

00:17:12 Alysa Buchanan: Hello from Ft Benning, Georgia :-)

00:17:24 Haifa Fallatah: Will you share recordings

00:17:41 Edward Stull: Hello from Columbus, Ohio

00:17:44 Lorie Whitaker - Cofounder/Treasurer: <https://linktr.ee/uxrs>

00:18:03 Kate Nikita: Hello from NYC!

00:18:13 Melissa Nguyen: Hi from NYC! Too!

00:18:16 Anthony Z: Woo hoo!!!

00:18:25 Ujjwal Anand: hello! from Chicago

00:18:42 Orlando Jurado: From MX

00:19:16 Dilpreet Walia: Hello from California :)

00:19:21 Lorie Whitaker - Cofounder/Treasurer: You can find our upcoming events here: <https://ux-research-and-strategy.eventbrite.com/>

00:19:27 Ry Kron (they/them): You can destroy our assumptions!

00:19:27 Anthony Z: I need a smash room!

00:19:43 Cynthia Tai: Hahaha Ry

00:19:46 Kristine: 100%

00:19:51 Erika Menczigar: Hi everyone, it's 11 pm in the UK, so in my PJs, sorry :)

00:19:59 Chad Serrant (he/him): As long as it actually IS agile

00:23:08 Lorie Whitaker - Cofounder/Treasurer: Amen chad!

00:23:17 Lorie Whitaker - Cofounder/Treasurer: If y'all have questions for Amanda, please put them here in the chat!

00:23:48 Lauren Singer: Make sure you're following UXRS on all channels to get updates for all events: <https://linktr.ee/uxrs>

00:24:56 Jois Lee: Will we get a recording after? I can't stay for the whole thing unfortunately.

00:26:17 Lauren Singer - UXRS: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

00:26:48 Chad Serrant (he/him): As a software engineer I'll say: "Cross functional 4lyf!"

00:26:57 Lorie Whitaker - Cofounder/Treasurer: +1000

00:27:28 Anika Bausom: lol, I am always the researcher/designer

00:27:38 Rebecca Ngola: Different people for those roles is my mission in life, lol. They always want a unicorn

00:28:26 Ry Kron (they/them): A UXicorn lololol

00:28:57 Devika kool: UXicorn lol

00:29:19 Lauren Singer - UXRS: Want to make connections with other folks in the UXRS community? Add your information to our linkedin collector form. (note: the link to the responses is embedded in the form directions)
<https://forms.gle/TfGM6jc1sx1EhvqX7>

00:29:19 Rebecca Ngola: PLUS managing the project as a whole!

00:32:04 Lorie Whitaker - Cofounder/Treasurer: If y'all have questions for Amanda, please post them here 😊

00:32:06 Michelle Lamond: Are you suggesting placing hold instances for user research at regularly scheduled times?

00:32:13 Doris Jung: If you reserve a regular slot for research, how do you deal with not knowing who to invite cause you don't know which feature/topic you'll do research for?

00:34:19 Sarah Stutts: youcanbook.me is also a great tool to allow participant self-scheduling.

00:34:36 Bobby Bishop: Scheduling is a hard problem to brute-force

00:34:44 Ashley Rovenski: do you find that scheduling people too far ahead results in several no shows?

00:35:41 Emma Wigdahl (she/her): What are the recommended free recruitment tools?

00:36:10 Anthony Z: With a panel, you have to ensure you have a gatekeeper so that you don't "overtouch" your participants

00:36:41 Lin H. Howe: Would love to hear more @Anthony Z, what is overtouch?

00:37:25 Anthony Z: It's basically when you have multiple researchers recruiting from the same panel and trying to recruit too often

00:37:26 Lin H. Howe: repeat using or ??

00:37:33 Lin H. Howe: got it, thx

00:37:52 Doris Jung: @Anthony Z yes exactly, for us that has lead to unsubscribes when everyone did their own recruiting. The alternative is that I am the recruiting admin for the whole company, which is a pain. Still trying to figure out the best way for that

00:38:40 Tatiana Rubleva: How should the participant panel be managed? Do you recommend reaching out to them regularly, even if they're not engaged in research just to maintain rapport? Also, are there specific types of UX work that a panel is more suited for (vs. recruiting 'fresh' users)?

00:39:09 Lorie Whitaker - Cofounder/Treasurer: Tatiana, there are some good practices out there for panel management. You do need to keep them engaged somehow otherwise you risk losing their interest

00:39:14 Michelle Lamond: Yes please! Would love to hear more about actionable metrics.

00:39:36 Michelle Cummings: +1

00:39:38 Liz Halfen: ^agree :) Would love to dig into this topic more

00:40:25 Lorie Whitaker - Cofounder/Treasurer: Tatiana, panels are good for any type of research, but you have to make sure you're not using the same users too much - otherwise you'll have a product designed by a small group of people instead of a cross section of users

00:41:17 Tatiana Rubleva: Thanks!

00:45:08 Bobby Bishop: Love the inclusion of dog pictures in this presentation!

00:45:37 Lauren Singer - UXRS: Agree Bobby!

00:46:58 Chad Serrant (he/him): Agreed on learning things together. It's easier to understand a spec when I can talk to a designer as they demonstrate it. Plus I can ask more questions!

00:47:47 Doris Jung: Love that!! (Banana bread...)

00:47:48 k: Haha!

00:47:51 Julian Gautier: Nice!

00:47:55 Tatiana Rubleva: 😊

00:47:59 Michelle Lamond: Is that.... cheese on the banana bread?

00:48:01 Anannya Pal: :D

00:48:04 I Chatterjea: The hypnotic lure of banana bread is a powerful, powerful tool.

00:48:09 Doris Jung: Will try that for insight presentations lol

00:48:17 Rhonda Nelson: Its like vanilla cookies at an open house

00:48:21 Lin H. Howe: If only we weren't still remote!

00:48:25 Anushi Mandelecha: Haha. Love the banana bread idea.

00:48:29 Enz: Any tips to get dev team to join or encouraging their managers to get on board to release staff to join drop-in testing?

00:48:34 Doris Jung: Yea we are too, was thinking of the future

00:48:56 Lin H. Howe: +1

00:48:57 Sharayah Cook: +1 to the question "Any tips to get dev team to join"

00:49:15 martina mitz: Question: Do you also have a trick to ensure colleagues don't end up watching just one testing session?

00:49:16 Stephania Carbonio Ruiz: I ask them to take notes for me while I run the sessions and they rarely say no

00:49:45 Stephania Carbonio Ruiz: THIS! Woah.... It's so hard

00:49:51 Michelle Lamond: This is where I really struggle.

00:51:21 Anthony Z: 100% Including your teams in the analysis gives everyone exposure to ALL of the findings (even if they weren't in the session where that occurred)

00:51:44 Lorie Whitaker - Cofounder/Treasurer: Although, you might want to review what analysis is first ;) and give them some practice

00:51:46 Chad Serrant (he/him): Always include everyone. Empathy goes a long way to understand user need

00:52:19 Lorie Whitaker - Cofounder/Treasurer: +1000 to this

00:52:22 Lauren Singer - UXRS: Here is an awesome deep dive from a previous session about tips/tricks for analyzing qualitative data. Very similar to some of what Amanda is saying as well! <https://www.youtube.com/watch?v=ThTzAvtrxIU>

00:52:42 Michelle Lamond: Thanks Lauren!

00:53:12 Pedro Zendejas: Thank you Lauren!

00:53:46 Fanny Ruiz: Thanks Lauren!

00:55:03 Lorie Whitaker - Cofounder/Treasurer: What other questions do y'all have? Post em here and we'll do a Q&A at the end 😊

00:55:46 Michelle Lamond: A/B test :)

00:57:39 Lorie Whitaker - Cofounder/Treasurer: OMG I totally just had to tell a PM this

00:57:59 Chad Serrant (he/him): Crossfunctional teams make these talks easy

00:58:54 Elyza Brillantes: Any favorite tools for recruitment?

00:59:07 Michelle Lamond: How do you track design decisions based on user research?

00:59:28 Lorie Whitaker - Cofounder/Treasurer: Elyza it depends on who you are

recruiting. General population is super easy. Specialized people are harder.

00:59:39 Lorie Whitaker - Cofounder/Treasurer: I've used Respondent.io and UserTesting

01:00:25 Elyza Brillantes: Looking for specialized demographics, which is definitely proving a little difficult.

01:00:34 Roque Chavis: How much time would you allot to analyze results within an agile framework? That takes me the longest!

01:00:55 Lauren Singer - UXRS: Join us at our free October event, "UX Research Repository Tips and Tricks - A Panel Discussion" - Get your ticket on Eventbrite

<https://www.eventbrite.com/e/ux-research-repository-tips-and-tricks-a-panel-discussion-tickets-168631482303>

01:01:04 Michelle Lamond: +1 time to analyze results

01:01:13 Lorie Whitaker - Cofounder/Treasurer: Elyza, I like Respondent because you have more control over the screener and who you choose to interview

01:01:21 Jeanette Carrell: Yes. Please share how you organize, tag, save research data!

01:01:31 Elyza Brillantes: Thanks for that rec, @Lorie!

01:01:54 Lorie Whitaker - Cofounder/Treasurer: YW! It's not free, by any means, but it will most likely help. I talk to IT people all the time and I can find them there

01:02:11 Lorie Whitaker - Cofounder/Treasurer: +1000 to the backlog!

01:02:29 Michelle Lamond: Do you hold a meeting/discussion to decide on what goes into the backlog or do you just add it in on your own?

01:02:49 Sarah Stutts: I have to leave early for an appointment, but I've really enjoyed this so far! Thanks to all who organized this event. I'd love to connect with any and all of you on LinkedIn! :-) <https://www.linkedin.com/in/sarah-stutts-990b2117a/>

01:03:17 Liz Halfen: For Q&A: What are some examples of actionable metrics for more exploratory/discovery hypotheses?

01:03:19 Bobby Bishop: Good boy!

01:03:26 julie dawson: Thank you!

01:03:30 martina mitz: Thanks, great talk! :)

01:03:32 Alysa Buchanan: That was awesome, thank you, Amanda!

01:03:33 Haifa Fallatah: This was a great session, thank you very much

01:03:55 Vladimir Ceja: Wonderful presentation, thank you!

01:03:58 Elizabeth Porter: Agree, thank you! So useful!

01:04:08 Lin H. Howe: Same, excellent, thank you!

01:04:18 Shaista Soroya: hi will this recording be shared?

01:04:28 Stephania Carbonio Ruiz: Good resources for learning more about research analysis

01:04:32 Niranjana: Thanks all.

01:04:40 Sammie Tang: Thank you!

01:04:45 Daniel Sackie: Great presentation. Thank you Amanda.

01:04:59 Stephania Carbonio Ruiz: FOR Q&A: Good resources for learning more about research analysis?

01:05:16 Cecília Eloy Neves: Wonderful presentation Amanda!

01:05:28 Lauren Singer - UXRS: What did you think of today's event? Complete the survey now! Help us improve the UXRS events
<https://forms.gle/ijKJhFxri6nWQf5n8>

01:05:34 Emely Albernaz:
It was great, thanks for the presentation

01:05:43 Shaista Soroya: thank you so much for all this info :) very helpful and practical

01:05:56 Shruti Bansal: Thanks Amanda. Hope you can share the presentation with us later on email.

01:05:59 Lauren Singer - UXRS: Stay online for our networking section after Q&A!

01:06:05 c sand: Thank you for the presentation!

01:06:07 Felipe de Souza Crespo Garcia: Will this webinar be available online later?

01:06:10 Lauren Singer - UXRS: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form.
<https://forms.gle/4pFyZJyreEdvPWoz6>

01:06:16 Marcin Przepiorka: oops, looks like I missed an interesting meeting :(

01:06:23 Michelle Lamond: For Q&A, how do you organize, share, and stay on top of research when you've run 30+ studies? On our most recent team, everything had a tendency to get buried and forgotten.

01:06:25 Lauren Singer - UXRS: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

01:06:34 Felipe de Souza Crespo Garcia: thanks :)

01:06:45 Shaista Soroya: thank you

01:07:06 Alysa Buchanan: Q&A: What would you say to a stakeholder who wants to bypass cleaning data (because it "takes too long") and suggests we skip straight to analysis?

01:08:12 Michelle Lamond: What was that resource you just mentioned?

01:08:22 Lorie Whitaker - Cofounder/Treasurer: The rainbow spreadsheet

01:08:36 Rebecca Ngola: Can you do heat map analysis from Zoom recordings of a user test?

01:09:59 Lorie Whitaker - Cofounder/Treasurer: Rebecca, I don't think so. You'll most likely be looking for a tool that captures mouse clicks for the heat map. But be careful that there could be some misc data in those heat maps because people click anywhere lol

01:10:35 Doris Jung: When analysing in a group, how do you ensure the tagging/categories don't enforce what individuals have as biases in their head? When in a pair, we often read several pieces of data before we come up with the labels.

01:11:24 Tatiana Rubleva: Do you have any advice on creating a research taxonomy to speed up analysis?

01:12:05 Chad Serrant (he/him): Tell the manager the developers will really understand why they're building it if they see the session

01:12:31 Chad Serrant (he/him): Ultimately, Developers build stuff for humans, so let them see the humans

01:13:18 Lorie Whitaker - Cofounder/Treasurer: +1000 chad

01:13:33 Charissa: @Lori, That resonates with my my experience with my former teams - the managers of the devs think they are better left coding... Would be better if they attend some sessions, too.

01:14:50 Lauren Singer - UXRS: As Lorie mentioned... Join us at our free October event, "UX Research Repository Tips and Tricks - A Panel Discussion" - Get your ticket on Eventbrite
<https://www.eventbrite.com/e/ux-research-repository-tips-and-tricks-a-panel-discussion-tickets-168631482303>

01:15:46 Georgia Postlewait: Lorie Whitaker, what repo do you use?

01:16:09 Jo-Anne: Have to jump off for another meeting. Please email me the recording if available and/or the transcript, any details from the meeting. Thanks, this has been very informative!

01:16:37 Lorie Whitaker - Cofounder/Treasurer: Georgia, we use EnjoyHQ

01:17:05 Bobby Bishop: Ask the managers to attend the sessions to get them to buy in on having devs do it?

01:17:33 Melissa G: joined in late, is this going to be recorded?

01:17:34 Lin H. Howe: Lorie, any idea how EnjoyHQ compares with Dovetail? We just subscribed to it at my company.

01:18:23 Lorie Whitaker - Cofounder/Treasurer: Lin I've used both! Dovetail has an lower barrier to entry and was more intuitive to use when creating highlights, but EnjoyHQ seems to be more robust, but would benefit from having a moderator/ops person responsible for it

01:18:39 Pedro Zendejas: Melissa, yes, it is being recorded.

01:18:47 Lin H. Howe: Thanks for insights, Lori!

01:18:50 Lin H. Howe: Lorie

01:19:05 Michelle Lamond: So the metric is just based on the goal (could be short term or long term)?

01:19:47 Bobby Bishop: This event will be and their previous virtual free events are on their YouTube

01:19:54 Rahul Alexander: 😊 Excellent presentation Amanda— Thank You!

01:20:20 Lauren Singer - UXRS: The recording for today's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

01:20:34 Shanshan Zhou: Yaaay! Thanks folks! Unfortunately I'm late so recording is super helpful

01:20:35 Lauren Singer - UXRS: What did you think of today's event? Complete the survey now! Help us improve the UXRS events
<https://forms.gle/ijKJhFxri6nWQf5n8>

01:20:46 Liz Halfen: Nice, very helpful, thanks so much Amanda & Lorie!

01:21:14 Bobby Bishop: Ring the bell next to subscribe on YouTube to get the notifications

01:21:40 Chad Serrant (he/him): Thank you for the great talk!

01:21:46 Bradleigh Kim: Thank you!

01:21:48 Charissa: Thanks so much!

01:21:52 Kristen Buck: thank you!

01:21:53 Maddy Sabulis: Thank you!!

01:21:53 Kate Nikita: You are awesome, guys! Your events are always worth attending.

01:21:58 Sue Coqueiro: Thank you!!!

01:21:58 will gamez: Thank you!

01:22:02 james lung: Really nice information - thanks!!

01:22:04 Devika kool: Thankyou much for such a wonderful talk 😊

01:22:11 Michelle Lamond: This has been so helpful and insightful. I'll definitely be checking out your LinkedIn Learning class!

01:22:16 Roque Chavis: Thank you for the presentation! This was great!

01:22:26 Sonia G.: Thank you so much Amanda!

01:22:36 Mengsi Gong: Thank you Amanda!

01:22:40 Libby Maier: Thanks so much for the great event!

01:54:27 Lauren Singer - UXRS: No two research studies are the same - just with pointing stories for tech - increasing complexity increases the points you assign to that story.

01:54:38 Lauren Singer - UXRS: That is also true with research!

01:55:10 Bobby Bishop: People are really bad at estimating how much time it takes to do tasks, especially the first time

02:10:41 Lauren Singer - UXRS: That has helped us too Lorie - "I am at capacity...which is highest priority for next sprint?"

02:15:02 Lin H. Howe: Have to drop, thanks so much!

02:15:47 Doris Jung: This was great, thank you!!!

02:16:20 Michelle Lamond: I have to drop, too. My kids are getting into who-knows-what. But this has been enlightening, as always! Looking forward to seeing you in the next event (repositories... much anticipated!!) have a great night/day, all.

02:18:47 Lauren Singer - UXRS: Love that - meet more often with peers! Share horror stories and WINS!

02:21:01 Alice Owen [Research]: Thank you so much! Great session

02:21:07 Rachel Karn (she/her): Thank you!

02:21:07 Lauren Singer - UXRS: What did you think of today's event? Complete the survey now! Help us improve the UXRS events
<https://forms.gle/ijKJhFxri6nWQf5n8>

02:21:11 Maddy Sabulis: Thanks guys! Such a great session!

02:21:13 Mark Werner (he/him): Thank you! Great session.

02:21:13 Chris Tang: thank you!

02:21:18 Lauren Singer - UXRS: Sign up for our Slack channel! Fill in this form.
<https://forms.gle/4pFyZJyreEdvPWoz6>

02:21:19 Monica Espinosa Martinez: Thank you! Enjoyed this session! :D

02:21:26 Lauren Singer - UXRS: Thank you all for your engagement!!!!

02:21:35 Lee: Thanks!