

Chat from 7/14/20 UX Research & Strategy Meetup

It's in the Details: The Magic of Analyzing User Research

Ashley Connor & Adrienne Guillory

Email the speakers:

- Ashley: <https://email.usabilitysciences.com/h/t/468E05C824202EAD>
- Adrienne: <https://email.usabilitysciences.com/h/t/468E05C824202EAD>

(Link to [unedited chat](#))

Helpful Links from UXRS:

- UXRS Website with links to events, youtube channel, etc. - www.uxresearchandstrategy.com
- Twitter: https://twitter.com/ux_and
- Facebook: <https://www.facebook.com/ux.researchstrategy>
- LinkedIn: <https://www.linkedin.com/in/ux-research-strategy/>
- Instagram: www.instagram.com/ux.research.and.strategy
- UXRS Email: ux.research.and.strategy@gmail.com
- UXRS Vimeo: <https://vimeo.com/uxrs>
- UXRS Youtube: https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber
- Slack channel sign-up: <https://forms.gle/ZBNF67ZFHjDo3CW16>
- Jobs to be Done Recording: <https://www.youtube.com/watch?v=5Jxp3hp6HjM>
- UX Portfoliorecording: <https://vimeo.com/ondemand/uxrportfolio>
- UX job interview recording: <https://vimeo.com/ondemand/masteryouruxinterview>
- Next FREE event tickets: <https://www.eventbrite.com/e/113292872030>

Resources/links shared in the chat:

- 2020 Version of their Research Tools Map:
<https://www.userinterviews.com/blog/ux-research-tools-map-2020>
- Article on brainwriting that can work well for gathering data from a large group in a short time:
<https://www.smashingmagazine.com/2013/12/using-brainwriting-for-rapid-idea-generation/>
- <https://practicalservicedesign.teachable.com/p/intro-to-practical-service-blueprinting/>
code: DALLAS2020
- Turning UX Research into Action,
<https://go.miro.com/turning-ux-research-into-action-from-brainstorming-to-activation>
- 26 essays on lesser known research and design methods. You can find them at:
<https://dux.typepad.com/dux/chauncey-wilson/>
- Service Design Network coronavirus initiative: free online lectures and mini courses!
https://www.sdn-academy.org/coronavirus-initiative?fbclid=IwAR2jzLbjWH-ddhcM6n08pqFDwalKCT7KQH0Q_IGh2GsLw697KonV_dv_0bE
- https://medium.com/@dana_moran/build-better-products-and-avoid-costly-mistakes-a44ef6364e29

- <https://www.usabilitysciences.com/blog/blog/how-to-choose-a-research-type/>
- I found this template quite useful for a recent qual study :
https://docs.google.com/spreadsheets/d/1FCnsYRAOuhx_vwVEAvKIX8sqdcZw0MkfE5RJpDO3fHQ/edit#gid=520106127
- <http://notion.so>
- Links to Lennon's article and worklog about how he published his design portfolio using Notion:
<https://uxdesign.cc/how-i-shipped-my-new-design-portfolio-under-5-hours-1bc817deed54>
<https://medium.com/amplify-design/building-my-design-work-log-with-notion-f8a03f0dfffb>
- Article on affinity diagramming: <https://dux.typepad.com/files/Method%2022%20of%20100.pdf>
- <https://www.amazon.com/Quantifying-User-Experience-Practical-Statistics/dp/0123849683>
- Quantifying the User Experience by Jeff Sauro
- <https://portigal.com/Books/interviewing-users/>
- <https://www.quarantinebookclub.com/>
- Indi Young's Mental Models

LinkedIn Links:

<ul style="list-style-type: none"> • https://www.linkedin.com/in/petermanley • https://www.linkedin.com/in/kellieacarson/ • https://www.linkedin.com/in/brianashbaugh/ • https://www.linkedin.com/in/davidjusth/ • https://www.linkedin.com/in/amandastauffer/ • https://www.linkedin.com/in/jacobpavel/ • https://www.linkedin.com/in/carrieding • https://www.linkedin.com/in/dalmaux • https://www.linkedin.com/in/emilymacgowan/ • https://www.linkedin.com/in/edwin-singh/ • https://www.linkedin.com/in/bibitanjasiri/ • https://www.linkedin.com/in/talayah-motameni/ • https://www.linkedin.com/in/paulovictorino/ • https://www.linkedin.com/in/marjoleink/ • https://www.linkedin.com/in/michelle-harvancik-8a358332/ • https://www.linkedin.com/in/pavlo-yakovets/ • https://www.linkedin.com/in/janicefabunan/ • www.linkedin.com/in/jsamiharvey • www.linkedin.com/in/joe4consult • https://www.linkedin.com/in/sosacordero/ • https://www.linkedin.com/in/oliviahogan-stark/ • https://www.linkedin.com/in/alexandrajacoby.com • https://www.linkedin.com/in/anaheet-gazder-5411736/ • https://www.linkedin.com/in/elizabethhriddle/ • https://www.linkedin.com/in/casandrasandu/ • https://www.linkedin.com/in/sarahajani/ • https://www.linkedin.com/in/darwin-romulus-b02abb158/ • https://www.linkedin.com/in/ericalynn1111/ • https://www.linkedin.com/in/kaitlyndoesresearch/ • https://www.linkedin.com/in/christinapux/ • https://linkedin.com/in/hcnursalim/ • https://www.linkedin.com/in/sarasihakoun/ • https://www.linkedin.com/in/hcsoni/ 	<ul style="list-style-type: none"> • https://www.linkedin.com/in/rebeccasweeton/ • www.linkedin.com/in/fiyin-adesina • https://www.linkedin.com/in/rich-rudzinski-4672446/ • https://www.linkedin.com/in/candice-komachi/ • https://www.linkedin.com/in/claire-salinas-m-s-52271962/ • https://www.linkedin.com/in/antonellamariamonte/ • https://linkedin/in/juliana-pham23 • https://www.linkedin.com/in/amal-ponathil/ • www.linkedin.com/in/jesutofunmi-oluwatosin-78b0b4124 • https://www.linkedin.com/in/belizyukse/ • https://www.linkedin.com/in/alerammoo/ • https://www.linkedin.com/in/erikaorrick/ • https://www.linkedin.com/in/daniellelemi/ • www.linkedin.com/in/kim-jean • https://www.linkedin.com/in/trevorrobison/ • https://www.linkedin.com/in/ruchitadeshpande • https://www.linkedin.com/in/sudikshakhanduja/ • https://www.linkedin.com/in/jamiebijon/ • https://www.linkedin.com/in/andres-mejia-6b903157/ • https://www.linkedin.com/in/c-mcknight/ • https://www.linkedin.com/in/carmela-rebancos/ • http://linkedin.com/in/jasmin-crentsil • https://www.linkedin.com/in/ronverweij/ • https://www.linkedin.com/in/jillslaboda/ • https://www.linkedin.com/in/chelsea-cunningham-79a71184/ • https://www.linkedin.com/in/jannell-lee/ • https://uk.linkedin.com/in/nadinegrant • https://www.linkedin.com/in/brendaplinck/ • https://www.linkedin.com/in/bobby-bishop/ • https://www.linkedin.com/in/farrahbrensinger/ • https://www.linkedin.com/in/nidhipalan/ • https://www.linkedin.com/in/samatsang/ • https://www.linkedin.com/in/jennoe/
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Comments/Questions:

- 04:07:04 Andrew Jung: Airtable is awesome
- 04:07:26 Suzanne Currie: +1 Aurelius
- 04:07:34 Melanie Levy: Anyone been using Userbit?
- 04:08:08 ankita negi: Optimal sort is good too but limited to some point
- 04:08:58 Chauncey Wilson: Airtable is a hybrid that combines a database and a spreadsheet and it exports to Excel. Airtable can be used to track multiple studies which in a corporate environment can make the team more convincing.
- 04:09:50 Genevieve Kelly: I use EnjoyHQ, I have used Aurelius, Airtable and there is Dovetail - for repositories
- 04:09:57 Nidhi Palan: I found this template quite useful for a recent qual study :
https://docs.google.com/spreadsheets/d/1FCnsYRAOuhx_vwVEAvKIX8sqdcZw0MkfE5RJpDO3fHQ/edit#gid=520106127
- 04:10:02 Lorie Whitaker - Staff UXR: Letty - yes! We are recording and will post to our YouTube channel: https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber
- 04:10:36 Laura Davis: Is that inside of Word?
- 04:11:13 Emily Ennis: What tool do you use for Mind Mapping?
- 04:11:31 Chauncey Wilson: Any recommendations on mind mapping tools?
- 04:11:46 jsummersgill: Miro is great for visual mapping
- 04:11:52 Adrienne - Presenter: Free Mind
- 04:11:57 Genevieve Kelly: I use Miro (formerly realtime board) for mindmapping - its a template in there
- 04:12:08 Emily Ennis: Miro is amazing!
- 04:12:08 Erika Orrick: I like MindManager, but it is expensive.
- 04:12:09 Lorie Whitaker - Staff UXR: We use Mural at work.
- 04:12:10 Amanda Stauffer: Thank you guys! WAs wondering the same.
- 04:12:13 mardomakb: Which tool do you recommend for mind mapping?
- 04:12:16 Tyler - CoronaWhy: I enjoy Miro for working quick, Figma can work for it too with a good template.
- 04:12:46 Scott Kincaid: Freemind is an open source option (e.g. "free")... and is great for keyboard entry to move nodes up/down/left/right, etc.
- 04:12:55 Erika Orrick: For lower-cost mindmapping, I would recommend Mindomo

04:12:58 Tim Campbell: We use Freemind as it's lightweight, opensource, and quick to get moving

04:12:58 Leo Vogel: I use MindNode for mind mapping and Miro for affinity mapping.

04:13:09 Linzi Xu: I use Mural for mind mapping and affinity mapping.

04:13:15 Vonetta DeVonish: So organized and easy

04:13:27 Dana Moran: Notion has a research database template has worked great for notes and capturing key themes

04:13:47 Edwin Singh: Miro and Notion are such a good combination

04:13:48 Erika Orrick: I love, love, love Notion. I am using it right now for notes....

04:13:52 Vonetta DeVonish: @Leo, thanks! MindNode is a new one to me.

04:13:59 ankita negi: @Nidhi.. Thanks! The template is great..

04:14:01 Bill Caemmerer: Automatic transcription services are getting much better, saves a lot of note taking angst

04:14:01 Andrew Jung: @Dana URL?

04:14:08 Diego Fontes: I've used Mural for affinity mapping, Otter for voice transcripts, and daily briefing sessions after every interview.

04:14:08 Erika Orrick: notion.so

04:14:11 Leo Vogel: If you have dismissed Notion in the past I recommend looking at it again. They've changed their plan pricing. The free tier now has a lot of value.

04:14:22 Erika Orrick: @Andrew <http://notion.so>

04:14:26 ankita negi: Notion is great.. I am using right now to keep my things organised

04:14:43 Sara: Otter.ai for transcription is awesome

04:14:52 Tyler - CoronaWhy: i've tryied the new free Notion plan for brain dumping.

04:14:58 Alejandra: Notion is really great. I'm using it for personal stuff as well for school and work.

04:15:07 Melanie Levy: Rev does great auto transcription as well!

04:15:16 Lorie Whitaker - Staff UXR: Michael, we will share the deck once we get it from our speakers

04:15:27 Erika Orrick: I tried and dismissed Notion once before, but this second time around I've made the effort and it is worth the small learning curve

04:15:30 Laura Davis: Anybody have a template they like for prepping for doing user interviews? Or your note taking?

04:15:33 Lorie Whitaker - Staff UXR: I've been using Dovetail for note taking and transcripts...it's pretty slick so far!

04:15:48 Dana Moran: Otter is our tool for recording and you can keyword search transcriptions

04:15:58 Leo Vogel: Lennon Cheng wrote on Medium about how he published his design portfolio using Notion.

04:16:08 Andrew Jung: Aaaaaaaaaaaaaaaaa

04:16:15 ankita negi: Oh that is cool..Will try out Otter for sure.. Thanks @Dana

04:16:26 Genevieve Kelly: enjoyhq does automatic English translations

04:16:40 Leo Vogel: Descript is a free alternative to Otter if you only need a few hours of audio transcription.

04:16:48 Syrena Huynh: Zoom automatically creates transcripts, also free

04:16:59 Syrena Huynh: Also timestamps them which is helpful for clips

04:17:08 Tyler - CoronaWhy: Zoom doesn't do them free i don't think

04:17:15 Melanie Levy: Yeah, but Zoom's transcripts aren

04:17:21 Erika Orrick: Here's the link to Lennon's article:
<https://medium.com/amplify-design/building-my-design-work-log-with-notion-f8a03f0dfdb>

04:17:26 Melanie Levy: oops- aren't that great, to be honest

04:17:49 Trevor Robison: Thanks Erika, love start to finish breakdowns

04:18:43 Erika Orrick: Here's the actual portfolio article. The other is his worklog.
<https://uxdesign.cc/how-i-shipped-my-new-design-portfolio-under-5-hours-1bc817deed54>

04:18:57 Erika Orrick: I'd read them both recently

04:19:03 Chauncey Wilson: I wrote a short article on affinity diagramming in 2012.
<https://dux.typepad.com/files/Method%2022%20of%20100.pdf>

04:19:15 Anna Lee Anda: If you have user testing that also does transcription

04:19:34 Pratap Jayaram: Are you brain dumping the trends or patterns that you think appeared in the data? And then going in and layering your notes on top of those?

04:19:52 Laura Davis: +1 what is in the brain dump?

04:19:59 Monica Mod: second Prataps question

04:20:30 Amanda Stauffer: Brain dump is when you just write down EVERYTHING that comes to mind on the topic

04:20:31 Andrew Jung: I think so

04:20:44 Tyler - CoronaWhy: Brain dump is getting the little things you noticed and patterns you saw that might be about people, everything your thought.

04:20:46 Andrew Jung: ^^ @Mirandy

04:20:47 Siena: I've been advised that Dragon can do dictation, though it is not free (I am not experienced in this area as a student, so this I don't fully know if this will fulfil your transcription needs)

04:20:54 Lorie Whitaker - Staff UXR: We will post the slides on our website once we get them from our presenters

04:21:06 Karen Ip: otter.ai is also a great tool

04:21:13 petermanley: @Lorie what's the website URL?

04:21:26 Andrew Jung: Whoah, didn't know Dragon was still in business. I remember them.

04:21:29 Vonetta DeVonish: @Lorie, thanks!

04:21:29 Lorie Whitaker - Staff UXR: ^^ slides will be posted to www.uxresearchandstrategy.com once we get them from the ladies ^^

04:21:35 simoncatford: Types of learnings like...

04:21:51 petermanley: Thanks!

04:22:10 simoncatford: Values

04:23:07 Chauncey Wilson: If you have a large group involved with the data, you could split into a few groups and have each team do an affinity diagramming. I used to do that and it revealed different perspectives which was valuable.

04:23:30 Vonetta DeVonish: @Chauncey, great tip!

04:23:47 Erika Orrick: The bane of bad user research. People assuming they've figured out the conclusion too soon.

04:24:17 Lorie Whitaker - Staff UXR: Amen Erika!

04:24:36 Pratap Jayaram: Definitely seeing the parallel to group ideation

04:24:39 Kat Coleman: Is there a way to save the chat? I don't seem to have that option

04:24:43 Tanya Kuruvilla: If you have learnings that fall into 2 different groups, what would be the best way to handle it?

04:24:55 UX Research and Strategy: Are you tagging tonight's event on social media with #UXRS? We want to see your thoughts and summaries.

04:25:16 Andrew Jung: @Kat, I just select all, copy and paste it into a text file.

04:25:26 Trevor Robison: Should you actually go over labels with stakeholders before you conduct your interviews to make sure you're focusing on results that they want to see?

04:25:45 Trevor Robison: Or just let the participants responses dictate that?

04:26:36 Laura Davis: +1 Trevor's question

04:26:43 Siena: I second Trevor Robison's question

04:26:45 Chauncey Wilson: Good point on capturing the process. I used to document different types of sessions and the images were useful for presenting results, publicizing the team's work, and for use at internal and external conferences. Good to appoint someone as the archivist.

04:26:48 mardomakb: finding vs insight is wise!

04:26:49 Erika Orrick: Those types pictures are also very important to your portfolio (when you can use them). The process is as if not more important than your results in a UX portfolio

04:27:47 lorenzo: mmmhhh—I need a why there

04:28:15 Erika Orrick: @Trevor (and all) In a straightforward affinitizing process, the participant responses dictate the labels.

04:28:20 Dana Moran: This information is so valuable! Thank you Adrienne! I'm a designer/researcher and you just make me realize I can employ many of my design thinking activities (and workshopping activities) with research. Brilliant!

04:28:24 Lorie Whitaker - Staff UXR: ^^ if you have questions for the speakers, put them here! I'll capture them and we'll ask as many as we can at the end ^^

04:28:33 Erika Orrick: But as with everything in UX, it can depend on your exact process.

04:28:34 Jakkii Musgrave: MPOV: the labels are part of the analysis, so you can't use them to conduct interviews. Designing your interviews is part of the research design process, so when you're understanding the goals of the research and then framing the right questions that will help you answer those goals. The labels are groups of findings that should - hopefully - be in line with answering the goals.

04:28:37 Monica Mod: What does everyone call the "now what" section after the insight? ...recommendations, opportunities, etc. I am looking for new sexy header for this sections

04:28:38 Chauncey Wilson: In usability testing, I used to remind notetakers to record what is happening, not their interpretation of the event.

04:28:53 Tyler - CoronaWhy: Why is always the fundamental question for any understanding.

04:29:18 Andrew Jung: Why? ;)

04:29:31 Erika Orrick: @Dana. Design Thinking and UX Research are the same processes applied slightly differently.

04:29:39 Randall Bapst:wish I could turn off the Zoom chat popups. they can be kind of distracting.

04:29:49 Trevor Robison: Gotcha, makes sense, thanks Erika.

04:30:01 Erika Orrick: @Randall, if you open the chat window to the side, they won't popup anymore

04:30:06 Siena: Randall Bapst I put the Zoom chat in a pop up box, so that it doesn't cover the screen

04:30:16 Eric Dunsker: Q: You're a group who's worked together for a long time. Have you developed a reusable set of tags or finding categories you use across studies?

04:30:19 Paulo Victorino: how do you know when to stop to ask “why”?

04:30:44 Andrew Jung: lol

04:30:44 Erika Orrick: @Tyler -- but you have to make sure to ask it 5 times

04:30:45 Trevor Robison: So many good questions, love it.

04:31:01 Kat Coleman: I can't copy the chat or save it. I'm on a Mac. Is this just me?

04:31:16 Tyler - CoronaWhy: Kat it will be shared.

04:31:24 Kat Coleman: Thank you Tyler

04:31:25 Lorie Whitaker - Staff UXR: I tell people to act like a 5 year old! LOL

04:31:26 Emily Ennis: For Macs: Highlight the chat and drag it into a text doc.

04:31:38 SlaBow: can learn so much from toddlers :)

04:31:40 Tyler - CoronaWhy: I asked Why so much as a kid, it never really left me :P

04:31:41 mardomakb: @Paulo when you'll reach an aha moment

04:31:51 Lorie Whitaker - Staff UXR: ^^ chat will be shared online www.uxresearchandstrategy.com tomorrow or Thursday ^^

04:31:55 Sarah Ajani: Love “basically” :) way to simplify

04:31:55 Siena: Tyler funny name

04:32:03 Nicole Anicetti: Fantastic real life example, love that one! Thank you Adrienne!

04:32:13 Chauncey Wilson: You can also ladder sideways -
<https://dux.typepad.com/dux/chauncey-wilson/>

04:32:17 Erika Orrick: Does that mean we can repeatedly tell people No when they want to do stupid things too?

04:32:22 Erika Orrick: :-)

04:32:27 Jakkii Musgrave: lol

04:32:28 Lorie Whitaker - Staff UXR: ^^ I can't copy anything in the chat either. LOL But we will export it from zoom, clean it up and post it on line.

04:32:34 Cindy Merrill: How do you have time to do all this analysis work and finish a study in 5 days?

04:32:37 Abey Tidwell: Question for fellow researchers - our team is very adamant on keeping the barrier clean between the researchers and those who make the decisions based on the research findings and recommendations...so when it comes to “the how” and resolving the issue...IMO - that is not on research....thoughts?

04:32:37 Tyler - CoronaWhy: it's not my name, it's the volunteer org i;ve been supporting for the last few months helping build research tools to help with Coronavirus.

04:33:17 katieramp: +1 Abey's question

04:33:26 Jakkii Musgrave: @Abey do you mean researchers don't make recommendations? Just present findings and someone else reviews and makes recommendations?

04:33:29 Siena: Oops, I thought you were making a joke. Sorry.

04:34:02 Sara: @Abey research has a purpose and it is often to find a solution - hence the name R&D Research & Development

04:34:04 Fernanda: Do you have examples of what a good report contains or how insights are presented??

04:34:07 Tyler - CoronaWhy: coronawhy.org ;)

04:34:08 Judy Blostein: Hey Chauncey!

04:34:11 Eric Dunsker: Are you a LUMA shop? I'm seeing a lot of methods in their collection

04:34:20 Chauncey Wilson: Hi Judy B.

04:34:23 Judy Blostein: :)

04:34:25 Emily Ennis: @Abey, we make recommendations but try to make a very clear division between what is a finding, insight, and recommendation. It depends on the project sometimes too.

04:34:35 Laura Davis: Me too @Eric! Loving the LUMA in this.

04:35:10 Monica Mod: I personally no longer like "recommendations" and looking for something a bit more grabby.

04:35:14 Monica Mod: Got any ideas?

04:35:26 sudiksha khanduja: will this video be shared to be able to watch again later?

04:35:27 Monica Mod: "Improvement Opportunities"?

04:35:32 Cristina Kulik: yes! I see Luma too.

04:35:39 Emily Ennis: ^^ yes! Opportunities :D

04:35:41 Jakkii Musgrave: "how to fix your sh!t"

04:35:45 Andrew Jung: lol

04:36:04 Sara: @Jakkii - LOL

04:36:07 Tim Campbell: Monica, one approach I've taken in the past was splitting it up to 'opportunities' and 'implications' so paint a picture of where that issue might further go if not addressed, or to illustrate how the opportunity may affect that

04:36:08 Lorie Whitaker - Staff UXR: ^^ we are recording this and will post it on our Youtube channel https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber and our website www.uxresearchandstrategy.com ^^

04:36:14 Chelsea Cunningham: So impressive to complete all of this in 5 days!

04:36:28 Erika Orrick: I can't speak to whether or not they are technically LUMA, but this is basic qual research analysis 101. Same way we've been doing it since before the field was called UX and before design thinking was a thing.

04:36:29 Monica Mod: thx @tim

04:36:40 Erika Orrick: I know US has been around that long as well

04:36:43 Abey Tidwell: Sorry, I realize my message wasn't clear. But in my experience, research can make basic recommendations, but we usually just present the problem and why that problem matter but we keep solutions open for SMEs and UX to collaborate. It is usually the job of the UX team that we work in tandem with to inform the next steps for the next iteration, etc.

04:37:12 Monica Mod: Agree Abey

04:37:17 UX Research and Strategy: put your questions in the chat.

04:37:18 Siena: Tyler I looked up your charity, it's very interesting! I don't think I'd be able to do very much though, as a student

04:37:24 Chauncey Wilson: I've done bullseye diagrams where we ask teams to put a particular percentage in each ring (maybe 20% in the center, 30% in the second ring, and 50% in the outer ring.

04:37:43 Eric Dunsker: Do you do a Bulls Eye diagramming with the sponsor when you're collecting their goals at the beginning? I.e., Get them to give you their priorities.

04:37:48 Erika Orrick: That's not to diminish their preso. It is a great explanation. I just want to make sure they get credit for the work they've been doing as a company for years.

04:38:05 Dana Moran: Question: What if your learnings are not insightful? E.g. you've learned from user what your client stakeholder already told you? (In my experience this indicated client really knows their users which is great but rare. But what if you struggle to surface those insights?)

04:38:09 Gloriana Omodeo: I'm interested in having the recording of this presentation, will you share it?

04:38:16 Andrew Jung: Do you use darts and randomly select what you are going to do?

04:38:35 Tyler - CoronaWhy: Siena, we have from high school student for experts and even professors in the team. Joining up and looking where you can help is always appreciated.

04:38:48 Nidhi Palan: Does anyone know of good report template for presenting qual research data?

04:38:53 Sara: I ask the client/exec what type of report format they prefer - often it's a powerpoint

04:38:59 Nicole Anicetti: Thank you both! Awesome talk

04:39:06 Ashley Connor: <https://email.usabilitysciences.com/h/t/468E05C824202EAD>

04:39:08 Bryan Rill: Impact severity matrix in Miro is nice tool to help prioritize issues

04:39:08 Siena: Thank you for the talk!

04:39:09 Adrienne - Presenter: <https://email.usabilitysciences.com/h/t/468E05C824202EAD>

04:39:12 Anna Lee Anda: Was an awesome talk Ashley and Adrienne

04:39:12 Miaoxin Wang: Thank you so much for all these useful content!

04:39:12 Jakkii Musgrave: @Dana IMO validation is an insight, especially when you now have data that backs up a belief

04:39:13 Lorie Whitaker - Staff UXR: ^^ we will share the recording of this video tomorrow on our YouTube channel https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber and on our website www.uxresearchandstrategy.com ^^

04:39:16 Tyler - CoronaWhy: thanks for the talk.

04:39:16 Brenda Plinck: WOW!!

04:39:21 Brenda Plinck: This was amazing

04:39:24 Ron Verweij: Now what? How do we translate the outcomes in better designs?

04:39:26 Lorie Whitaker - Staff UXR: Don't forget to stick around for networking!

04:39:29 Debra Cuesta: Great Job Adrienne!

04:39:32 Lorie Whitaker - Staff UXR: Hit us with questions!

04:39:37 Chianta Dorsey: Thanks Ashley and Adrienne!

04:39:37 natasha: Thank you!

04:39:40 simoncatford: Thanks!

04:39:40 Mike Mirabal: Thank you!

04:39:40 thomasantana: Thank you

04:39:40 Renee: Awesome presentation!!!! have to go do work now 😞

04:39:41 Linzi Xu: THANK YOU!

04:39:41 Mercedes Sosa Cordero: Thanks!

04:39:42 Phillip Abraham: Thanks!

04:39:42 Megan Creighton: Thank you!!

04:39:43 emilymac: Thanks so much!

04:39:43 ankita negi: It was an awesome talk! Thanks

04:39:46 Edwin Singh: Thanks!

04:39:47 cathyk: Thanks so much

04:39:47 Monica Mod: Very Nice

04:39:48 Tabassum Kakar: Thank you

04:39:48 Chauncey Wilson: Thanks for the presentation. Some excellent points in this talk.

04:39:49 Aboli Barve: Really awesome talk! Do you have any recommendation when collecting sensitive data?

04:39:50 Luca Giaretta: Thank you!

04:39:51 Janice Fabunan: Very well presented, thank you so much.

04:39:52 Ron Verweij: great presentation, btw

04:39:53 Nadine: That was awesome thanks !!

04:39:54 Amanda Stauffer: Very helpful, thank you!

04:39:54 Erika Orrick: Thanks!

04:39:57 Erica Burroughs: Wooohooo thank you! It was insightful!

04:39:58 Genevieve Kelly: thanks for sharing your techniques!

04:39:59 Ilaria: very useful!! thank you!!

04:39:59 Suzanne Currie: Nice and succinct! Purposeful!

04:40:00 Royce S: Thanks, lots of good info in short time

04:40:01 elizabeth: Very informative. Thank you!

04:40:02 jbhebert: Great presentation, thanks

04:40:03 Brandy-Iphone: 🤩🤩🤩🤩👏👏👏👏

04:40:04 Natalia Rey: AMAZING

04:40:12 natasha: How would you go about making a UX Research portfolio?

04:40:15 Shikha Sharma: What goes into the consultation fo a project?

04:40:17 Andrea Alcaraz: Thank you!!

04:40:24 Vikas Bhutani: Awesome presentation Ashley and Adrienne!!!

04:40:25 Olesia: Great talk! Thanks a lot!

04:40:26 simoncatford: You could group then label

04:40:26 Jakkii Musgrave: Thanks so much Adrienne & Ashley

04:40:27 Kaitlyn Ouverson: Do designers or researchers typically translate this into designs, in your experience? Or is it a collaboration?

04:40:38 Lana Gibbons:Awesome presentation - so easy to follow. You made something that can feel very huge and complicated to be very manageable and methodical. Thank you very much!!

04:40:40 Jessica Lupanow: Any recommendations of where we can find some templates for showing stakeholders? Particularly for powerpoint presentations. I struggle to condense the information enough to tell them what they need to know while keeping their attention

04:40:45 Natalia Rey: QUESTION: Can I call myself as a researcher if I don't know how o read anlytics?

04:40:49 Trevor Robison: Thank you both! This was really thorough and well presented.

04:40:50 amunson: Thank you for this! I am a designer but I'm frequently asked to do user research and I'm not good at it. I'm going to use all of this info for my next study! THANK YOU!

04:41:06 Abey Tidwell: How do you recommend handling a study that is hyper technical or speaking to users who specialize in a topic that you know little about?

04:41:07 Nadine: +1 Natasha question about user research portfolios

04:41:11 Kay Otsubo: Do you do the mind mapping or note-taking after each person you have an interview with and add on top of each one or make separate ones for each user and look at them holistically after all the user interviews are completed?

04:41:12 Cristina Kulik: Do you use recordings/transcribing to get verbatim along with notes?

04:41:13 Harveen: Question: How do you want to see UX Research case study in portfolio when hiring?

04:41:24 daniel: Is there a bare number of findings your clients expect before they feel you've delivered value? Do you ever tack on a business or other value to what you've done?

04:41:28 Megan Creighton: Do you have recommendation for tools to transcribe interviews and/or code them, so that you don't have to do everything by hand?

04:41:30 Mirandy Kim: Not sure 100% related to this topic but would you be able to share the different between persona, archetype, vs mindset?

04:41:31 petermanley: QUESTION: Do you guys offer any UX research workshops or hands on opportunities to learn/practice?

04:41:55 Siena: Wow Tyler, that's surprising, I'll be sure to drop a line hopefully very soon! (I have some unavoidable university admin to do but that should be over shortly)

04:42:03 jason_frederick: Are there any case-studies we can reference?

04:42:10 Brian Corbitt: As a UX Research team of one, would it make sense to involve the designer on the project to take notes and help synthesize information?

04:42:10 Michelle H: +1 to petermanley!

04:42:19 daniel: What language-based analysis do you conduct?

04:42:21 Vasiliki Adamidou: How specific are the goals and how are they being set? What if the users talked about something else that it might be more urgent?

04:42:31 Ri Zoldak - gmail: yes! how do you create a research portfolio?

04:42:41 Nicole Waniowska: Question: How do you make sure that the richness of people stories and quotes goes into report and its not lost with transferring to high level findings and insights ?

04:42:45 Stacy Wang: +1 Natasha question : How would you go about making UX researcher portfolio?

04:42:48 daniel: What do you do to de-bias your data and your interpretations of the data?

04:42:52 Fernanda: Thanks ;)

04:42:57 Chelsea Cunningham: What do you recommend when you're the sole researcher? How should you go about note-taking?

04:42:57 Elizabeth R.: How have your research techniques changed with the transition to online formats?

04:43:00 katieramp: Do you guys primarily evaluate existing products or also more exploratory research for innovation?

04:43:05 Edwin Singh: Thank you guys so much I have to drop for a work meeting!

04:43:09 Lauren Bonetto: Question/Request: Can these ladies do more presentation? One about reporting? This was amazing!!!

04:43:16 jason_frederick: Case studies?

04:43:26 Lorie Whitaker - Staff UXR: Brian, yes it would make sense!

04:43:30 Phillip Abraham: Do you have any personal feeling about the research not being reviewed but just have the summary glanced over?

04:43:37 margaretfreeman: If you're presenting the report in a Research Portfolio...how much detail is included for the backstory? Because the audience wouldn't be the stakeholders in those instances. Thanks!

04:43:40 Olesia: QUESTION: What is the best research method for a UX-team of one? I don't have a note taker or anyone to collaborate with + I have to analyze the information myself - what's the best way to do that to make sure I look at the insights from different perspectives?

04:43:41 daniel: How do you convince your users to participate in your sessions?

04:43:51 Jonathan Lyles: Is your process modified when conducting qual studies with large numbers of participants?

04:44:09 Ri Zoldak - gmail: question: in your pairs, do your peer review or gut check documentation and understandings of each other? Your research process is close to ours and I'm curious about that.

04:44:23 Sarah Ajani: Question: if you go in with a set research goal, with a hypothesis that the problem is x - but you find out there's a huge underlying root cause that should be tackled INSTEAD. Do you stop mid-research and pivot, or finish researching as per original plan?

04:44:29 daniel: What's a good at-home project we can engage in to show our skills in UX Research that could land us a job with Usability Studies?

04:44:35 Aboli Barve: Medical data

04:44:35 Kaitlyn Ouverson: QUESTION: In your experience, do researchers or designers typically translate findings into design insights? Or is it a collaboration? If it is, how can we as researchers best support this?

04:44:36 Lorie Whitaker - Staff UXR: ^^ we have a great presentation on Vimeo on how to create a ux research portfolio...we will email everyone a link to it. It's \$15 to purchase as it was a past webinar ^^

04:44:40 Aboli Barve: Phapama clients

04:44:40 gaurav chadha: thank you very much for today's session

04:44:48 Shanshan Zhou: Questions: 1. so the notes taken are interpreted qual data already, sometimes I don't think we can trust and prefer to analyse from a transcript. What are your views on the pros and cons of analysing from notes v. transcripts? 2. Sometimes other researchers would prefer to see evidence behind findings, do you have a strategy of linking an insight back to the findings, quotes, transcript and audio data as evidence?

04:44:52 Siena: +1 to Daniel's question on the at-home project

04:45:22 María Fernanda Murillo: How do you know when to stop analyzing data?

04:45:28 margaretfreeman: Thank you so much! I have to run to another meeting and can't stay for networking this time. Love to connect with others going forward:
<https://www.linkedin.com/in/margaretfreemanphd/>

04:46:24 chistina: I am interested in UX portfolio review. I would love to get some valuable advices from who experienced in UX research field.

04:46:54 Lorie Whitaker - Staff UXR: ^^ here is the link to our UX Research Portfolio talk
<https://vimeo.com/ondemand/uxrportfolio> ^^

04:46:59 Maya Wagoner: @Olesia RE: a research team of one - I find that stakeholders are often happy to join as notetakers

04:47:09 Lauren Bonetto: QUESTION: Approach when there aren't clear cut answers - maybe some participants responses conflict with others.

04:47:12 Tyler - CoronaWhy: LinkedIn has lots of people talking about mentoring junior ux people and how to find mentors or help.

04:48:15 Aboli Barve: Do you use personas or empathy maps to understand the users?

04:48:28 Olesia: @Maya thanks for your answer!

04:48:32 Laura Davis: Great question!

04:48:42 Lorie Whitaker - Staff UXR: Empathy maps are a great place to start. But to create personas, you need to understand the users ;)

04:48:56 Lorie Whitaker - Staff UXR: +1 to maya

04:49:19 Aboli Barve: @ Lorie : thanks :)

04:49:30 Tim Campbell: we don't know what we don't know. good stuff.

04:49:34 Tyler - CoronaWhy: why would you avoid a unknown unknown?

04:50:06 Chris: @Shanshan Zhou, #21 think that is where a good marriage of a software platform like Aurelius that has comprehensive tagging and associative linking paired with team access to ongoing report building activities serves to provide a baseline for evidence, both defining a consensus on whats aligned with project goals and what constitutes discovery.

04:50:49 Andrew Jung: Has anyone ever been right? Lol?

04:50:53 Sandrine Moreau: Have you ever integrated quanti findings in your analysis and/or report? If so, how do you go about it?

04:51:24 Laura Davis: Or that they don't want to hear that their product isn't a good idea...

04:51:35 Tyler - CoronaWhy: Everyone should be open to learn at all times in my opinion.

04:51:38 Natalia Rey: We talk a lot about interviews, but is it part of our roles to read the analytics to complete our story?

04:51:40 AS: Do you consider a research plan a living document? Or is it the source of truth? or both?

04:51:40 Anthony Inga: Great conversations! Thank you ladies for the practical wisdom!

04:51:50 leo sutkin: bias reduction?

04:51:55 Farrah:What are your strategies for addressing clients/stakeholders who disagree with your insights?

04:51:55 Marirose Manuel: Any recommendations on a good research repository for a research team within a company?

04:52:37 Genevieve Kelly: EnjoyHQ and Dovetail are great research repositories (have all the goodies - lots of automation)

04:52:58 Lorie Whitaker - Staff UXR: Marirose, we built an internal one in GitLab and we are currently gathering data in Dovetail because we needed an easier way to take notes and create insights. We hope in the future to import our findings and recommendations back into our GitLab repo

04:53:00 Sandrine Moreau: +1 for EnjoyHQ

04:53:03 Melanie Levy: Pairing works great! It's so hard to conduct an interview and take notes at the same time, especially when it's qual and the person you're interviewing goes on a tangent...

04:53:06 Nicole Waniowska: UX designer working in healthcare passionate about research and always willing to discuss best tools and methods with fellow designers <https://www.linkedin.com/in/nicole-waniowska/> looking forward to connecting with like minded people :)

04:53:07 Kayla Wren: +1 for Dovetail - great for paired analysis

04:53:23 Melanie Levy: Yessss, Adrienne!

04:53:30 Karen Ip: <3333

04:53:35 Luca Giarretta: Haha

04:53:43 Tyler - CoronaWhy: "ugly baby" :P

04:53:44 Erika Orrick: Learning to talk to users is probably the single hardest skill to master as a UXR

04:54:04 Tabassum Kakar: Agree Erika

04:54:06 Jessica Anguiano: Love it Adrienne!

04:54:07 Brenda Plinck: LOVE IT

04:54:17 Brenda Plinck: ME TOO @JESSICA

04:54:24 andre: SLAP THEM ACROSS THE FACE :p

04:54:26 Andrew Jung: Back it up with your research

04:54:30 Melanie Levy: :D

04:54:40 Tyler - CoronaWhy: My years of work in special education has taught me how to learn from anyone and realise everyone really is different.

04:54:51 Tyler - CoronaWhy: from*

04:54:57 Looneypro: I've had clients get UPSET over my research findings as they felt that it undermined their job

04:55:10 Marirose Manuel: Thanks for the input! I'll look into dovetail. My team looked at Aurelius and enjoyhq and didn't quite feel like they met our needs.

04:55:21 Farrah: Exactly, there are lots of sensitivities around their "babies"

04:55:25 Genevieve Kelly: Looneypro - I have experienced this as well, unfortunately

04:55:29 Lorie Whitaker - Staff UXR: Love it!

04:55:39 Emily Ennis: Yes. So much. That empathy has to go in all the directions. Not just towards the people we interview.

04:55:44 tarabulut: Amazing :)

04:55:47 William RED Davidson: but

04:55:52 Randall Bapst: Critique sandwich, love it

04:55:53 Tyler - CoronaWhy: exactly the same strat in schools

04:55:58 Chianta Dorsey: A critique sandwich? Ha!

04:56:00 Monica Mod: LOL

04:56:06 Trevor Robison: "Start with the sugar before the sour" my grandma used to say the same thing.

04:56:16 Royce S: sandwich, yes!

04:56:20 Natalia Rey: JUST LOVE YOU ADRIENNE!!!!

04:56:22 Looneypro: Genevieve - they got over it but definitely not a great feeling

04:56:57 Genevieve Kelly: lots of people know about the Sh*t sandwich - be careful they know what you are doing... at least my clever colleagues ;-)- I am inhouse btw

04:56:58 Phillip Abraham: LOL!

04:56:58 Melanie Levy: LOL

04:57:03 ankita negi: lol

04:57:03 Fernanda: lol

04:57:03 Chianta Dorsey: Ha! Ha!

04:57:10 Nicole Anicetti: 😂

04:57:11 Looneypro: yasssss

04:57:16 Kay Otsubo: This is so entertaining! I would love to learn from these ladies all the time!

04:57:46 Andrew Jung: Practise

04:57:49 Andrew Jung: haha

04:58:01 Chelsea Cunningham: I have a user interview tonight :). Wish me luck!

04:58:02 Brian Corbitt: Start with a dad joke to break down the walls :D

04:58:08 Shawn: Watch some Conan

04:58:08 Monica Mod: Can't stay for networking but this was a great session thank you. Look forward to receiving the slides and rewatching vid.

04:58:24 Andrew Jung: Don't lead

04:58:57 Tyler - CoronaWhy: it's a little like being a psychologist, get them talking to fill the void.

04:59:00 Emily Ennis: Repeat the last word they say and sort of drift off.. "and that...?"

04:59:11 Melanie Levy: Tyler - definitely

04:59:15 Maya Wagoner: Its good to practice your "mm hmm"s and "can you say more about that?"

04:59:36 Tyler - CoronaWhy: my partner is about to start a Clinical Doctorate, so i live with that mind of mind.

04:59:46 Tyler - CoronaWhy: in psychology*

04:59:47 Erika Orrick: Have some well-practiced generic unbiased stock phrases you can use that you don't have to think about.

04:59:48 Chauncey Wilson: Emily Ennis - good point about empathy in all directions. Empathy toward a particular group might lead to other groups being ignored. There is a book out by Paul Bloom titled, Against Empathy that highlights the dark side of empathy.

04:59:48 Genevieve Kelly: the 'columbo method' - similar to the trail off noted before (google it or look it up on NN/G group - it's a super great technique for user testing or interviewing

05:00:07 Tabassum Kakar: I do mostly contextual inquiries - and keeping an eye on the small steps user take with the system as they are the key

05:00:09 Cristina Kulik: Question: Sounds like we are talking mostly interviews. What other methods do you use to get findings/verbatim?

05:00:19 Lorie Whitaker - Staff UXR: I like to play dumb ;)

05:00:23 Chelsea Cunningham: I struggle with leading lol

05:00:31 Looneypro: This was amazing thank you - it's so great to be able to learn from people around the world. I'm from Australia!

05:00:32 Tyler - CoronaWhy: playing dumb is a good trick.

05:00:33 Genevieve Kelly: I heard about that Paul Bloom book - thinking about reading and would love to hear more about it

05:00:46 Marirose Manuel: For moderating always go into it with the mindset of "I'm going to learn something new from this person" and you'll stay curious.

05:00:49 Lorie Whitaker - Staff UXR: ^^ we will share the recording of this video tomorrow on our YouTube channel https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber and on our website www.uxresearchandstrategy.com ^^

05:00:52 Tyler - CoronaWhy: ask like you don't understand what they are struggling with.

05:00:56 Aboli Barve: Cannot join in networking. Thank you Ashley, Adrienne and UX strategy for such an informative talk!

05:01:01 Lorie Whitaker - Staff UXR: ^^ ux research portfolio talk
<https://vimeo.com/ondemand/uxrportfolio>^^

05:01:02 Carol Kramme: Thank you very much!

05:01:02 Ciro Luna: Thank you all for this great lesson!

05:01:03 Roys: Thanks, all!
05:01:07 Joe Powell: thanks all
05:01:09 Andrew Jung: @Chelsea, be okay with silence... that will help move past leading.
05:01:10 Siena: Thank you!
05:01:11 Erika Orrick: I am happy to talk UXR portfolios with folks if anyone wants.
<https://www.linkedin.com/in/erikaorrick/>
05:01:12 Nadine: Thank you so much I can't stay for networking this has been so insightful!
05:01:13 Fernanda: Thank you so much ladies! Very insightful presentation
05:01:13 ankita negi: Thanks!!!
05:01:13 Tabassum Kakar: This was great. Thanks a lot
05:01:16 linying shangguan: Thank you!
05:01:17 Lorie Whitaker - Staff UXR: If you need to get out before the networking now is your chance! :)
05:01:17 Elizabeth R.: Unfortunately I have to leave to another meeting. Thank you so much for the talk!
05:01:18 Emily Ennis: Thanks!!
05:01:20 Erica Lynn: what is Adrienne's last name?
05:01:21 User Research: Thank you so much! I appreciate you all! :)
05:01:21 Chianta Dorsey: Thanks!
05:01:21 Marirose Manuel: RIVA training calls "playing dumb": "sophisticated naïveté"
05:01:22 Mike Mirabal: Haha thanks!
05:01:22 AS: Thanks for the talk!
05:01:23 maggie: Yes! Wear your masks!!
05:01:23 Genevieve Kelly: loved this - great info, great chat! thanks so much for this ;-)
05:01:24 T Jampala: Awesome sessions !!
05:01:26 Tyler - CoronaWhy: wash your hands and wear a mask people.....
05:01:30 Cristina Kulik: Thank you! Awesome stuff!
05:01:31 Jennifer Gaines: Thank you ladies! Great presentation! :)
05:01:34 mayumihudgins: Thank you so much! It was great!
05:01:37 Talayeh Motameni: thank you!!
05:01:38 Jenilyn: This has been the best presentation I've seen in a few months. Thank you!
05:01:40 David Justh: Lovely presentation!
05:01:42 Lisa Strick: Are we able to save the chat for all of the great resources?
05:01:44 Kat Coleman: Thank you!!
05:01:44 Siena: Wear gloves as well if you're taking the bin in etc.
05:01:46 Ron Verweij: applause
05:01:46 Jamie: YAY!!!!
05:01:48 roque.chavis: Thank you so much!
05:01:50 Helena Ottoson: 🙌🙌🙌
05:01:50 Lauren Bonetto: AMAZING!!!!
05:01:52 Chloe K: fantastic talk! thanks for sharing
05:01:52 Shelly Kurzynski: Loved your presentation, thank you!
05:01:52 maggie: 🙌
05:01:52 Vonetta DeVonish: Thanks ladies!
05:01:53 Claire: Thanks!~~

05:01:53 hurle: awesome!!

05:01:54 Jamie: *CLAP*

05:01:54 Ashley: Thank you all

05:01:55 Olesia: 🙌🙌🙌🙌🙌🙌🙌🙌

05:01:55 jbhebert: Thank you!

05:01:56 Tanya Kuruvilla: Thanks a lot Adrienne and Ashley! It was excellent event

05:01:57 iPhone: 🙌

05:01:57 MSc-Sudiksha Khanduja: thanks guys

05:01:57 Erica Burroughs: You ALL RULE!

05:01:59 Kayla Wren: Fantastic talk! Thanks!

05:02:00 Camila: Thank you so much!

05:02:00 Shayla W Fender: AMAZING! THANK YOU

05:02:01 Trevor Robison: Thank you both! Learned so soooo much!

05:02:02 Ri Zoldak - gmail: fantastic, thank you!

05:02:03 Siena: *clap clap*

05:02:04 hurle: Thank you!

05:02:05 Laura Davis: You ladies are AMAZING!

05:02:06 Himal Choi: Will this video be available? I missed some parts of it because of a meeting

05:02:08 Marjolein: Awesome session! Thanks

05:02:09 Luca Giaretta: Thank you this has been very interesting

05:02:22 Dustin Hansen: Wonderful presentation / discussion, thank you so much!

05:02:23 María Fernanda Murillo: My first time here! It was really amazing!

05:02:27 Emily Ennis: Hope to meet some of you on LinkedIn! Have a good night.

05:02:30 Erika Cheng: Thank you so much! I have to head to a meeting but appreciate this wonderful session. Good evening/night!

05:02:34 Chauncey Wilson: Rolf Molich and a team of UX researchers are publishing the CUE-10 study on usability moderation which gets into common practices and best practices. It is in the UXPA research journal in the next few months.

05:02:35 Elvira: Thank you!

05:02:36 ankita negi: Thank you this has been great! Will have to leave unfortunately!!

05:02:36 Royce S: Thank you, gotta get to a mtg

05:02:44 Tyler - CoronaWhy: abandoning ship..... it's only midnight here :P

05:02:46 erica L: thank you so much!

05:02:47 Tabassum Kakar: Me too

05:02:47 andre: Thank you everybody, have a lecture to give in a few minutes, please stay in touch: <https://www.linkedin.com/in/andres-mejia-6b903157/> and andres_mejia2055@hotmail.com

05:02:54 Camila: I have to leave. Thank you. Amazing

05:03:11 Chelsea Cunningham: This was amazing! I have another meeting, but thank you so much!

05:03:12 Siena: I'm going to leave as I'm not in a UX job area at the moment and I don't want to take up space in the breakout room, thank you for the talk again!

05:03:21 Cindy C: Thank you so much!!

05:03:24 Fiyin Adesina: Trying to copy and paste the chat as suggested but it's greying out the copy option. Any other suggestions? I'm on a mac

05:03:33 Ilaria: have to leave, it's 1:20 a.m. here :P see you, thank you!

05:03:36 Stacy Wang: Thank you so much, ladies!! very helpful :)

05:03:36 Lorie Whitaker - Staff UXR: The chat will be posted on our website tomorrow or thursday

05:03:41 erica L: I'm also leaving because I'm just getting into the field

05:03:44 Lorie Whitaker - Staff UXR: www.uxresearchandstrategy.com

05:03:55 Dana Akins-Adeyemi: search DeltaDana on LinkedIn for me

05:04:02 Susan Tang: Thanks for the great event! So helpful!

05:04:14 Genevieve Kelly: Got to put the kids to bed, thanks so much for everything, bye or now

05:04:24 Daniel: thnx everyone have to go keep it up

05:07:52 Ri Zoldak - gmail: I'm on my phone and can't see any other participants when I enter the breakout room...

05:09:40 UX Research and Strategy: Sorry. You can still join in the conversation.

05:11:56 Haruka: Hi, Thanks for the webinar! It seems I'm having trouble entering the room

05:12:09 Haruka: Will leave now, Thank you very much!

05:13:20 Erica Burroughs: THANK YOU for the presentation. I will head out now.

05:19:02 Tyler - CoronaWhy: was it supposed to be pairs?

05:19:17 Anny B: I have to go now~ This was amazing! Thanks and feel free to add me on LinkedIn ! <https://www.linkedin.com/in/anniebratko/>

05:19:18 Trevor Robison: We had 3

05:19:22 Lena: Chauncey / Jonathan - <https://www.linkedin.com/in/lenaquach/>

05:19:24 Lorie Whitaker - Staff UXR: I think some people left. We had 4 in ours

05:19:33 Lorie Whitaker - Staff UXR: Thanks Anna!

05:19:36 Tyler - CoronaWhy: i think someone dropped out straight away.

05:31:25 lorenzo: I loved it. Thanks for the genuine share fellows

05:31:52 Trevor Robison: Great to meet everyone!

05:32:11 Chauncey Wilson: it was too short

05:32:17 Katherine Martineau: Feel free to connect with me! <https://www.linkedin.com/in/katmartineau/>

05:32:20 Sidney Rhoads: too short! haha

05:32:24 Tabassum Kakar: interviewing children for a study

05:32:25 denise benkert: We need to overhaul TX unemployment!!! How's in???

05:32:27 Chauncey Wilson: Good to meet everyone

05:32:29 Nicole Waniowska: Aileen and Helena :) it was great meeting you :) lets connect <https://www.linkedin.com/in/nicole-waniowska/>

05:32:31 David Justh: Agreed. Too short, but still nice to have.

05:32:41 Antonina Tnina: yes it was too short

05:32:47 Darby Morris: Really cool groups! Looking forward to connecting with people after. <https://www.darbymorris.com>

05:32:50 Bonnie Sweet: So nice to meet everyone! I'm currently in New Zealand but am relocating to Seattle...would love to connect with you all: <https://www.linkedin.com/in/bonniesweet/>

05:32:57 Alice Owen [Puntolab]: Great meeting some of you! <https://www.linkedin.com/in/aliceowen/>

05:33:07 David Justh: Would love to continue the conversation: <https://www.linkedin.com/in/davidjusth/>

05:33:24 Lauren Singer: Nice to meet y'all!!

05:33:35 Tabassum Kakar: Yes - it was nice meeting you all

05:33:38 Tyler - CoronaWhy: <https://www.linkedin.com/in/tyler-parker-smith/>

05:33:48 Ri Zoldak - gmail: that and Lean methodology!

05:33:48 lizzy palmer: Great to meet everyone! <https://www.linkedin.com/in/lizzy-palmer-965452169/>

05:33:50 Dana Akins-Adeyemi: [www. LinkedIn.com/in/danaa](http://www.Linkedin.com/in/danaa)

05:34:11 denise benkert: We're like the CDC - if we do our job well nobody notices!!!

05:34:12 Ri Zoldak - gmail: lean methodology asks the entire team to do research

05:34:46 Trevor Robison: Feel like you nailed it, even more reason to be able to breakdown and provide actionable data, people understand data.

05:35:03 Trevor Robison: Yea 12 years for software that has been around 4 years lol

05:35:03 Teri Perona: This is a great community of people who care about research - if you'd like to connect on LI, I'm here: <https://www.linkedin.com/in/teri-perona/>

05:35:16 Natalia Rey: I'm writing a booklet about UX design and research: <https://www.instagram.com/becominguxdesigner/> You are very welcome

05:37:12 Tabassum Kakar: <https://www.linkedin.com/in/TabassumKakar>

05:37:16 Bobby Bishop: <https://www.linkedin.com/in/bobby-bishop/>

05:37:18 Mashal Noor: This was great! I'm looking to pivot into the UX Research space in DFW and would love to connect: <https://www.linkedin.com/in/mashaln/>

05:37:20 Cindy Merrill: <https://www.linkedin.com/in/cindymerrill/>

05:37:21 Sidney Rhoads: <https://www.linkedin.com/in/sidneyrhoads> Love to connect !

05:37:21 Katie Jelicich: <https://www.linkedin.com/in/kate-katie-jelicich-23ba4640/>

05:37:24 Trevor Robison: Just toss this back in, I'm Trevor and I'd love to connect with you all. <https://www.linkedin.com/in/trevorrobison/>

05:37:30 denise benkert: www.linkedin.com/in/benkertdenise

05:37:39 lorenzo: Hi World. I am Lorenzo Fresh

05:37:40 Lauren Singer: <https://www.linkedin.com/in/laurensinger16/>

05:37:41 David Justh: Other groups use a Google spreadsheet to collect people's info like LinkedIn to avoid the flurry of chat activity.

05:37:43 lorenzo: <https://www.linkedin.com/in/lorenzofresh/>

05:37:44 Ri Zoldak - gmail: <https://www.linkedin.com/in/rizoldak>

05:37:46 Eric Dunsker: www.linkedin.com/in/eric-dunsker

05:37:53 Phillip Abraham: Great speaking with everyone, really enjoyed the lecture. Hit me up UXPhill from Austin <https://www.linkedin.com/in/uxphill/>

05:37:59 Raquel Burroughs: <https://www.linkedin.com/in/raquelburroughs/>

05:38:01 Sonya : www.linkedin.com/in/sonyadlewis

05:38:05 Fiyin Adesina: www.linkedin.com/in/fiyin-adesina

05:38:38 denise benkert: Just abrupt exiting

05:38:56 Helena Ottoson: <https://www.linkedin.com/mwllite/in/helena-ottoson-anthropologist>

05:39:00 jason_frederick: <https://www.linkedin.com/in/jason-frederick>

05:39:01 lorenzo: It depends by the scope of the networking...I feel

05:39:01 Lorie Whitaker - Staff UXR: ^^ we have a slack space! Fill out this form to joinn
<https://forms.gle/ZBNF67ZFHjDo3CW16> ^^

05:39:14 denise benkert: 4 is likely max #

05:39:32 Cathy Tran: <https://www.linkedin.com/in/cathy-tran/>

05:39:33 Ri Zoldak - gmail: I think it was enough time for UX gripes but not enough for methodologies, and 4 is the max for the time we had

05:39:46 Antonina Tnina: more time

05:39:51 Sonya : 3 people for 15 mins was perfect

05:40:02 Lena: ^

05:40:18 Chauncey Wilson: chauncey Wilson - <https://www.linkedin.com/in/chauncey-wilson-74ba7/>

05:42:16 denise benkert: Where?

05:42:23 Bobby Bishop: USAA

05:42:23 David Justh: USAA

05:42:31 denise benkert: Thanks!

05:42:53 denise benkert: Still hiring in Dallas for UX Reserachers?

05:43:01 denise benkert: Or just in SA?

05:43:47 Ri Zoldak - gmail: antonina, reach out to me if you want to know my process! :)

05:44:14 Antonina Tnina: ok

05:44:19 Antonina Tnina: thanks

05:44:20 Lauren Singer: That was me :) — feel free to reach out on linked.
<https://www.linkedin.com/in/laurensinger16/>

05:44:24 Lena: <https://portigal.com/Books/interviewing-users/>

05:44:35 Ri Zoldak - gmail: I also wanted to say that I was a cultural anthropology major with a photography minor, so i did ethnography in similar ways to you! I miss it!

05:44:58 Jami P:
<https://www.amazon.com/Interviewing-Users-Uncover-Compelling-Insights/dp/193382011X>

05:46:06 Vikas Bhutani: Another book that I would recommend is “Just Enough Research by Erika Hall”

05:47:10 Antonina Tnina: hi, just sent a request: Antoinette Lauren

05:47:10 Helena Ottoson: link?

05:47:13 Marga Tokar: Quaratine Bookclub

05:47:34 Phillip Abraham: <https://www.quarantinebookclub.com/>

05:48:08 Lorie Whitaker - Staff UXR: Indi Young’s Mental Models is great!

05:48:13 Bonnie Sweet: Thank you so much this event and following conversation were wonderful. Have to head to another meeting!

05:48:20 Lorie Whitaker - Staff UXR: Quantifying the User Experience by Jeff Sauro

05:48:31 Ri Zoldak - gmail: thanks Lorie!

05:48:33 denise benkert: How do we access the chat after the webinar is over?

05:48:34 Trevor Robison: Have to run everyone, but I really appreciate all the recommendations and meeting everyone! Take care out there!

05:48:52 Arturo Perez:
<https://www.amazon.com/Quantifying-User-Experience-Practical-Statistics/dp/0123849683>

05:48:54 Lauren Singer: Thanks for joining everyone!!!! So nice to meet you all :)

05:49:24 Ri Zoldak - gmail: Jess Sauro is why I know about the difference between SUS and NPS!

05:49:27 Tabassum Kakar: Bye everyone. It was great meeting you all. This was a great webinar.

05:50:25 Katie Jelichich: For those interested in ethnographic research in applied settings, EPIC is a great group and has a lot of perspectives, events, resources, etc. - <https://www.epicpeople.org/>

05:50:45 Ri Zoldak - gmail: have to drop for dinner, but thanks for the great conversation! happy to meet another cat lady researcher, Ashley!

05:50:51 UX Research and Strategy: Our Slack channel: <https://forms.gle/ZBNF67ZFHjDo3CW16>

05:51:02 Ri Zoldak - gmail: 🐱

05:51:17 Rosie Emerson: www.linkedin.com/in/rosieemerson

05:51:23 Cindy Merrill: Thanks for a great presentation and networking!

05:51:29 David Justh: @Katie: EPIC looks amazing. I've been debating whether to pay for the \$150 annual membership.

05:51:32 Danielle Lemi: Thanks everyone!

05:51:57 Lorie Whitaker - Staff UXR: August meeting: <https://www.eventbrite.com/e/113292872030>

Locations:

<p>Hello from Lisbon, Portugal 11 pm</p> <p>Hi from Los Angeles, CA</p> <p>Hi therefrom San Jose</p> <p>Hello from Colleyville, TX</p> <p>Hello everyone from Dallas!</p> <p>Hello from Colombia!</p> <p>From Plano Texas</p> <p>Hello from Chicago!</p> <p>Hi from Southern California!</p> <p>Hello from the Houston area!</p> <p>Hi from Seattle !</p> <p>Hey from Toronto :)</p> <p>Austin</p> <p>UK</p> <p>Hello from Charlotte NC</p> <p>Hello from San Diego (of course)</p> <p>Long Beach!</p> <p>Hello from Maine</p> <p>San Diego 🇺🇸</p> <p>Hello from Portugal</p> <p>Massachusetts</p> <p>HELLO from Seattle!</p> <p>Hi from the Bay Area!</p> <p>Hi from Seattle!</p> <p>Edmonton, Canada</p> <p>Austin!</p> <p>Hi from Bay Area</p> <p>hey! Seattle here</p> <p>Irvine, CA</p> <p>Hi from Dallas, TX!</p> <p>Howdy from Texas!</p> <p>Seattle, WA.</p> <p>Hi from Reston, Virginia</p>	<p>Hello from Kalamazoo, MI!</p> <p>Hello from Arizona</p> <p>Hello from Montreal :)</p> <p>Hello from Manila Philippines</p> <p>Hello from Michigan!</p> <p>Hello from Ann Arbor, MI!</p> <p>Hi from Pittsburgh PA!</p> <p>Hello from Washington, DC</p> <p>Hi from Detroit, Michigan :)</p> <p>Hey Everyone from Augusta, GA!</p> <p>Hi from Singapore</p> <p>Hi from South Bend, IN</p> <p>From Houston</p> <p>Hi from São Paulo, Brazil</p> <p>Hi from Carlsbad CA</p> <p>Hi from Melbourne, Australia</p> <p>Hello from Portland, ME</p> <p>Hello from Turin, Italy</p> <p>morning from tokyo, jp</p> <p>Hello from Dallas! :)</p> <p>Hello from NorCal!</p> <p>Hi from Houston, TX</p> <p>Hello from Madison, WI</p> <p>Baltimore Maryland!</p> <p>Cheers from Chicago</p> <p>Toronto, Canada</p> <p>Hey! From SF!</p> <p>Mexico City!</p> <p>Hi from Dallas!</p> <p>Hola from Toronto</p> <p>Hello from Seattle, WA,</p> <p>Hi All from San Diego</p> <p>Hi from DC!</p>	<p>Hi from San Francisco, CA</p> <p>Hello from Canada</p> <p>Hi from Portland, Oregon</p> <p>Hello Nidhi from San Diego, CA</p> <p>Lagos, Nigeria</p> <p>Hi from Columbus</p> <p>Hi from NYC</p> <p>Hey everyone, joining from the UK</p> <p>Hello from Bay Area, California!</p> <p>Hi from New Zealand!</p> <p>Hi from Indonesia</p> <p>Orange County</p> <p>from New Zealand 🇳🇿</p> <p>hello from Nigeria</p> <p>Hello from Charlotte, NC</p> <p>Hi from New York</p> <p>Hello from Buenos Aires, Argentina :D</p> <p>Hi from Toronto!</p> <p>Hello from NYC!</p> <p>Hello from Boston!</p> <p>Hi from Melbourne :)</p> <p>Hey from Charleston, SC!</p> <p>San Diego, CA</p> <p>Hello from the Philadelphia suburbs!</p> <p>HeY from Clemson, SC!</p> <p>Hi from Brisbane :)</p> <p>Hi all from Boston!</p> <p>Hi! from Lisbon</p> <p>Memphis, TN</p> <p>Based in Aalborg, Denmark</p> <p>Hello from Italy</p> <p>Hi from Toronto!</p> <p>Indianapolis, IN</p>
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Boston here ☺
Vancouver aspiring UX designer,

Hi, I'm from London

UI/UX Designer in OKC!