

00:36:32 Thi Hannah Chau: Hi from Montreal, Canada  
00:36:32 Aida Najarian: Hi from Atlanta, Georgia USA  
00:36:38 Adriana Grande: Hello from Texas!  
00:36:40 Michael Conlin: Your password does not work.  
00:36:46 Cayte Burdick: Hello from Brazil!  
00:36:50 Nicole Montemurro -UXRS: Connect with us! Use our LinkTree with links to all our social media channels.  
<https://linktr.ee/uxrs>  
00:36:50 Joneile: Hello from Atlanta, GA  
00:36:51 Kalliopi Theocharidou: Hello from Cincinnati!  
00:36:53 Michael Lau: Hello from Chicago, IL  
00:36:54 Ellie Kibbe: Hi from LA  
00:36:54 Lizzy Corona: Hello from hawaii!  
00:36:57 Jael Ghiso: Hello from Montevideo, Uruguay!  
00:37:00 Remi Umanah: Hello from Houston  
00:37:01 Liz Hurley: Hi from Boston  
00:37:06 Jakki Bedsole (she/her/hers): Hello from Alameda, CA  
00:37:08 Erika Isobata: Hello from São Paulo, Brazil  
00:37:08 Kristie: Hello from Vancouver, Canada  
00:37:20 Isabela Shari: I don't know why but I'm so excited about this event!  
00:37:27 Nicole Montemurro -UXRS: Sign up for the May Event - A Caring and Candid Live Feedback Session for UX Research Resumes  
<https://www.eventbrite.com/e/a-caring-and-candid-live-feedback-session-for-ux-research-resumes-tickets-303168383797>  
00:37:31 Danette Conley: yes  
00:37:33 Naomi Enzina: Hi from Houston!  
00:37:43 Ewa: Hello from Las Vegas 😎  
00:37:48 Inês Amorim: Hello from Portugal!  
00:37:52 Nicole Montemurro -UXRS: Sign up for the June Event - Alternative Analysis: Analyzing Data to Make UX and Product Decisions  
<https://www.eventbrite.com/e/alternative-analysis-analyzing-data-to-make-ux-and-product-decisions-tickets-292145323527>  
00:37:56 Bruna Villar: Hello from Salvador, Brazil! o/  
00:38:15 Victor Moreira: Hello I'm from Ecuador  
00:38:16 Janella Stephenson: Hello from the Canary Islands  
00:38:54 Nunziata Monaco: Hello from Boston!  
00:39:11 Janayna Velozo de Souza: Hello from Brazil! Great to be here!  
00:39:20 Vânia Vargues: Hello from Lisbon (Portugal)! Good evening!  
00:39:34 Sumyat Thu: Hello from Seattle, WA (USA)~  
00:39:51 Flavia Poly: Kia Ora from a Brazilian in New Zealand!  
00:39:54 Tenia Wahyuningrum: Good morning from Indonesia!  
00:40:01 Alexis YEGNON: Hello from Ivory coast in West Africa  
00:40:02 Lauren Singer - UXRS: Thanks to Freddy for starting the camera trend! 😊  
00:40:05 Renan F. Correa: I am from Brazil too (=)  
00:40:10 Amy Fastenau: Hello from Minneapolis!  
00:40:13 Matt Karp: Hi all - hi Meena!  
00:40:16 Nicole Montemurro -UXRS: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form.

<https://forms.gle/4pFyZJyreEdvPWoz6>  
00:40:17 Dao Chantes: Greeting from New York!  
00:40:20 Edith Garcia She/Her: Hi all from San Francisco!  
00:40:21 Adriana Grande: Brazil too!  
00:40:23 Marjolein / Lisboa / UXR: Hello from Lisbon 😊  
00:40:28 Christy Harper: Hello from Houston  
00:40:31 Andrea Williams: Hi from NY!  
00:40:31 Freddy Cruz: 😊  
00:40:32 Kat: What happens when you define a problem but when you get to interview, the results you get is not what you intended. What do you do at that point?  
00:40:36 Paula Ordoñez: hi! from Argentina! 😊  
00:40:37 Lyndsay Thackrah: Hello from Somerset, UK  
00:40:42 Shawntel C: Hello from Brooklyn, NY! (currently in Cambridge, MA for work 😊)  
00:40:44 Kat: hello from Northern California!  
00:40:52 Daniel Hayward: Hi, Im from Chicago  
00:40:55 Jiavanna Kinsel: Hello every one from Boston!  
00:40:57 Candice Stanfield-Wiswell (she/her): Hello from Washington, D.C.  
00:40:59 Jonathan D'Ambra: Hi from Seattle!  
00:41:06 Zoom user: Hey everyone!!  
00:41:11 Carl Hewitt: Greetings from Queens NY  
00:41:20 Atria Azarmi: Hi from Southern California 😊  
00:41:27 Janet S: Hi from San Francisco!!!  
00:41:48 Jean-Francois Poulin: Working with Meena is one :)  
00:42:18 Lauren Singer - UXRS: This session will be recorded and posted on our Youtube channel after the event  
[https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view\\_as=subscriber](https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber)  
00:42:33 Lauren Singer - UXRS: Make sure to subscribe so you get notifications of when we have a new recording up!  
00:42:36 Maria Aakvik: Hi, I am from Stavanger, Norway  
00:42:46 Cheenu Chari: So true  
00:44:13 Nicole Montemurro -UXRS: Post your questions for Meena in the chat  
00:44:46 Emily Zhang: exactly  
00:45:13 Parker Sorenson: Also too many products with too many issues. Could spend all day providing feedback.  
00:47:42 Cynthia Tai: MVP  
00:47:44 Álvaro !: This resonates. When we objectify people we start to miss the nuance of the complexity of a full life, not one that revolves around just us.  
00:47:46 Amy Fastenau: So good! I agree!!  
00:47:55 Carey Petersen: I would have alcohol poisoning  
00:47:59 Veronica Wojnas: My favourite is M"V"Ps that are actually not viable  
00:48:05 Matt Jongbloet (He/Him): Minimum Viable Player

00:48:06 Lauren Singer - UXRS: Yes Veronica!!

00:49:29 Nicole Montemurro -UXRS: Connect with us! Use our LinkTree with links to all our social media channels.  
<https://linktr.ee/uxrs>

00:51:48 Nunziata Monaco: 🙌

00:51:56 Edith: Yes Canada!

00:52:58 Jakkii Musgrave: Hahaha very British Pub esque

00:52:59 Lauren Singer - UXRS: MVP shots and the twig+fish pub!

00:53:01 Jakkii Musgrave: I love it

00:53:04 Zoom user: Haha

00:53:42 luciana.zamprogne@myob.com: I was about to order a pint and some fish n chips 😊

00:54:14 Nicole Montemurro -UXRS: Post any questions you have for Meena here in the chat

00:54:34 Jiavanna Kinsel: This is great !

00:55:44 Parker Sorenson: Would align be accomplished through interviews with stakeholders?

00:56:54 Parker Sorenson: Thank you :)

00:58:36 LeeAnn Maryeski: When you involve stakeholders in the gather phase, do they ever hone in on parts of the stories that become less relevant or valid once you analyze and synthesize?

01:00:44 Michael Lau: How much effort did it take to arrive at that question?

01:02:04 Amy Calhoun: Should we ask how they tried to find the info they needed and why rather than why they didn't use the City website?

01:03:16 Jessica Wood: What sites are they using instead to find info?

01:03:25 Cheenu Chari: Love this breakdown

01:04:23 Ewa: Will we have access to the deck after this session?

01:04:45 Amy Fastenau: ^^

01:04:52 Nicole Montemurro -UXRS: Yes! This session will be recorded and posted on our Youtube channel after the event  
[https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view\\_as=subscriber](https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber)

01:04:54 Gabriel Morais: As a Product Manager, I would be quite skeptical that "trust" is the main need in the first place..

01:05:10 Easton, Jeffrey: Unfortunately I have to run - thanks Meena

01:05:56 Erin Nedza: This is what we do in education with our little one. Meet them where they are at with the knowledge base they have from their experiences and community.

01:06:11 Carol Kramme: I would like to hear more about how "trust" and "confidence" were the focus (unless this was just an example to talk about the process)

01:06:36 Alexis YEGNON: What is the main difference between the two last questions?

01:06:47 Meng Li: So did this study start with the hypothesis that people don't use the COB's website because of the lack of "trust and confidence"? In my mind i can see there could be other reasons ppl don't use government website.

01:07:20 Seyma Toker: Agreed!

01:07:49 Amy Fastenau: It seems like it all links to trust and confidence at the core though...

01:07:56 Chris Eklund: CYA 😞

01:08:21 Lauren Singer - UXRS: Kevin - if you have a question, definitely add it to the chat!

01:08:27 Lauren Singer - UXRS: (I see your hand is raised)

01:08:29 Edith: @Gabriel and @Carol - I think the trust and confidence idea is a good fit for a government project - a good case study might be the website rollout of Obamacare (which clearly had huge questions about trust and confidence). If you remember in the initial phases that was lost - crashing website, not intuitive etc...I'm sure the City of Boston is contending with many of the same issues that most governments (and especially municipalities deal with)

01:08:42 Meng Li: when talking to people in my city, it seems though people would go for government website as source of truth but abandon it because of the the poor information architecture

01:08:48 Michael Lau: What are some examples of constraints that applied in the example?

01:09:28 Veronica Wojnas: I also wonder, to Phase 1, how you knew where to kind of stop with the trust conversation? i.e. how did you scope your question so participants didn't go off on irrelevant tangents (e.g. hacking, etc.)?

01:09:28 Erin Nedza: @MengLi I believe they were attempting to determine what trust means among their participants from their everyday experiences in order to build the participants' confidence and then based on their definitions of trust, how that relates to the CoB.

01:09:40 Liz Rankin: Will the slides be shared - I like the visualization of this story

01:09:51 Gabriel Morais: @Edith. Thanks. It clarifies the first assumptions taken in this particular case.

01:09:59 Nunziata Monaco: impossible

01:10:09 Malia Canann: 2 part question:

1. How would you recommend coaching/mentoring non-research colleagues (even UX designers) on this 5 step process?
2. Is it even ideal to coach/teach this process with non-research colleagues, if the intention is to then be hands-off and essentially set these colleagues loose?

01:10:23 Lauren Singer - UXRS: Yes the slides will be shared on our website following the event, along with the link to the recording!

01:10:39 Tom UX Chang: Following up on @Meng Li, do you start with a random selection of users and then identify age cohorts, internet access, etc. or design your target group based on assumptions first?

01:10:51 Meng Li: @Erin that's true, the poor user experience on the site can affect their sense of trust

01:11:08 Aaron Esau: Does anybody use remote usability testing like TryMyUI or UserTesting for general research?

01:11:33 Atria Azarmi: Curious to hear if you include any quantitative data in your process. If so, would love to know when in your process you look at quantitative data and how you approach that

data and analyze it along with qualitative data.

01:12:06 Veronica Wojnas: I was also wondering about the process of that initial phase 1 hypothesis, i.e. did it come from internal workshops with staff, desk research, something else?

01:13:03 Edith: I would like to second Atria Azarmi – qualitative and quantitative research should ideally act in complement – is there a quantitative approach that is used to complement qualitative information in your work?

01:14:22 Cara Suriyamongkol (she/her): THANK YOU I feel like this is the language I have been looking for. 3/4 doesn't mean anything – what really matters is the variety and depth of information

01:14:56 Vibha Bhagwat: I need to drop. Will catch up with the recording. Thanks UXRS & Meena!

01:15:04 Janet S: ^Atria/Edith – combine with quant when you want to answer “how many.....?” questions. When you want to quantify evidence, attitudes, opinions, etc about x, y or z...

01:15:09 Gabriel Morais: @Atria. I reckon that transforming any Qualitative data in some sort of Quantitative data helps to convince the decision makers. For example, I am looking to use a tool like this to translate face reactions into a graph <https://www.linkedin.com/feed/update/urn:li:activity:6914720455379558400/>

01:17:07 Nicole Montemurro -UXRS: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form. <https://forms.gle/4pFyZJyreEdvPWoz6>

01:17:25 Alexis YEGNON: When can we see the deconstruction?

01:20:50 Cara Suriyamongkol (she/her): I would be interested in any studies around loss of investment with the loss of human connection – if a link to that study could be shared, that would be great – thank you!

01:20:52 Cynthia Tai: How can we share the qualitative findings to quantitative-focused stakeholders?

01:21:47 Kim Zentz: Would you comment on using this method on designing policies that improve inclusion and equity?

01:21:59 Atria Azarmi: @Janet S – Sure! Qual can quantify some actions, but that's not the only thing it's capable of. It can give you hints/ clues on user behaviors and much more when combined with Qual.

01:22:04 Marianne Carpentier: How do you convey your team that 1 quantitative feedback is really relevant when the team feels it has no real weight because it's only one person?

Like a stakeholder saying “yeah we are not going to address that because only one person said it”, when deep down you know as a UXR that it's super relevant. What advices do you have for convincing the stakeholders of the relevance of the feedback?

01:22:07 Dao Chantes: Thank you!

01:22:11 Rida Noor: that was amazing!!!!

01:22:13 Lydia: Thank you

01:22:15 Lisa Z: Thank you!

01:22:15 Rida Noor: Like wow

01:22:19 Trinity Liu: thank you  
01:22:19 Jacqui Miller: Thank you  
01:22:20 Jiavanna Kinsel: Thank so you much !  
01:22:21 Amy Calhoun: This was so helpful! Thank you!  
01:22:24 Enz Baur: that was amazing!!  
01:22:25 Zoom user: very easy to digest!! thank you!!  
01:22:26 Robert Manukyan: Super insightful. Will your presentation be shared?  
01:22:26 Yxsel Melendrez Ramirez: Loved it! Thank you  
01:22:30 Oluwafisayo Ogundoro: Thanks Meena  
01:22:30 Amy Orange: Thank you!  
01:22:31 Kristie Nguyen: the insight was so helpful, thanks Meena!  
01:22:31 Carol Kramme: TIMELY for me, thank you  
01:22:32 Victor Moreira: Thank you was wreat  
01:22:32 Janayna Velozo de Souza: Thank you Mean!!  
01:22:34 Jennifer Hunsecker: That was amazing!  
01:22:34 Zoom user: great presentation 😊  
01:22:34 Vinícius Sasso: Great session! Very thoughtful! Thank you so much!  
01:22:36 Oscar Yepes: thank you! This was great.  
01:22:38 Álvaro !: @Cynthia I would question why it Is that they need it to be quantitative. If they are wanting to avoid blame, then you can use that to build your story in a way that would resonate.  
01:22:42 Amy Fastenau: Thank you! This was great and I can't wait to share it with my team!  
01:22:43 Kristie: thank you!  
01:22:46 Álvaro !: Thank you @Meena!  
01:22:48 Jacqui Miller: Love the focus on creating a common language of research within the organization  
01:22:49 Rico: 🙏  
01:22:49 Samuel Bendriem: This has been one of the best UXRS talks I've seen in years!  
01:22:51 Sara Loup: Thank you Meena!  
01:22:53 Brandon Tidwell: Great content and fantastic job presenting!  
01:22:57 Mary Margaret Vanderwall: what is the number one pitfall do new user researchers fall into when entering the industry?  
01:23:24 Nicole Wallace: Amazing presentation, one of the best I have seen on Qual Research! 🙌  
01:23:29 Edith: Thank you so much @Meena for the incredible presentation! We are so lucky to have you at Bentley :)  
01:23:33 Zoom user: How do you work with stakeholders who are in a solution first mindset and come up with aggressive timeline. Example: I want to know if our customers would like this product in 2 weeks.  
01:23:37 Jan Grunt: Thanks a lot Meena and UXRS. I need to drop.  
Bye all 🙌  
01:23:45 Bobby Bishop: incrementally incredible is my new band name  
01:23:52 Nicole Montemurro -UXRS: Yes! This session will be recorded and posted on our Youtube channel after the event  
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?>

view\_as=subscriber

01:24:03 Elizabeth Hafner: This was incredibly insightful!  
Thanks so much for sharing your knowledge with us!!

01:24:21 Gabriel Morais: @Marianne, any survey at the end of the interview can give quantitative data. With enough people you can make a confidence interval to make the ONE statement to quantitative trusted. (Quantifying User Experience is a good book)

01:25:01 Nicole Montemurro -UXRS: Haha @Bobby good band name!

01:25:51 Carol Kramme: This may have been shared already - linked to from T&F website: <https://uxpamagazine.org/designing-credible-studies/>

01:27:06 Edith: Thanks @Carol - super useful link

01:27:12 Michelle Sibenik: That is a very interesting point!

Thank you

01:28:05 Carol Kramme: (Other link from T&F on NCredible Framework <https://medium.com/twig-fish/ncredible-research-positioning-the-power-and-potential-of-research-using-a-reflection-and-5373adc371c0>)

01:29:15 Eric Porras: Nice

01:29:31 Amy Fastenau: So true!

01:29:42 ADAM CHAFIN: Great presentation Meena! Thank you!!

01:29:44 Edith Garcia She/Her: welll said! research is about learning and not about being correct

01:29:56 Edith Garcia She/Her: that's when you pivot your hypothesis

01:31:00 Nicole Montemurro -UXRS: Connect with us! Use our LinkTree with links to all our social media channels.

<https://linktr.ee/uxrs>

01:31:02 Edith: @Edith Garcia love that part - research is 100% about learning 🙌

01:31:35 Janet S: Is anyone using a different process from the one laid out in this presentation - if so, how is it different?

01:34:42 Edith: @Janet S I think my personal process take is derived from a psychological concept called the wise mind - where there is a rational and emotional element that combines to yield the best decisions

01:34:58 He Huai Hsu: quant answer what and qual answer why

01:35:11 Edith: The qualitative is important - because we are human and it provides narrative and details that cannot be contained in numbers

01:35:22 Alex Marga: Thank you so much for such a brilliant talk!!

01:36:09 Edith: Quantitative is important both for finding out answers that we might have intuited but are actually not correct based on the data and for understanding the "means" and the outliers - where they exist - the breadth and depth of information in a consumable way

01:36:48 Edith: In my view, you cannot understand the full picture without having some amount of both

01:36:54 Thi Hannah Chau: Thanks Meena for touching base on the quantitative and qualitative topics! Very insightful!

01:37:12 Janet S: Thx @Edith - I'll check it out - From The Wise Mind Institute?

01:37:16 Edith: Sorry to drop off - thanks again for a great

presentation and interactive experience!

01:37:17 Janani Jay (she/they): Kinda wild that we still have to defend qualitative research when we have so much evidence towards its value, and also how unusable so much quantitative data actually can be

01:37:33 Edith: It is actually from Dialectical Behavioral Therapy!

01:37:41 Edith: the "wise-mind" term

01:37:51 Álvaro !: yeah. It's a yes and... lol

01:37:56 Janani Jay (she/they): They both have their uses!

01:37:57 Vinícius Sasso: Qual + quant - triangulate, people!

01:38:40 LeeAnn Maryeski: That's such a helpful question to use when performing that analysis

01:38:51 Jay Rogers: There was a reference to a medium article about the phase 1 Align workshop, but I'm having difficulty finding it

01:39:10 Leila Carballo: this was it: <https://medium.com/twig-fish/ncredible-research-positioning-the-power-and-potential-of-research-using-a-reflection-and-5373adc371c0>

01:39:15 LeeAnn Maryeski: I think it's this one: <https://medium.com/twig-fish/ncredible-research-positioning-the-power-and-potential-of-research-using-a-reflection-and-5373adc371c0>

01:39:24 Jay Rogers: Thank you!

01:39:27 LeeAnn Maryeski: Nevermind - Leila is faster to the trigger ;)

01:39:28 Janet S: Quantitative can be very dangerous - because often the output data is trusted implicitly at face value because it is numbers and yet often the way the questions were asked, the order they were asked in, the audience they were asked of, etc., can truly impact the validity of the numbers but seldom are they challenged. Qual owns its "messy data" status that requires us as humans, together, to interpret, discuss and agree directions coming out of the discussions!

01:40:06 Veronica Wojnas: YES Janet

01:40:46 Dane Tingleff: How to determine when a feature just makes a participant feel good versus whether it would actually be good for them?

01:41:50 Seyma Toker: Can you tell more about how you elicit the "ideal" story from the users as part of the gathering process?

01:43:02 Janet S: Sorry I have to jump, but thanks UXR Collective, Lauren, Meena and the audience for lively chat - for a great hour away from a hefty qual interviewing schedule!!!

01:43:22 Jessica Wood: I have to jump UXR thanks Luren and Meedna!!

01:43:32 Roque Chavis: +1 Seyma

01:43:34 Janet S: Hope to see many of you at the QRCA Qual conference in May in San Diego - IRL!!!

01:43:35 Amy Fastenau: Brilliant!

01:45:19 Jose Lopez: Have to bounce now to wrap up my work day - great event Meena (met you in Hal's class back in 2016/17 at Tufts University) and UX R&S! Looking forward to viewing the event recording and any audience questions I may have missed after signing off.

01:46:22 Álvaro !: One thing I find in the GC (where I work) is that as UX practitioners we need to do a better job of educating people on what we do, and also to link value and outcomes of what we are doing so that senior management can see the linkages to the

outcomes that they are worried about.

01:46:39 Edith Garcia She/Her: great point Meena!!! people who are not researchers always try to boss around and tell us to have the data within a days time! HA! they have no idea how tedious data synthesis for qualitative data really is!!!

01:46:53 Nicole Montemurro -UXRS: Want to keep the conversation going? Sign up for our Slack channel! Fill in this form.  
<https://forms.gle/4pFyZJyreEdvPWoZ6>

01:46:58 Rajender Singh: this is so insightful !!!

01:47:17 Janani Jay (she/they): One of my favorite facilitation practices is practicing scripts, and I wish designers and researchers had the opportunity to play out these scripts that Meena is talking about with different kind of stakeholder pressures

01:47:52 Edith Garcia She/Her: ^^^^ this!!! ahha

01:48:31 LeeAnn Maryeski: I have to jump, but thank you so much for this session. Super informative!

01:49:10 Thi Hannah Chau: Really love this presentation – thank you for hosting! I have to get going but really, thank you for your time and insights.

01:49:31 Bobby Bishop: words are hard

01:49:55 Lydia: Thank you. This has been great. I have to get back to work, but keen to watch the recording again!

01:50:09 Rajender Singh: this is absolutely great presentation !!

01:51:20 Lauren Singer – UXRS: I'm stealing that one

01:51:29 Bobby Bishop: at least it is not used needles

01:51:45 Seyma Toker: Loved the metaphor idea!

01:53:05 Bobby Bishop: have them do improv?

01:53:21 Nicole Montemurro -UXRS: Tell us what you thought of today's webinar:

<https://forms.gle/r8FCM9zCC41AWTN29>

01:53:28 Jakkii Musgrave: This has been so great, thanks so much Meena and Lauren

01:53:31 Emily Zhang: this session is super helpful

01:53:38 Scott Lu: Thank you!!!

01:53:40 Remi Umanah: Thank you soo much

01:53:42 Aminta Montalvo: Thanks!

01:53:43 Marianne Carpentier: Thanks so much Meena!

01:53:44 Michelle Sibenik: Thank you 🙌

01:53:45 Parker Sorenson: Absolutely wonderful! Love the solid and specific advice and walkthrough

01:53:46 Kelsey Austin-King: Thank you!!

01:53:46 Michael Lau: thanks so much! very interesting

01:53:50 Álvaro !: Thank you both!

01:53:51 Sasha Ragin: Thank you Meena!

01:53:51 Molly Beaghan: Thank you Meena!

01:53:52 Alexis YEGNON: 👍

01:53:53 Cindy Koh: thank you!

01:53:53 Daniel Hayward: thank you, this was really informative!

01:53:53 Terri Lovins: many thanks

01:53:54 jing ge-stadnyk: Thank you

01:53:54 Atria Azarmi: Thanks  
01:53:55 Shazi N: Thank you Meena!  
01:53:56 Janani Jay (she/they): Thank you so much Meena! 🌸  
01:53:58 MW: thank you!!  
01:53:58 Jaya: Thank you  
01:53:58 Jacqui Miller: Thank you so much!!!  
01:53:58 Lindsay Matthews: Thanks so much! This was so great!!  
01:53:59 Ryan Adibi: Really enjoyable!!  
01:54:01 Matthew Villahermosa: Thank you!  
01:54:02 Andrea Williams: Thank you 😊  
01:54:02 Enz Baur: thank you  
01:54:03 Ryan Gu: Thank you, Meena! Lauren!  
01:54:05 Alexis YEGNON: 🙌  
01:54:08 Nicholas Ranalli: Thank you!  
01:54:08 Vinícius Sasso: Thank you!  
01:54:14 Xiao: Thank you, Meena!  
01:54:15 Julieta Treviño: Thank you!!  
01:54:15 Dao Chantes: Thank you Meena!  
01:54:16 Bobby Bishop: it resonated and resided in my head  
01:54:23 Celeste Gomez: Thank you, great info!  
01:54:25 Doug Dean: Thanks! Great presentation!  
01:54:26 Sofia Quadros|Binni: Thank you so much, Meena!!  
01:54:32 Nicole Montemurro -UXRS: Tell us what you thought of today's webinar:  
<https://forms.gle/r8FCM9zCC41AWTN29>  
01:54:33 Adriana Grande: thank you!  
01:54:33 S M: Great!! Thanks  
01:54:37 Carol Kramme: Thank you Meena – bonus!  
01:54:37 Edward Stull: Thank you, Meena  
01:54:43 Carolyn Obata: Thank; you, Meena!  
01:55:04 Satya Janakiram: Thank you Meena!  
01:55:12 Nicole Montemurro -UXRS: Follow up Survey: <https://forms.gle/r8FCM9zCC41AWTN29>  
02:32:35 Nicole Montemurro -UXRS: Fill out our survey & tell us what you thought of today's webinar: <https://forms.gle/r8FCM9zCC41AWTN296>  
02:33:38 Tom UX Chang: <https://krisp.ai/> may reduce background noise.  
02:34:08 Andrea Williams: I have to leave, but great to chat with everyone, and I enjoyed the presentation by Meena 😊  
02:34:16 Freddy Cruz: <https://www.linkedin.com/in/freddycruz91/>  
02:34:41 Nicole Montemurro -UXRS: Sign up for our Slack channel! Fill in this form.  
<https://forms.gle/4pFyZJyreEdvPWoz6>  
02:35:30 Tom UX Chang: [linkedin.com/in/tomuxchang](https://www.linkedin.com/in/tomuxchang)  
02:37:34 Amy Fastenau: @Tom, does Krisp work in Teams?  
02:38:03 Tom UX Chang: @Amy, I don't know, I've only used zoom.  
02:38:12 Bobby Bishop: easier out by using leave  
02:38:13 Iram .S: <https://www.linkedin.com/in/shaikhiram/>

02:38:16 Freddy Cruz: Heading out! Thanks everyone! 🙌

02:39:08 Bobby Bishop: seeing themselves can be more draining

02:40:20 Bobby Bishop: labs vs ethnography vs over zoom

02:41:14 Jeff Chen: Hopping off, but thanks for organizing this!  
It was a great talk.

02:41:19 satachhi pandey: Thankyou all

02:41:23 satachhi pandey: <https://www.linkedin.com/in/satachhi-tiwari-75a6b9207/>

02:42:12 Ernest Egbuna: A good factor in how participants behaving in interviews whether in person or zoom depends on the researcher and how he or she is able to make the person feel relaxed and open

02:42:15 Ahmed Al-kheerow: Ramadan Here 😊

02:42:20 Ahmed Al-kheerow: So hungry

02:43:13 Lauren Singer - UXRS: Hang in there Ahmed!!

02:46:54 Ahmed Al-kheerow: Fullstory & Hotter

02:46:58 Ahmed Al-kheerow: HotJar\*

02:46:58 Bobby Bishop: screener surveys can be used to get some quant with qual of interviews. I've preferred Qualtrics and analyze quant data with SPSS

02:47:30 Nicole Montemurro -UXRS: Fill out our survey & tell us what you thought of today's webinar: <https://forms.gle/r8FCM9zCC41AWTN296>

02:47:37 Amy Fastenau: I have to drop but thanks everyone!!

02:48:08 Nicole Montemurro -UXRS: Connect with us! Use our LinkTree with links to all our social media channels.  
<https://linktr.ee/uxrs>

02:48:56 Nicole Montemurro -UXRS: Sign up for our Slack channel! Fill in this form.  
<https://forms.gle/4pFyZJyreEdvPWoz6>

02:51:48 Bobby Bishop: my dog has the zoomies is what they might have said

02:53:48 Bobby Bishop: accessibility concerns might be a reason to

02:56:08 Bobby Bishop: I've tried to use an ide on mobile, do not recommend

02:56:43 Lauren Singer - UXRS: In my last project, we thought it was all desktop and then looked into the data and found a pretty sizable number of folks trying to use it on mobile

02:57:00 Ahmed Al-kheerow: codesphere.com

02:57:14 Ahmed Al-kheerow: Is the product I talked about

02:57:51 Bobby Bishop: thank you for having us

02:57:55 Edward Stull: Thank you, Lauren + team

02:58:04 Ahmed Al-kheerow: Let's connect :D

02:58:05 Ahmed Al-kheerow: <https://www.linkedin.com/in/ahmed-al-kheerow-9095191a3/>

02:58:08 Lisa Young: This was great and I'd love to leave feedback but the survey link isn't working for me.

02:58:15 Matthew Villahermosa: Thank you for today!

02:58:18 Alexis YEGNON: <https://www.linkedin.com/in/alexisyegnon>