

00:15:38 Lorie Whitaker: If y'all have questions for the panelists, please put them here in the chat

00:15:50 Bobby Bishop: We're all at least a little weird

00:15:59 Jennifer Tremblay: Hi all!

00:16:08 Anthony Z: Hi Jennifer Tremblay

00:16:24 Malari Barber - UXRS: LinkTree Link
<https://linktr.ee/uxrs>

00:16:27 Zarin Fariha (She/Her): Hey, Sandrine, I'm in Melbourne too at the moment!

00:16:34 Arvind Chandrashekar: Arvind from Bangalore, India

00:16:42 Nicole Hill (She/Her): You should have a slack channel

00:16:52 Benjamin Davies: Hi from Worcester, MA

00:16:52 Karin: Hello everyone! Karin from Brazil! o/

00:17:02 Adrienne Guillory: Greetings from Dallas, Texas!!!

00:17:15 Chauncey Wilson: Chauncey from Wayland MA near Boston

00:17:17 Adelaida Lizarraga: hi everyone!! Adelaida from Peru 🇵🇪

00:17:27 Lorie Whitaker: Hey Chauncey!

00:17:30 Lorie Whitaker: Hey Adrienne!

00:17:50 Nicholas lanetta: Nick from Wichita Falls, TX

00:17:57 Jen Lum: Greetings! SF in the house. Will this be recorded and distributed to everyone?

00:18:02 JSarm: Howdy from Dallas :)

00:18:03 Jonathan Sexton: Hello from KY

00:18:04 Caronne Carruthers-Taylor: Hi from Australia :)

00:18:06 Malari Barber - UXRS: What did you think of today's event? Complete the survey now! Help us improve the UXRS events
<https://forms.gle/R8piTUQZivePWM6U7>

00:18:07 Sabrina Jaen: Hello from California

00:18:13 Benjamin Constancio: Howdy from Austin!

00:18:23 Jill Cao: Hi all 🙋 This is Jill from Portland, Oregon.

00:18:32 James Berg (he/him): Researchers wanting feedback? Odd... ;)

00:18:54 Linda Francis: camera on as soon as I finish eating my salad...)

00:19:16 Jill Cao: I'm going to keep my camera off. Got kids running around.

00:19:16 Alicia: Hello everyone - I should say - Good evening - it's 1am in London now :)

00:19:36 Ash Kaur (she/her): Hello everyone! :)

00:19:43 Olivia Zinn: Hello from Seattle!

00:19:58 Deborah Aks: transcript is visible!

00:19:58 Lorie Whitaker: Welcome everyone! we are happy you are here!

00:20:12 Yoshiko Okimoto: Hello from Australia!

00:20:24 vitor tavares: Hello from Brazil

00:20:44 Thyra Rauch: Hello everyone, Thyra from SF Bay Area, CA, USA

00:20:44 Cherri Pitts: will you have a channel on slack to discuss?

00:20:48 Yujia Cao: Hello from Czech Republic, 2am here :)

00:20:53 Erin Mckeeby: +1 on agile weaving

00:21:01 elizabeth: Hello from New Jersey

00:21:13 Zoe Gomez: Hi from Australia :)

00:21:13 Karin: Boa noite Vitor! o/

00:21:39 David Pindrys: Erin, Linda: Agile UX: <https://www.youtube.com/watch?v=nVRf7XkteXk&t=1s>

00:22:20 vitor tavares: Boa Noite, Karin :D

00:24:37 Rebecca Blakiston: Future topic idea: UX Battledecks (battle of slide decks improv, "powerpoint karaoke" of sorts)

00:25:04 Eric Oosenbrug: Rebecca, yes!

00:25:24 elizabeth: The Magnet Theater in NYC is really good, both for classes and post-class performance

00:28:28 Priyanka Raju: Adding to Jen's question for Matthew.. how do you make it easily searchable?

00:30:03 jD Buckley: I'd want to hear more about atomic insight as well.

00:30:06 Caronne Carruthers-Taylor: Matt mentioned 'atomic insights' - more please

00:30:42 Jenny Lu: We're using Dovetail as well

00:30:46 Caronne Carruthers-Taylor: Matt discussed links between studies, then across studies. Please expand on how this can be done efficiently.

00:30:52 Lin H. Howe (she/her): ^^ would love to hear more about atomic insights

00:30:56 Tina Oko: It seems like a lot of the tools available are focused on the raw data (as Matthew said), but they are not equipped to import the final reports and so forth. Any ideas? Matthew are you going to commercialize your tool?

00:31:15 Caronne Carruthers-Taylor: We want to use Dovetail - what are the best practices re IA / taxonomy and tagging etc

00:31:17 Georgette Sullivan: +1 on atomic insights - more please

00:31:20 Yoshiko Okimoto: I would like to know whether you build the repository in-house or outsourced? Also, how much did it cost?

00:31:29 Amelia C.: YAY! Librarians and data scientists are making repos amazing! :-)

00:31:41 Malari Barber - UXRS: LinkTree Link
<https://linktr.ee/uxrs>

00:31:43 Jenny Lu: Would love to hear about how you structure things on Dovetail

00:31:44 Reinilda D: +1 on atomic insights and also on links between studies and across studies.

00:31:48 Luiz Henrique Simões: with a good taxonomy you can use obsidian which is free, anthropologists have been using it worldwide

00:31:50 Maria Kamynina: Yess would also appreciate any recommendations for taxonomy on Dovetail

00:32:28 John Milanski (Boulder, CO, USA): Q: If you will not have a librarian, essentially, is there any reason to have a repository?

00:32:38 abbey ripstra: Q: when talking about taxonomies and categories- how do you design those?

00:32:40 Deborah Aks: main concern is easily sharing info company wide with tags etc. Please share atomic or other approaches.

00:33:30 Luiz Henrique Simões: Q: how to deal with quantitative research in a repository, advanced quantitative research and not just descriptive statistical analysis. goal is a data scientist could love to use it too.

00:33:33 Caronne Carruthers-Taylor: Lorie mentioned using a template for data entry (trying to set a consistent pattern?) into Dovetail but “it became very messy” ... we want to use Dovetail efficiently. What did you do to make it not messy and organised / searchable??

00:33:43 Riana Q: what recommendations/ processes do you have for creating a taxonomy that is flexible enough that folks contributing can add to and source as new areas are explored without being redundant and cluttered?

00:33:57 Michelle Lamond: Q: how long did it take to create a working repository? How big was the team of people who worked on it? Was it a project in itself?

00:34:37 Caronne Carruthers-Taylor: Sharing the insights is one of the most important goals for any designer - how can we make sure that the tool enables this?

00:34:44 James Berg (he/him): Q: What best practices or controls do you have in place to help avoid stakeholders using research out of appropriate contexts? Do you rely strictly on broad UX maturity at the company, or are there best practices we can use to mitigate that risk?

00:35:27 Jill Cao: Q: What recommendations do you have for a research team of one?

00:35:59 Jen Blatz - UXRS: Atomic Insights <https://tsharon.medium.com/the-atomic-unit-of-a-research-insight-7bf13ec8fabe>

00:36:36 Jaitra Dixit: Question: We currently just store our reports in a sort of a repository. I am curious how long it takes to get to atomic insights from reports and how much value does it provide over just storing reports (reports that can be searched)

00:36:41 Jamila Evilsizor: Q: What ethical considerations or protocols do you have to access raw data that you may want to restrict to maintain participant confidentiality as necessary?

00:37:09 Vincent Lin: Q: What kinds of standards/taxonomy did you use for tagging? How did you disseminate those standards among your UX team/researchers?

00:37:12 Matthew Duignan: More about our approach with the Human Insight Tracking System at Microsoft: <https://medium.com/microsoft-design/how-microsofts-human-insights-library-creates-a-living-body-of-knowledge-fff54e53f5ec>

00:37:18 Jaitra Dixit: Erik uses the same methodology that we currently use. Did he mention which tool he uses?

00:37:34 Thyra Rauch: Echo Jill — what about a research team of 1 who wants to make research available to UX/PM/Dev. What's the critical stuff first?

00:37:43 Salma: 11:24am in Melbourne

00:37:55 Lorie Whitaker: Thanks Salma! 😊

00:39:20 Murray Thompson: Are there ways you have used your repository to extract aggregate information/trends/etc.. or have you found useful ways to use in combination with analytics or other tools?

00:39:21 Jill Cao: Sharing Erik's article on Thumbtack's research archive if anyone's interested in taking a look: <https://coda.io/@erik-olesund/an-inside-look-at-thumbtacks-research-archive>

00:39:31 Erik Olesund: Thanks Jill!

00:39:32 John Milanski (Boulder, CO, USA): Q: talk more about what keeps non-researchers from using a repository.

00:39:32 abbey ripstra: Q: I am interested in using individual observations from several studies - maybe even many qualitative studies -

and want to tag all those “atomic” data. are there tools for this? I do it manually all the time, but want some system. Any suggestions?

00:39:37 Nicholas lanetta: Q. What is the approach with data governance when there is participant, or user data involved for teams outside of the research organization?

00:39:42 Shannon Blietz: Was trying to find this out with my team today. What is their preferred method of searching. Knowing that it's likely people will ask you first helps not overly worry about making it perfectly searchable.

00:40:18 jD Buckley: I luv that idea of more “focused” thoughtful thinking for our research partners

00:40:26 Erik Olesund: @Jaitra - We use Coda at Thumbtack. I'm sure I'll get to speak more about it later :)

00:41:24 Jaitra Dixit: Thanks Erik!

00:43:46 Deborah Aks: Any thoughts on Confluence. I'm finding search function limited

00:44:16 Zoe Gomez: ^ similar question but Jira

00:45:03 Eric Oosenbrug: relational database = spreadsheets that talk to each other :)

00:45:26 Jill Cao: I'm curious if anyone has used Notion for the repo.

00:45:47 Yujia Cao: yes, we are using Notion.

00:45:51 Rebecca Blakiston: We use Notion (see: <https://new.library.arizona.edu/research-repo>)

00:45:56 Luiz Henrique Simões: we use notion at our company but researchers dont like it very much

00:46:03 Luiz Henrique Simões: we are switching

00:46:19 Erin Mckeeby: For Erik, re: the Coda repository: Was it's structure granular enough to highlight text within an item and “tag” it (a la Dovetail)?

00:46:29 Jenny Lu: Notion is super cool!

00:46:34 Jill Cao: Thank you!

00:46:52 Jenny Lu: Dovetail have video upload with transcript, so its quite amazing!

00:46:54 Jaitra Dixit: I'm looking at Notion for a research repository. I'm curious, do you use notion for storing atomic insights or entire reports?

00:47:03 Luiz Henrique Simões: notion is good for a repository, but it is not good for relating data, or quantiative research

00:47:20 Linda Francis: Here is a tool that could enhance the repository and make it more relevant for people... <https://innovationwithin.com/>

00:47:23 Yujia Cao: In our company, researchers do like it, but we have hard time getting designers and PMs to use it. The biggest problem is that if one person applies filter, it changes view for others, so we need to create different views of the same database

00:47:33 Hana Mareck: Coda has been going really well for us so far... we've even been referencing Thumbtack's template as inspiration!

00:47:34 David Pepka: I use Confluence right now... I agree; the search function is limited. To compensate, I've proposed to my team that we start creating dashboards to fit the perspective of who's doing the searching and to flatten the page hierarchy

00:47:36 Caronne Carruthers-Taylor: How successfully are people using Dovetail?

00:47:49 Erik Olesund: @Erin Nope! At least not the way we used it.

00:48:02 Shannon Blietz: Just got Dovetail at my company. REALLY fun to use.

00:48:08 Jenny Lu: I really like Dovetail, especially their tagging system

00:48:10 Jamila Evilsizor: How does EnjoyHQ compare with Dovetail ?

00:48:32 Jill Cao: +1 to Jamila's question

00:48:45 Deborah Aks: recommendations for huge company?

00:48:56 Mitali Desai: Also interested in EnjoyHQ thoughts as they acquired userzoomgo??

00:49:01 Luiz Henrique Simões: in anthropology and social sciences we use atlas.ti , it's very academic-oriented, very powerful

00:49:04 Erik Olesund: Great definition from other Eric!

00:49:07 Erik Olesund: "relational database = spreadsheets that talk to each other :)"

00:49:09 S Sun: Anyone use Airtable?

00:49:11 Jenny Lu: Interesting in Enjoy HQ as well

00:49:23 Jenny Lu: We started with Airtable, it's similar to Notion IMO

00:49:29 Martin Maaloumi: What about getting things out of Dovetail - I've heard it is a challenge

00:49:39 Cherri Pitts: does anyone use Zapier or Integately to automate the process?

00:49:40 Alysa Buchanan: Has anyone used Document 360?

00:49:44 Eileen Lopez: we use userzoom, so interested to hear more about EnjoyHQ

00:50:00 Lin H. Howe (she/her): Would love to hear more/see examples of research dashboards people are creating

00:50:00 Erik Olesund: @Hana that's great to hear!

00:50:07 Eric Oosenbrug: I love this conversation about tools. I think a whole session about them would be amazing.

00:50:10 Moises Costa: Yeah, i use airtable o/

00:50:20 Shannon Blietz: I'm using Zapier to collect research requests with google docs which creates a note (backlog) in dovetail and a message in email that is working REALLY well

00:50:22 Riana Q: same

00:50:30 Eric Oosenbrug: ~~ transcription is HUGE

00:50:41 Erin Mckeeby: @jamila, I've used both and we switched from EnjoyHQ to Dovetail. In our org, we needed our broader team of PMs & designers to utilize it and the usability of EnjoyHQ wasn't strong enough for us. It was very cumbersome to use, but the possibilities of "atomic" research were very high. With Dovetail, we love it but our current struggle is that each data piece lives within a single project exclusively. So referencing data from one project into another is a bit cumbersome. But it's usability, video tools, search and other atomic tools make it very very worthwhile for us.

00:50:49 Caronne Carruthers-Taylor: @Martin - what problems are you hearing about getting things out of Dovetail?

00:50:52 Luiz Henrique Simões: at our company we use airtable for quantitative research as it's easier to export though-units and quantify on google data studio, but it's more than one tool already

00:51:10 John Milanski (Boulder, CO, USA): How about Condens? Know researcher who moved from Aurelius to EnjoyHQ to Condens.

00:51:15 Jamila Evilsizor: @Erin, thank you!!

00:51:28 Nicholas lanetta: Q. Are there any particular tools that play nice together to help fill those gaps?

00:51:56 JSarm: Q: What might a research team expect when maturing their repo operations? For instance, what are common (and perhaps avoidable) things research teams have to retrofit when shifting to a new tool?

00:52:21 Linda Francis: What are the use cases for a UX Research repository? Isn't the most valuable insights from Research gleaned in realtime and by workshopping the observations from the research? Storing survey questions, other templates for standardized testing makes sense and being able to find artifacts for reports and presentations is helpful, but the true benefit seems more ethereal to me, like listening to a live concert vs the recording.

00:52:37 Doris Jung: Do you have any experience around the limitations of proprietary software? I am cautious of relying on a repository in regards

to what might happen when we want to change. I neither want to loose all our data nor painstakingly export every single file. So while we have EnjoyHQ now, I still put everything into GDrive as well. Any thoughts? :-)

00:52:53 Jamila Evilsizor: +1 Nicholas

00:53:26 Jamila Evilsizor: +1 Doris! I am very concerned about not being able to access our data later, if the company folds or we outgrow the tool

00:53:31 Samantha Best: @Erin have you experimented with the new stories feature in Dovetail that allows you to pull in data from multiple projects. We just started using dovetail at our company and are interested in this new feature. Just curious if others have used it yet. I think it is till in beta.

00:54:02 Luiz Henrique Simões: hey admins would be nice to have a poll for repository tools here just to get a view of how its looking :)

00:54:23 Shannon Blietz: I'm just now working with stories but I wish I could put them "inside" a project or product or feature grouping? Stories feels like a dashboard to hold insights.

00:54:33 Erin Mckeeby: @Samantha, Yes!! This is one of the reasons why we've been so happy with Dovetail. Their product team has been really fast in releasing new features over the last few months (we've been using for about 5 months). Stories are finally getting us into a better workflow.

00:55:02 Lorie Whitaker: I really liked the ease of use with highlights in Dovetail. I miss that in EnjoyHQ.

00:55:24 Hana Mareck: Amazing analogy!

00:55:32 Samantha Best: @Erin, great to hear.

00:55:40 Erin Mckeeby: @Shannon, I made the same request to them! If you don't already, send them feedback. They already answered back digging deeper about why I wanted a Story within a project. Hoping if enough of us ask they will do it :)

00:55:49 Natalie Gedeon (she/her): I'm going to use that bus analogy moving forward

00:55:55 Jill Cao: "You're looking for a bus route not a life partner" ❤️

00:55:59 John Shpati: When do you NOT want to use atomic research?

00:56:22 , ..: I know this is depository event but what is the best unmoderated usability testing tool?

00:58:21 Caronne Carruthers-Taylor: Entering raw research data on the fly, during research sessions - is this something that repositories can do? IE Dovetail??

00:58:28 Arvind Chandrashekar: What about notion for a research repository?

00:58:35 Jill Cao: For unmoderated testing, we use UserTesting.com
00:59:08 Jaitra Dixit: We use UserTesting too for unmoderated testing
00:59:11 Sharon Bolter: How about SharePoint?
00:59:29 Jenny Lu: We need a voting feature here LOL
00:59:31 Malari Barber - UXRS: Want to keep the conversation going?
Sign up for our Slack channel! Fill in this form.
<https://forms.gle/4pFyZJyreEdvPWoz6>
00:59:32 Georgette Sullivan: I'd like to hear more about how to
Govern a Repo
00:59:42 Lin H. Howe (she/her): UserTesting for both unmod and mod
testing
01:00:05 Hana Mareck: @Caronne I saw that as a strength in
Dovetail, EnjoyHQ, and other UXR focused repo tools. But it seems as if
it's a big requirement to have the tool be useful to ensure you do the
majority of your raw data entry in the tool for it to be useful
01:00:07 Lorie Whitaker: I've used UserTesting as well - between them
and UserZoom, they've bought up the rest of the cheaper tools
01:00:36 Alysa Buchanan: UserTesting. Com has been awesome - their
team, the platform, and their "university" has been super valuable
01:00:36 Shannon Blietz: I tried SharePoint first (no tagging and the
searching can't snag text or information inside of the page) just the high
level file names only.
01:00:37 Jill Cao: @Arvind Reposting Rebecca B's response from
earlier "We use Notion (see: <https://new.library.arizona.edu/research-repo>)"
01:00:58 Arvind Chandrashekar: @Jill Thank you!
01:01:02 Murray Thompson: For those of us new to research
repositories, can the panel touch more on the high level features often
considered?

I hear transcription, taxonomy management, ability to relate items
mentioned... not sure what else may be in the space and what is most
effective to have.

01:01:14 Erin Mckeeby: @Caronne "Entering raw research data on the
fly, during research sessions - is this something that repositories can do? IE
Dovetail?" —> We do this all of the time with Dovetail. We use Calendly or
Typeform to collect user research sign-ups, then have Zapier send them to
our project into Dovetail. Then when we operate the session, the notetaker
takes them directly into the research card in Dovetail & the video &
transcript are imported to the same card later.

01:02:24 Kim L. Trumbull (she/her): @Erin - why take notes and also upload video and make the transcript? How are the notes distinct from info in the transcript?

01:02:25 Doris Jung: When you do cross-synthesis, i.e. across projects and find nuggets of the same kinda type, how can you quantify the importance of them? I am struggling to easily determine if the nugget is a big pattern or one outlier going on about the same thing. So while I love the idea of atomic research in theory, I really do not know how to apply it.

01:02:25 Murray Thompson: RE: connections, I'm also curious if graph-type data structures (vs table-based) apply in any tool.

01:02:57 Shannon Blietz: I'm curious if anyone has used a repository to also create a research backlog (sprint) and tracking research projects or had success using a third party tool to integrate. I've kind of hacked Dovetail to mimic JIRA to do this but would love a smoother solution.

01:03:01 Lin H. Howe (she/her): I think we need @erin to lead a Dovetail session!

01:03:03 Lorie Whitaker: The transcript is everything that is said in the session - and searchable. So if you miss something in your notes, I've been able to search for a phrase and get the rest of what I had missed. I also use the transcript to find video clips

01:03:15 abbey ripstra: I have thought of atomic as the observation level.. and that each atomic observation can be searched for and filtered... then those observations can be used for analysis across research projects. Do others think the same? To me Insights are a collection of observations that roll up into an insight. thoughts?

01:04:07 Luiz Henrique Simões: I have the same concerns as you @abbey and I have found that most repositories are not yet fully ready on that field. the really powerful ones are the academic ones like atlas.ti

01:04:10 Linda Francis: to me insights need to be in context, this is difficult to achieve at the atomic level...also, people have to be asking the right questions to arrive at the right insights

01:04:12 Samantha Best: @erin, I would love to connect with you to learn more about your use of dovetail and take some best practices to my team. We are seeing a lot of value in the tool but I know there is a lot we still need to learn.

01:04:15 Jaitra Dixit: If you've used a repository with atomic insights, when you come back to them at a later point, isn't it then out of context?

01:04:23 Jen Lum: Hoping we can touch on not just the repository but participant panel and participant management.

01:04:50 Jen Lum: Tracking participants across time by individual/role/persona.

01:05:27 abbey ripstra: The context is part of the atomic observation - one observation is linked to the context it came from - the person that was observed, the research that it was originally for...

01:05:37 Lin H. Howe (she/her): @Samantha, same! New company, new to Dovetail, trying to figure out where to start @Erin

01:05:42 Luiz Henrique Simões: when these repositories start having powerful relational links, like "this explains" "this relates" things will get interesting

01:05:48 Linda Francis: Exactly...context! Thanks Erik!

01:06:23 Doris Jung: +1 @Linda

01:06:33 abbey ripstra: agree with you Eric...

01:07:17 Luiz Henrique Simões: tags need relational links...

01:07:26 Georgette Sullivan: Agree with you Eric if you have enough researchers

01:07:40 Deborah Aks: links connected to nuggets will give u the context!

01:07:49 Jamila Evilsizor: +1 Jen - I'd love to see how tools can support: participants relationships to personas

01:08:02 Erik Olesund: @georgette fair point :)

01:08:05 John Dozier: But dont some of these tools - like EHQ - have some of that built in so you can eventually get back to the original source?

01:08:06 Adrienne Guillory: Yep! Context makes the nugget/ data insightful and useful

01:08:19 Luiz Henrique Simões: this has been resolved on the academic repository tools... does anyone here use them? would be nice to talk about

01:08:20 Erik Olesund: Helpful clarification from @abbey:

01:08:20 Bobby Bishop: 1 runon sentence?

01:08:23 Erik Olesund: "The context is part of the atomic observation - one observation is linked to the context it came from - the person that was observed, the research that it was originally for..."

01:08:29 abbey ripstra: a repository will not solve for under staffing. :)

01:08:40 Erik Olesund: Also hi @abbey!! (We used to work together)

01:08:41 Lorie Whitaker: +100 abbeyt

01:08:53 abbey ripstra: Hi Erik! Great to see you :) :)

01:09:22 Olivia Zinn: "a repository will not solve for under staffing." <- thank you. I needed to hear that. 😊

01:09:33 Deborah Aks: yes!! Matt-- extracting out common insights. (but retain context via links)

01:09:39 Erin Mckeeby: @Kim “why take notes and also upload video and make the transcript? How are the notes distinct from info in the transcript?” —> We like to highlight the transcripts mainly for EN interviews (it’s our company’s working language) and Dovetail let’s you auto-create highlight reels from the tagging process. The notes are more of a back-up for people who need to quick skim to decide before they spend the time watching the interview. For interviews that we do with non-EN speaking users, we only highlight/tag the notes. Hope that helps!

01:09:52 Rob Solomon: I call those orphan insights

01:10:03 jD Buckley: What about the “Story” level in EnjoyHQ which brings the “nuggets” together in one mini blog page?

01:10:36 Kim L. Trumbull (she/her): @erin - thank you! yes, perfect, i see what you’re doing. thanks so much!

01:10:48 Linda Francis: how about tracing ux research insights to experience visions and ultimately roadmap and backlog items...so x reference the research that was used to form specific strategies and tactics. So someone could look at all the related research to any item that is being contemplated or worked on

01:11:18 Jen Lum: How about tracking findings that are more fleeting because of the rate of development and tech adoption. Some research becomes obsolete as soon as the findings are implemented. Others change more slowly and should be tracked over time.

01:11:22 Jaitra Dixit: What if reports are stored, but then atomic insights are tagged inside of reports so that the context is still there?

01:11:33 Erin Mckeeby: @Samantha @Lin, Sure thing! I’m joining the slack group :)

01:11:35 Linda Francis: + 1 Jen

01:11:36 Lorie Whitaker: Linda at Gitlab, we ended up putting insights BACK into the repo and tagging them with the PM associated with the insight

01:11:45 Amy Burk: +1 Linda

01:11:47 Alysa Buchanan: +1 Linda, would love insight on this

01:11:56 Luiz Henrique Simões: this can be done in google data studio reporting if you can pull information exported as csv from, say, notion, or airtable @jaitra

01:11:58 Ginny H: Any experience with glean.ly and whether it helps makes sense of the tagging mess that may come about with atomic research?

01:12:20 Lorie Whitaker: At GitLab, we would use the labels in GitLab to mark as ‘actionable’ insights and track it that way

01:12:21 Zoe Gomez: good question

01:12:23 Lin H. Howe (she/her): Thanks @Erin, it's a great Slack, see you there!

01:12:24 jD Buckley: TY Jared!

01:12:31 Linda Francis: @Lorie did that work effectively? It seems to me that keeping these threads is the important thing. What did we do as a result of this research, what was the origins?

01:12:59 Amy Burk: +1 Linda Francis

01:13:14 Linda Francis: Thanks @ Amy Burk

01:13:21 Lorie Whitaker: @linda it did to a point. Someone still needed to pull the metrics and stay on top of why the insights weren't getting pulled into prod dev

01:14:47 Hana Mareck: Erik made me think of an open question we're struggling with - how do folks manage research inputs from outside the UXR team? We have other teams across our org doing their own qual research. How does that fit in?

01:15:03 Linda Francis: @Lorie this is a reflection of the culture and the positioning of UX and UX Research in the org and such a challenge for so many UX'ers today.

01:15:05 Kirk Doggett: Plus, the search in Excel is quite good.

01:15:13 Caronne Carruthers-Taylor: Totally agree @Lorie. Investment in research is an indicator of that company's commitment

01:15:42 Cherri Pitts: @Hana - make a Google Form for them to upload their information

01:16:39 Riana Q: tips for aligning everyone on taxonomy in a big company with many work streams where the same word can mean different things depending on team/ product area

01:17:18 Samantha Best: I have the same question @Riana

01:17:23 Lorie Whitaker: I don't think there's ONE solution to taxonomy. It's going to be a living thing that changes over time

01:17:46 Charissa: Q: In this times that trends and emotions tide to a particular product or idea, many research nuggets were valuable only for a short time. In the next six months, it may no longer be fresh or useful. In your experience, are there types of research which have longevity - types of research would most likely need to kept for its future historical value, and if so, are there repos that can hold these research for a long time or you need to archive these in a different way?

01:18:24 Linda Francis: is a UX repository a solution looking for a problem?

01:18:38 Kim L. Trumbull (she/her): @riana, @samantha -- I try to make sure the definition or description of each term is clearly, quickly visible. Try to be explicit about "This means this..." to limit people picking the wrong term by accident.

01:18:46 Lorie Whitaker: @charissa discovery research tends to be used longer term than usability research. It's deeper and provides more long term insights

01:18:49 Cherri Pitts: @jared - you mean like research? lol

01:19:03 Jill Cao: @Charissa I my experience, evaluative research tend to have a shorter shelf life than foundational or discovery research

01:19:25 Bobby Bishop: So we need a cloning program?

01:19:34 Luiz Henrique Simões: Research ethics is the first thing that needs to be clear...

01:19:46 , .: Question. Im using Dovetail. In my research so far, I've realised that most of the tags are coded as affinity mapping.

01:20:24 , .: Is thematic analysis important to tag as well?

01:20:32 Charissa: Thanks @Lorie and @Jill

01:20:35 Riana Q: @Kim Thank you! Has anyone used a repo to track impact? We do a lot of generative research and one challenge is communicating impact in a data driven org

01:20:50 Shannon Blietz: So far the best things I've liked about Dovetail is creating insights and reports FAST, and being able to automate research requests and be able to track somewhat what they are working on. The template possibilities are also really nice.

01:20:54 Alysa Buchanan: +1 to your question, Riana

01:21:05 Doris Jung: Look at whether your customer's privacy needs and the license/access structure in regards to the pricing of the tool work for your company.

01:22:14 Lorie Whitaker: @riana what we did at gitlab was put those actionable insights (meaning things we felt someone could take some action on) into our GitLab repo and tagging the PM on them and labeling them 'actionable insight'. The label provided metrics because we could see if the issue was closed or not and adding the PM put some responsibility on someone other than research

01:22:30 Doris Jung: An aspect we didn't test but should have whether you can do remote collaboration. Like an automatic update of the screen while your colleague somewhere else is tagging/typing etc.

01:23:24 Danika Teverovsky (she/her): I have to jump, but I found this panel (and chat) super engaging and thought-provoking. Thank you so much panelists, organizers, and everyone participating! It's always nice to

hear from other UXRs discussing and debating insights and information-sharing.

01:23:26 Natalie Gedeon (she/her): Thoughts on having a researcher-only accessed repository versus company wide?

01:24:02 Eileen Lopez: +1 on Natalie G.'s question

01:24:04 abbey ripstra: @Natalie might simplify the needs for the repository.. in my opinion

01:24:19 Sharon Bolter: Thanks everyone... gotta run to a meeting. Will catch up on last half with the recording :-)

01:24:21 abbey ripstra: a good MVP to start with perhaps depending on what needed

01:24:37 Deborah Aks: get buy in by pointing out that without searchable repository there's a lot of redundant research taking place at your org. That's what I'm seeing & am amazed by the waste!

01:25:25 Kim L. Trumbull (she/her): @natalie - having a UXR-only repo helps taxonomy governance in a big way. But can make a lot of work for UXRs if you're gating all searching and reporting.

01:25:44 Riana Q: Thanks Lori! Curious if anyone has had conversations around privacy concerns ie Pii of customer videos and what we should not include in the repo?

01:26:35 Luiz Henrique Simões: @natalie for a broader view of a repository it needs to have tools that attract data scientists, PMs... so, integration with data-warehouses, analytics etc :) that would be lovely

01:27:14 abbey ripstra: confusing to have chat and live convo at same time...

01:27:28 Eric Oosenbrug: agreed

01:27:55 Eileen Lopez: it's a bit overwhelming, honestly 😓

01:28:15 Linda Francis: @abbey welcome to the schizophrenic zoom world of video + an active chat. BTW - Us UX'ers are the chattiest of any webinar I attend.

01:28:18 Doris Jung: I'll copy and paste it into a document after and read it then lol

01:28:34 Lorie Whitaker: We'll also post the chat after the event ;)

01:28:42 Malari Barber - UXRS: The chat transcript will be available on our website after the event!

01:28:43 Doris Jung: <3

01:28:44 Luiz Henrique Simões: this chat is the ultimate research insight for repository teams

01:28:48 Luiz Henrique Simões: pass it on

01:28:49 Luiz Henrique Simões: it's gold

01:28:57 jD Buckley: We are also making sure we open our Research Repository to all different research, data and insights teams. Intention is to encourage a centralized research repository across the company.

01:29:03 Linda Francis: LOL @Luiz for sure. I always save the chats

01:29:43 Natalie Gedeon (she/her): Thanks everyone for chiming in on my thought experiment :D

01:30:01 Caronne Carruthers-Taylor: Q: Promoting use of the tool by stakeholders / other roles to find research, using search effectively. How do you do this?

01:30:20 Linda Francis: yayyyyy Lori!

01:30:41 Ginny H: I love that!!

01:30:44 Erin Mckeeby: 🙌

01:31:06 Charissa: +1 on @Riana Q's question. PII is a big thing where I used to work (government) and our strict PII policies requires us to remove all identifiable names and details (for example if a disability or medical condition has been mentioned and it is not an info required by the original question) from videos.

01:31:19 Cherri Pitts: Thank you Lori, brilliant!! love it

01:31:22 jD Buckley: @caronne: we're trying to create a cross-functional "League" of different research, data, insights teams that meet monthly and share research with each other and in the repository

01:31:31 Eric Oosenbrug: Yes plz

01:31:42 Caronne Carruthers-Taylor: @jD Cool

01:31:43 Samantha Stutzman: Yes! Follow up with a series!

01:32:01 Caronne Carruthers-Taylor: Yes, follow up meeting/s please on this topic. It's critical to our role!

01:32:12 Murray Thompson: Do any of the repo tools help with obfuscation of PII in collection?

01:32:26 Cherri Pitts: @JD, that's what we are trying to do as well.

Also, big fan! 🧐

01:32:33 Lisa: Is there a replay as well?!

01:32:44 jD Buckley: @cherri....awesome to know...and ty!!

01:32:48 Lorie Whitaker: We'll be posting this video to our YouTube channel -just give us a few days 😊

01:32:56 Eric Oosenbrug: Thank you!!

01:33:05 Luke Johnson: Is that the case with all of these panels?

01:33:23 Lorie Whitaker: Also like and subscribe to our channel! https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber

01:33:25 Luke Johnson: Posting to YouTube channel a few days after each?

01:33:37 Lorie Whitaker: As long as we get the permission from the speaker @luke

01:33:54 Luke Johnson: cool - will be sure to follow!

01:34:03 Linda Francis: consent and ada's an important role for repository!

01:34:10 abbey ripstra: Having clear permission from participants about what kind of data they are willing to share just with researcher and share more widely - Content forms that are easy for participants to understand.

01:35:00 abbey ripstra: At wikimedia foundation we asked permission for sharing data people shared (video - audio writing) with only wikimedia foundation or publicly.. different for for profit orgs... and there is NDA with is so different.

01:36:10 Nicholas lanetta: The laughing within earshot of the participant, I have heard stories of that as well

01:36:51 Terri Lovins: Brilliant points Lorie. Well said.

01:36:53 Lorie Whitaker: Ugh Nicholas it was horrible

01:37:33 Amy Burk: We are on the same page Lorie Whitaker - Respect for everyone and the time people offer to spend speaking to me about their experience is sacred.

01:37:36 Bobby Bishop: Any dogs or cats?

01:38:20 Luiz Henrique Simões: thank you very much for all the information!

01:38:54 Doris Jung: Awesome, thank you. This validates my experience and my reflections. I find this very supportive :-)

01:39:16 Caronne Carruthers-Taylor: @Lorie Love the way you speak about respecting the trust that participants place in us as researchers. The ethics and morality are so important and need to be addressed BEFORE any tool is employed - the culture needs to be informed by clear guidelines re privacy that everyone agrees to before using the data

01:39:18 Cherri Pitts: This is great, thanks for the reality check and validation. :)

01:39:20 Hana Mareck: +1 to that Doris! This has been awesome, thanks everyone!

01:39:26 Jen Lum: Feels like there's a discussion to be had about "right-sizing" to your organizations needs.

01:39:46 jD Buckley: Always so wonderful to spend time with my research peeps. 🙌 ty!

01:40:05 Jen Lum: I think there's a fear of investing in a system and then feeling you might need to change/upgrade

01:40:10 Lorie Whitaker: We are so happy ya'll are here!!! We can't do it without our community!

01:40:27 Lin H. Howe (she/her): ♥

01:40:54 Caronne Carruthers-Taylor: 💕

01:41:21 elizabeth: Thank you! This was very informative and very helpful.

01:41:25 Kim L. Trumbull (she/her): Fabulous panel: constructive, helpful, realistic, optimistic, specific informative!! And terrific Q&A in the chat. Save the chat somewhere (in the Slack?) - it's valuable stuff! -- Thank you all! <3

01:41:39 Charissa: I love this session for the information and discussions! Got to go, but before I leave: thanks so much to the organisers, presenters and the participants and the questions and comments in the chat - you all rock!

01:41:45 Lorie Whitaker: We will post the chat on our website - we'll send an email to all attendees to let y'all know when it's up 😊

01:41:47 Jen Lum: Love that! What type of habits are you creating by the structure you provide.

01:42:02 Malari Barber - UXRS: The chat transcript will be available on our website after the event!

01:42:12 Luiz Henrique Simões: where will the recording and chat be available? :)

this was awesome!

01:42:15 Deborah Aks: well-done. thanks all!

01:42:16 Kim L. Trumbull (she/her): @Lorie, @Malari - thank you!

01:42:18 Samantha Best: Really valuable session! Thank you!! Really great community here!

01:42:30 Erik Olesund: Someone please program a Twitter bot that tweets a thread of this entire comment section :D

01:42:31 Jaitra Dixit: This was very insightful! Thanks!

01:42:32 Terri Haswell: Thank you, this was such great timing for me! Looking forward to watching the recording!

01:42:35 Jill Cao: Thank you, amazing panel!

01:42:35 Amy Burk: 🙌

01:42:36 Ginny H: Thank you for this session!! 🙌🌟🌟

01:42:38 Jen Lum: Thanks so much! Appreciative to be a part of this community.

01:42:40 Shirit Ungar: 🙌

01:42:40 Evan Dabbs: 🙌

01:42:40 Caronne Carruthers-Taylor: 🙌

01:42:40 Andre O: 🙌

01:42:40 Lorie Whitaker: The recording will be on our YouTube - https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber

01:42:41 Riana Q: Thank you!

01:42:41 Sean Schraeder: Thanks everyone! so informative and entertaining

01:42:42 Luiz Henrique Simões: ❤️

01:42:42 Lee: 🙌🙌🙌

01:42:42 Adam Beasley: Thank you so much!!

01:42:43 Edward Stull: Thank you

01:42:43 Malari Barber - UXRS: What did you think of today's event? Complete the survey now! Help us improve the UXRS events <https://forms.gle/R8piTUQZivePWM6U7>

01:42:44 Sandra Anthony: Wonderful - thank you to everyone!

01:42:45 Jared Forney: It's been a real pleasure! Thank you all for the great questions and thoughts in the chat!

01:42:46 Nicole Hill (She/Her): This was awesome

01:42:47 Sandrine (Melbourne - Australia): 🙏

01:42:48 Eryk Korfel: Thanks!

01:42:48 Eric Oosenbrug: Big thanks to the organizers, the panelists, and the amazing audience!! ♥

01:42:51 Alyssa Kata: 🙌

01:42:51 Malari Barber - UXRS: Thank you all!

01:42:54 Jill Griffin: ❤️❤️

01:42:57 JSarm: Thank you everyone for the great panel :)

01:42:58 Arvind Chandrashekar: 🙌

01:42:59 Zakkiyah Azka: Thanks for the insight! 🙌

01:43:00 Ali Ashraf: Thank you everyone for all the useful information and sharing your experiences.

01:43:01 Analise Leiva: Thank you!!
01:43:02 Vanessa Paul: Thanks all!
01:43:03 Lisa: this was great!
01:43:03 Olivia Zinn: Thank you so much, this was amazing!! Love it!
01:43:03 David Pepka: 🙌
01:43:04 Erin Mckeeby: Big thank you to the panelists!
01:43:06 Malari Barber - UXRS: What did you think of today's event?
Complete the survey now! Help us improve the UXRS events
<https://forms.gle/R8piTUQZivePWM6U7>
01:43:07 Anahita Sanandaji: Thanks all 🙌
01:43:08 Amelia C.: Thank you! This was very informative!
01:43:08 Tina Oko: This was great, thank you!!
01:43:09 Isabel Monge: Thank you!!!
01:43:10 V .: Thank you!
01:43:10 Benjamin Constancio: Insightful to say the least. Thank you for your precious time!
01:43:12 Denise Graeff: Thank you this was extremely valuable to my process.
01:43:15 Jaya: Thank you all!
01:43:18 Alysa Buchanan: Thank you!
01:43:18 Rob Solomon: Thanks so much for sharing the hard earned wisdom from your experience. :-)
01:43:20 Matthew Duignan: More about our approach with the Human Insight Tracking System at Microsoft:
<https://medium.com/microsoft-design/how-microsofts-human-insights-library-creates-a-living-body-of-knowledge-fff54e53f5ec>
01:43:22 Zoe Gomez: Got to head to a meeting, thank you :)
01:43:23 Terri Lovins: Tremendous! Thanks!
01:43:26 Yasmeen Che M: Thanks everyone!
01:43:33 Luke Johnson: 🙌
01:43:41 Katrina: Thank you! Will the recording for this session be shared with the group?
01:43:53 Murray Thompson: Thanks for the great session - must go cook supper now :)
01:44:03 Lorie Whitaker: You can find the video on our YouTube channel soon - https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?view_as=subscriber
01:44:05 Caronne Carruthers-Taylor: Got to go, but thanks for an amazing meeting

01:44:17 vitor tavares: Thank you for the super session folks
01:44:20 Malari Barber - UXRS: What did you think of today's event?
Complete the survey now! Help us improve the UXRS events
<https://forms.gle/R8piTUQZivePWM6U7>
01:45:22 Moises Costa: Thanks for the session :)
01:45:23 Bobby Bishop: UX Chef
01:45:50 Yoshiko Okimoto: Thanks! Fantastic Panel!
02:08:10 Melody Ramey: sounds good. thanks!
02:08:26 Linda Francis: That sounds really helpful...to be able to refer
back to the video rather than having to watch the whole thing over
02:09:11 Erin Mckeeby: No, mine at Dovetail are 75% accurate at best
02:09:12 maile (MY'lay): Transcripts always require editing
02:09:13 maile (MY'lay): For me
02:09:43 Harold Cáceres: Have you guys tried Otter?
02:09:51 Bobby Bishop: transcription is a hard probelm
02:09:53 maile (MY'lay): @harold yes
02:09:56 Lin H. Howe (she/her): What is Otter?
02:10:06 Bobby Bishop: otter.ai
02:10:07 abbey ripstra: I use transcripts to find the spot in the
recording I need to really listen to - keywords.
02:10:09 Erin Mckeeby: Maile, how was Otter?
02:10:15 Sharon Banh: Otter is another transcription service
02:10:18 james lung:Otter.ai: I was impressed by their transcription
ability. Very accurate I thought.
02:10:19 Harold Cáceres: It's definitely higher than 75%
02:10:28 Erin Mckeeby: 🥰
02:10:42 Sharon Banh: I was also very impressed by Otter's
transcription quality
02:10:53 Isti Hartini: Thank you for great discussion gotta move to
another meeting, see ya next time
02:11:22 maile (MY'lay): Chug, Anthony! ;)
02:11:30 nicole eng: Otter.ai is my transcription tool of choice - it can
even glean out Speaker 1 vs Speaker 2 for the most part.
02:11:49 Erin Mckeeby: Thanks everyone for the amazing panel and
discussion. This was my first time joining and it was very inspiring :) See
you next time!
02:12:07 maile (MY'lay): I used Otter.ai for my own personal projects
02:12:22 abbey ripstra: that traceability takes time too.. and is sooo
important.

02:12:44 abbey ripstra: one of the things stakeholders don't realize takes time - part of the process that is invisible.

02:13:10 abbey ripstra: agreed!!!

02:13:14 Ash Kaur (she/her): "who's the audience?" - that's always a great question to ask before building or buying a repository

02:13:16 Harold Cáceres: Should we blame Agile for that? 🤔

02:13:22 Kim L. Trumbull (she/her): Wonderful discussions - so nice to "meet" you all! It's getting late here, must drop off. See you next time!

Thanks!

02:13:29 abbey ripstra: agile does not mean speed

02:13:41 abbey ripstra: but it is used as an excuse to go too fast

02:13:45 Harold Cáceres: Most definitely

02:14:08 maile (MY'lay): @Doris - same

02:14:58 abbey ripstra: well stated.

02:16:36 Eryk Korfel: @Linda, we have found virtual whiteboards like Miro work wonders to have that traceability and can tell the story of how we arrived at an idea or feature. You can work back to the original interview, observation work, complaint analysis, etc. That way, if there is a challenge to the idea or feature, you can validate whether the new idea solves the original pain or frustration that led to the idea in the first place.

The challenge personally is the scalability across projects. That's where the whiteboards fail.

02:17:37 Linda Francis: @Eryk 100% this is my approach as well...the micro board forms a synthesis and a realtime co-creation driven by research and insights. Love it! Kudos to you @Eryk

02:18:39 Linda Francis: @Eryk - yes, across projects that is always the challenge...how about show and tells between projects periodically?

02:20:13 Nicholas Ianetta: Great stuff, thank you for hosting a great event!

<https://www.linkedin.com/in/nicholas-ianetta>

02:20:17 Tina Oko: Thank you everyone for the wonderful discussion! I have to drop, but I look forward to seeing you in another meeting!

02:21:12 Lin H. Howe (she/her): 10P here at the Jersey Shore, gotta run. Great talk as always! <https://www.linkedin.com/in/lin-holmes-howe/>

02:21:26 Linda Francis: These are my favorite live events. Love the mix of networking, listening, discussion and sharing.

02:22:35 Luiz Henrique Simões: miro is bad for exporting... it tends to just stay there, not "taggable" :/

02:22:51 abbey ripstra: mural works better for exporting

02:23:35 Arvind Chandrashekar: Plus Miro get quite cumbersome when the study has more than 5 participant data...

02:24:03 Luiz Henrique Simões: .csv exporting is really bad if people don't use post-its in a very, very right way

02:26:23 Eryk Korfel: That's right @Luiz. Sometimes you have to copy paste those post its in groups. The auto export works Left to Right and Top to Bottom. So it won't export nicely by default.

02:26:35 abbey ripstra: thank you!!!

02:26:40 Harold Cáceres: <https://atlasti.com>

02:27:08 Luiz Henrique Simões: thank you!

02:27:14 Luiz Henrique Simões: <https://obsidian.md/>

02:27:32 Matthew Duignan: Fantastic hearing from you all and a great discussion, thank you.

02:27:33 Arvind Chandrashekar: Thank you for the links @Luiz

02:28:19 Daniela Amortegui: Thank you great chat!

02:31:54 Eryk Korfel: @Arvind very true. It may have improved now. Given it's endless in size, we've used it for at least 30 interviews (mix of problem interviews and usability testing research) along with competitor analysis, trend analysis, compliment and complaint analysis, etc. Having some structure to the spaces helps otherwise it becomes a huge mess veryyy quickly.

02:33:49 Eryk Korfel: I need to drop off now. Thanks very much for the discussion. My contact in case people want to connect and keep chatting: <https://www.linkedin.com/in/eryk-korfel/>

02:35:31 Luiz Henrique Simões: that's so important

02:35:47 Camila Santos: Amazing hearing from you all. Thanks

02:35:52 Edward Stull: Thank you

02:35:53 Adrienne: thanks!!1

02:35:56 Bai Pai: Thanks !!