mike perhaps let's try this f(h)orm ((gestures in front))
		117	
		118	Helen okay
		119	Tom ((turning to Mike)) that's er- we can make that button clearer (.) right?= ((P1 clicks home button))
		120	
		121	
		122	Mike =yeah=
		123	Tom =c- make a complaint (0.3) instead of continue
		124	
		125	Mike yeah
		126	Adam (aye)
		127	Tom yeah
		128	Mike yeh
		129	(1.6)
		130	Tom ((on laptop)) °do that°