

18:58:26 From Jonna Duvall-Williams to Everyone : Idaho  
18:58:29 From Barbara Boone to Everyone : Atlanta, Georgia  
18:58:29 From Lauren Hirsh to Everyone : North Carolina  
18:58:30 From Nicole Hill to Everyone : Chicago  
18:58:30 From yvonnelouisebouligny to Everyone : San Francisco  
18:58:30 From Marilenny Soriano to Everyone : Santo Domingo, Dominican Republic  
18:58:30 From ap75ify to Everyone : New Jersey  
18:58:30 From Jade Hunmie | she/her/hers to Everyone : Adelaide, Australia  
18:58:31 From courtney.snedde to Everyone : Detroit, Michigan  
18:58:33 From Marian Gravel to Everyone : Hi from Newburgh NY  
18:58:33 From Barnali to Everyone : India  
18:58:33 From smita kasargod to Everyone : Bay Area, CA  
18:58:34 From Michelle to Everyone : Brooklyn, NY  
18:58:35 From Vivien Yiu to Everyone : Philly, PA!  
18:58:37 From Elvina to Everyone : Kazakhstan  
18:58:39 From Suzanne Ross to Everyone : Denmark  
18:58:39 From Julian Gautier to Everyone : Boston, MA :)  
18:58:41 From German Salazar to Everyone : Orlando, FL!  
18:58:46 From Kristoffer Louis Sayoc to Everyone : Virginia  
18:58:46 From Jenny Arredondo to Everyone : Hello from New York!  
18:58:56 From Lakisha White to Everyone : Hello from Virginia!  
18:59:34 From Lauren Singer - UXRS Co-founder to Everyone : Want to sign up for our Slack channel? Fill in this form.  
<https://forms.gle/4pFyZJyreEdvPWoz6>  
19:00:17 From filip to Everyone : Hi from Calgary, AB, Canada!  
19:00:35 From Lauren Singer - UXRS Co-founder to Everyone : The recording for tonight's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!  
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>  
19:00:42 From Mitali Desai to Everyone : From Melbourne, Australia  
19:00:46 From Shannon (she-her) to Everyone : Greetings from Charlotte, NC!  
19:00:48 From Alida Hines to Lauren Singer - UXRS Co-founder(Direct Message) : Atlanta  
19:00:49 From Visnu Ghosh to Everyone : Hello, I'm Visnu from Berkeley, CA  
19:00:49 From Vonetta DeVonish to Everyone : Hi from Brooklyn, NY!  
19:00:53 From Alida Hines to Lauren Singer - UXRS Co-founder(Direct Message) : hi!  
19:00:57 From Juliiias Ellis to Everyone : Hello from San Francisco!!  
19:00:58 From Jess Vitez to Everyone : Melbourne, Australia  
19:00:58 From Brent Summers (he/him) to Everyone : Hello from San Diego, CA!  
19:01:00 From Victoria Bigsby to Everyone : Hi from Portland, OR!  
19:01:03 From Kyle Green to Everyone : Hello from Bellingham, WA  
19:01:05 From Alida Hines to Everyone : hi!  
19:01:07 From Casey Melanson (She/her) to Everyone : Upstate NY woo woo!  
19:01:08 From jules hare to Everyone : Hi from chicago  
19:01:09 From Van Galasso to Everyone : Hi from Atlanta, GA!

19:01:11 From Ratri Maria to Everyone : hello from singapore!  
19:01:11 From Corina Paraschiv to Everyone : Hi from LA, California :)  
19:01:21 From Siath Mooney to Everyone : Hello, Belfast UK, its 1 am herecant cam, sorry hubby is sleeping  
19:01:21 From dingyuhu to Everyone : Hello from San Jose, CA  
19:01:24 From Vonetta DeVonish to Everyone : Eating dinner now, will turn it on soon :)  
19:01:24 From Liz Trimmer to Everyone : Hi from Colorado!  
19:01:25 From Randall Bapst to Everyone : Hello from Randy near Philly in PA  
19:01:25 From Leilani Tashima to Everyone : Hi from San Diego, CA!  
19:01:28 From Elena McClinton to Everyone : Hi from San Diego, CA  
19:01:29 From Marc Settembrino (He/They) to Everyone : hi from Louisiana!  
19:01:30 From Lauren Singer - UXRS Co-founder to Everyone : We have a LlnkedIn presence as our non-profit group. Make sure we  
<https://www.linkedin.com/company/ux-research-and-strategy-group/>  
19:01:33 From Michael Lee to Everyone : hi im from sd!  
19:01:35 From Lorraine De Lisle to Everyone : Hello from Canada :D  
19:01:36 From Zach Collier to Everyone : Howdy, from Austin, Texas, USA!  
19:01:41 From Abigail Arthur-Chillman to Everyone : Hello, from the Atlanta, GA area!  
19:01:41 From Marina to Everyone : San Diego, CA  
19:01:44 From Sebastian Villalta to Everyone : Atlanta, Georiga  
19:01:44 From Chloe Karr née Jones to Everyone : Hi from Omaha, NE  
19:01:44 From Natalie Long to Everyone : San Rafael (Bay Area, CA)  
19:01:45 From Michelle V to Everyone : Toronto, ON, Canada  
19:01:46 From Malari Swierenga to Everyone : Hi from Long Beach, CA  
19:01:48 From Dominic (Dom) Nguyen to Everyone : Hello from San Diego! Looks like there's a few San Diegans here :')  
19:01:49 From Brittany to Everyone : Ohio  
19:01:53 From Jennifer O'Brien to Everyone : Hi from Hoboken, New Jersey!  
19:01:53 From Sydney to Everyone : Hi from Augusta, GA!  
19:01:56 From Lynne-Anne Aleine to Everyone : Hihi from the from Pismo Beach  
19:01:57 From KW to Everyone : San Clemente, California  
19:01:58 From Yolanda Scott to Everyone : Hi from Atlanta area  
19:01:58 From Brie Voetberg to Everyone : Chicago!  
19:02:00 From Georgia Postlewait to Everyone : Hi from San Jose, CA  
19:02:08 From Veronica Wojnas to Everyone : Hi from Toronto, Canada! :D  
19:02:09 From Visnu Ghosh to Everyone : I am so excited for this talk!  
19:02:10 From Tina Raymond-Carter to Everyone : Hi from Chicago!  
19:02:12 From Supreeth Konanur Suresh to Everyone : Hello from Buffalo, NY  
19:02:12 From F A. to Everyone : Hi from NYC!  
19:02:16 From Brittany to Everyone : Ohio!  
19:02:17 From Heather Alexander to Everyone : Columbus, Ohio  
19:02:17 From Paul Sobers to Everyone : Hello from Brooklyn, NY!  
19:02:27 From Julie to Everyone : Hello from Wellington, New Zealand :)

19:02:34 From maraticzon to Everyone : Brooklyn :)

19:02:42 From Lauren Singer - UXRS Co-founder to Everyone : Check out our website for information about past events, upcoming events, and more!  
<https://www.uxresearchandstrategy.com/>

19:02:45 From Lori Helmen to Everyone : Hi from Minneapolis!

19:03:03 From Gloria Alcayaga to Everyone : HI! From Chile :)

19:03:03 From Nicole Cous to Everyone : Hello from Portland, OR

19:03:20 From Lian Li to Everyone : Hi from Malaysia

19:03:23 From Cynthia (She/Her) to Everyone : Hello from Virginia :)!

19:03:36 From Trina to Everyone : Hi! From Virginia

19:03:36 From Andy Yeh to Everyone : Farro from Vancouver

19:03:43 From Agnes Kiss to Everyone : Hi from Minnesota

19:03:51 From Patrick Little to Everyone : Minneapolis MN!

19:03:59 From Jill Heinze to Everyone : Hi from Virginia! :-D

19:04:00 From Joyce Wu to Everyone : hello from Florida :)

19:04:10 From Billy Dakis to Everyone : Howdy from STL!

19:04:16 From Martin Campbell to Everyone : Good evening from Madison, WI!

19:04:32 From Michael Ayodele to Everyone : Good evening from Abuja, nigeria

19:04:35 From Bushra Ghaniwala to Everyone : Greater Chicago area

19:04:43 From Adrienne Yang to Everyone : looking forward to breakout rooms

19:04:50 From Charlotte Cesana to Everyone : Hello from San Francisco!

19:04:52 From Lauren Singer - UXRS Co-founder to Everyone : Instagram:  
[www.instagram.com/ux.research.and.strategy](http://www.instagram.com/ux.research.and.strategy)

19:04:52 From Anoushka Agrawal to Everyone : Good evening from Boston!

19:05:01 From Lauren Singer - UXRS Co-founder to Everyone : Facebook  
<https://www.facebook.com/UX-Research-and-Strategy-107790134316377>

19:05:06 From Anna Benami to Everyone : Hi everyone from DC!

19:05:12 From Chauncey Wilson to Everyone : Good evening from the Boston area (Wayland, MA)

19:05:12 From Chris Tang to Everyone : Howdy from Maywood, NJ!

19:05:20 From Chaichai to Everyone : Hi from NYC!

19:05:25 From Enjoy Australia Get the Job you Want to Everyone : Luis here from Gold Coast, Australia

19:05:43 From Lauren Singer - UXRS Co-founder to Everyone : Sign up for our next event... the speed networking extravaganza!  
<https://www.eventbrite.com/e/uxrs-speed-networking-extravaganza-tickets-131221562225>

19:05:43 From Malick Niane to Everyone : Hello from Boston!!

19:05:49 From Arsh Arora to Everyone : Hello from Toronto!

19:05:50 From Andy Warschun to Everyone : Hi, all! regards from Uruguay

19:05:59 From Kelly Simpson to Everyone : Hello from Boston/Newton, MA!

19:06:02 From Lisa Semidey to Everyone : Hello from Houston, y'all!

19:06:04 From Jim Devor to Everyone : Jersey City here!

19:06:33 From Sean to Everyone : Hello from Portland, OR !

19:06:35 From Tria to Everyone : Hi from Indonesia

19:06:39 From Bryan Alfeus Widjaya to Everyone : Hi everyone, greeting from Indonesia!

19:08:03 From Yitty Falk to Everyone : Hi from New Jersey!

19:08:36 From Larry Garza to Everyone : I have activated my camera, so, watch out!

19:12:11 From Lauren Singer - UXRS Co-founder to Everyone : Add your questions to the chat! I will collect them to ask later in the Q&A portion. Don't be shy!

19:12:33 From Trina to Everyone : Administrative question... how can i change my name?

19:12:50 From Susan Price to Everyone : slide design is nice - kudos!

19:12:54 From Lauren Singer - UXRS Co-founder to Everyone : Hover over your name in the participants section and you should see an option that says rename.

19:13:26 From Michael Ayodele to Everyone : Loving the Storyline approach

19:14:43 From Trina to Lauren Singer - UXRS Co-founder(Direct Message) : i tried that but only have options to unmute or hide video. No worries, i'll leave it

19:15:42 From Lauren Singer - UXRS Co-founder to Trina (Direct Message) : I can rename you... what would you like it to say?

19:16:27 From Trina to Lauren Singer - UXRS Co-founder(Direct Message) : Trina (@ux.forthewin). Thx!

19:17:41 From Lauren Singer - UXRS Co-founder to Trina (@ux.forthewin)(Direct Message) : Done!

19:18:15 From Juliiias Ellis to Everyone : Question for Laura Faulkner—what is the amount of people you usually test in the beginning for

19:18:39 From Juliiias Ellis to Everyone : this type of process?

19:18:43 From Corina Paraschiv to Everyone : What task were the users instructed to complete?

19:19:33 From Yitty Falk to Everyone : Question: If a test failed, in what situation can one not just assume the hypothesis was wrong, the most common reason?

19:19:59 From Suzanne Ross to Everyone : If the test “failed”, why did you still think that something was wrong with the architecture, rather than trust the results of your research?

19:20:17 From Cassandra Grayes to Everyone : How do you truly know what questions to ask in your research/test plan?

19:20:28 From Yitty Falk to Everyone : +1 @Suzanne

19:20:43 From zelda harrison to Everyone : +1

19:20:50 From Ching-Lun Teng to Everyone : +1

19:20:54 From Cate Ferman to Everyone : +1 to @Yitty and @Suzanne

19:21:02 From zelda harrison to Everyone : +1 to @Yitty and @Suzanne

19:21:29 From ghamilton@madpow.net to Everyone : Externalize your assumptions- with a conceptual model?

19:21:52 From Trina (@ux.forthewin) to Everyone : +1 @Yitty and @Suzanne

19:22:54 From Patrick Little to Everyone : This feels like how covid transmits lol

19:23:03 From Ida El-Jurf to Everyone : lmao

19:23:11 From Michelle V to Everyone : Lol it's the cover clusters

19:23:14 From Nicole Eng to Everyone : #toosoon ?

19:23:17 From Michelle V to Everyone : covid\*

19:23:34 From Mitali Desai to Everyone : Researcher is spectator only in arch discussions?  
19:23:34 From Liz Trimmer to Everyone : It wasn't clear in the prototype that Person B could share permissions with other people  
19:23:34 From Yitty Falk to Everyone : No real context, users don't understand consequences from a prototype  
19:23:35 From Jenny Arredondo to Everyone : Didn't ask the right questions  
19:23:35 From Arsh Arora to Everyone : Only 2 participants  
19:23:37 From Benson Low to Everyone : Biases and assumptions  
19:23:38 From Travis Lowdermilk to Everyone : You were operating on the wrong assumptions?  
19:23:38 From Michelle V to Everyone : Didn't look beyond the first stage of the problem  
19:23:38 From Yuen Ling to Everyone : client need  
19:23:40 From Veronica Wojnas to Everyone : The users themselves had an assumption that the permissions were limited to them>  
19:23:43 From Colin Eyre to Everyone : Testing the wrong problem  
19:23:43 From Daniela to Everyone : I think they forgot to share more scenarios  
19:23:44 From Rochelle Simons to Everyone : Too little context  
19:23:45 From Sara Kott to Everyone : How do you know the first test failed??  
19:23:46 From Malia Canann to Everyone : Because the stakeholders thought that users understood what domain trust meant?  
19:23:46 From Sheena Madzima to Everyone : Constricted  
19:23:47 From Agnes Kiss to Everyone : trust is assumed  
19:23:47 From Marian Gravel to Everyone : The test participants didn't think about all possible scenarios  
19:23:47 From Jules Ochoa to Everyone : The two participants knew each other  
19:23:48 From Suzanne Ross to Everyone : Ah I see now. So the first test did what was intended but you needed to ask a different question  
19:23:49 From Visnu Ghosh to Everyone : Scope of test doesn't capture that chain of reactions  
19:23:49 From Kelly Hoskins to Everyone : failed because u tested TWO people from the same team.  
19:23:50 From Cynthia (She/Her) to Everyone : trust  
19:23:50 From Enz Baur to Everyone : hadn't disclosed all possible options  
19:23:57 From Cherri Pitts to Everyone : not thinking through the full journey  
19:23:57 From ghamilton@madpow.net to Everyone : Failed to visualize the relationships?  
19:23:59 From REEM MEHDUI (she/her) to Everyone : sometimes users cannot see all aspects/consequences?  
19:23:59 From Dominic (Dom) Nguyen to Everyone : Leading the users on based on your assumptions/hypothesis  
19:24:01 From rashiallot to Everyone : Not knowing what exactly is to be identified, unraveled - i.e. less clarity on problem definition..?  
19:24:04 From Rome Quezon to Everyone : Confidentiality was not disclosed before test  
19:24:04 From Tony johnson to Everyone : admin given to someone that could make it work  
19:24:04 From Marian Gravel to Everyone : Prototype was too perfect and they focused on that  
19:24:07 From Paige DuPont to Everyone : The participants were biased

19:24:09 From Adrienne Yang to Everyone : allow person to decide how or what to share

19:24:10 From Nico C to Everyone : the shiny prototype was distracting

19:24:11 From Jess W. to Everyone : high fidelity prototype lends to folks being more polite

19:24:13 From Trina (@ux.forthewin) to Everyone : Questions were leading/biased

19:24:16 From Chris Tang to Everyone : relationship between the users

19:24:19 From Deana Kaminski to Everyone : Users assumed neither would be bad actors

19:24:20 From SK to Everyone : \*NOT GONNA ASSUME\* expecting answer lol

19:24:23 From Nicole Eng to Everyone : Users weren't able to see the consequences, only the initial giving of permisison

19:24:23 From Enjoy Australia Get the Job you Want to Everyone : The users knew it was a prototype. No real consequences

19:24:24 From Jess W. to Everyone : as it's more baked

19:24:31 From thyrarauch to Everyone : is this something users would actually do / does it follow their workflow?

19:24:32 From Jess W. to Everyone : and therefore a lot of effort

19:24:53 From Alethea Atkins to Everyone : MVP

19:24:57 From Inwood Seminary to Everyone : Lke social media

19:25:03 From Agnes Kiss to Everyone : halo effct of the polished product

19:25:13 From Cassandra Grayes to Everyone : hmmm..shouldve tested mid-fidelity wireframes instead

19:25:18 From zelda harrison to Everyone : +1 @Agnes

19:25:23 From Mitali Desai to Everyone : Well that's what we're seeing with apps like WhatsApp these days!

19:25:44 From Clem Auyeung to Everyone : This seems to be an issue surrounding not enough attention paid to the system design underneath the prototype

19:25:59 From Kristin Kazamaki to Everyone : Concept testing can have a different approach, more of a conversation with users and designers.

19:26:20 From Trina (@ux.forthewin) to Everyone : +1 @Agnes

19:26:29 From Adrienne Yang to Everyone : now I am really curious what the design looks like

19:26:50 From Trina (@ux.forthewin) to Everyone : ditto @Adrienne

19:26:51 From Lauren Singer - UXRS Co-founder to Everyone : Same Adrienne!

19:27:13 From Rebecca Lee to Lauren Singer - UXRS Co-founder(Direct Message) : yeah m e too

19:27:20 From Adrienne Yang to Everyone : the usual suspects: color or shapes

19:27:26 From ghamilton@madpow.net to Everyone : So... an inadequate/insufficient risk analysis had been done on the product? And a critical hazard went undetected?

19:27:33 From thyrarauch to Everyone : yeah, one of the problems i saw a lot was in having prototypes so "realistic" that users made a lot of assumptions and didn't talk about things that they really needed or might be a concern. this is a really good reason to not go too high fidelity too soon but to stick with lower fidelity and concepts so that users can actually talk about those concerns and issues

19:27:54 From Corina Paraschiv to Everyone : I'm thinking the scenario choice (or task) can also help encompass that. Like alternate flows instead of main flows, which you could force

through a task that involves the constraint...

19:28:08 From Veronica Wojnas to Everyone : Aren't they always? haha

19:28:32 From Paige DuPont to Everyone : +1 Corina

19:28:33 From Yitty Falk to Everyone : When is it too early for a design test instead of concept test? How do we avoid this?

19:31:34 From Clem Auyeung to Everyone : Not sure if the question is "when" but "how confident" you are in your solution

19:32:21 From Kristin Kazamaki to Everyone : Business Goals don't always start with the problem. It important to question when solutions are masked as business goals that designers just need to "make".

19:32:40 From Panna Cherukuri to Everyone : +1

19:32:45 From Dominic (Dom) Nguyen to Everyone : I'm wondering how one could discern what would be an objective/question versus a question asked in script?

19:33:56 From SK to Everyone : yayyy Swiss cheese model - rasmussen

19:34:04 From Jen Blatz with UXRS to Everyone : Good point Kristin.

19:35:26 From Trina (@ux.forthewin) to Everyone : Agree @Kristin

19:35:44 From Trina (@ux.forthewin) to Everyone : latent issues

19:35:51 From Suzanne Ross to Everyone : +1 @Kristin

19:35:56 From Trina (@ux.forthewin) to Everyone : ooops latent hazards

19:35:57 From Patrick Little to Everyone : It's kind of like thinking of extreme affordances. Just because the system isn't designed to allow it doesn't mean there's not 1 in a million users that won't make it do it

19:40:22 From Lisa Semidey to Everyone : quality from depth, not quality from quantity

19:40:26 From Jen Blatz with UXRS to Everyone : A recent Qual study I did has over 11,600 data points. No joke....

19:40:42 From Patrick Little to Everyone : @Jen How many participants?

19:40:46 From Dan Hopewell to Everyone : Question: "Good research design" is different from "psychometrically validated"... When testing the risk tolerance of admins did you actually use a psychometrically validated questionnaire?

19:41:01 From Jen Blatz with UXRS to Everyone : 45 interviews. 1-3 hours each.

19:41:14 From Abigail Arthur-Chillman to Everyone : @jen - what tool did you use?

19:41:15 From Phaidra (her/she) Harper to Everyone : If you want verification, go quantitative. If you want the truth, go qualitative.

19:41:23 From Kristin Kazamaki to Everyone : @jenblatz Swimming in data!

19:41:32 From Jen Blatz with UXRS to Everyone : Tool to do what?

19:41:54 From Abigail Arthur-Chillman to Everyone : to capture all those responses/to debrief on your findings.

19:41:55 From Cherri Pitts to Everyone : @kristin +1 yippy. I'm doing the same now with my research.

19:41:57 From Trina (@ux.forthewin) to Everyone : Agree @Phaidra

19:42:41 From Jen Blatz with UXRS to Everyone : Zoom for interviews. Excel for notes. Mural for analysis.

19:42:49 From SK to Everyone : organizational psychology goes hand by hand with UX

19:43:08 From Corina Paraschiv to Everyone : Are there resources that are particularly popular amongst decision-makers that are pro-data but do not see the value of mixed research?

19:43:35 From Suzanne Ross to Everyone : +1 @Dan. I don't think they did, she was more referring to risk tolerance I think. Psychometrics is not simply "good design".

19:44:34 From Jen Blatz with UXRS to Everyone : Remember to type your questions here in the chat.

19:45:09 From Patrick Little to Everyone : Question: At one point within the research process (within the design process) would you recommend researching and countering that worse case scenario?

19:45:32 From Suzanne Ross to Everyone : Do you now have a systematic way of assessing risk in your research? Like a checklist or some other kind of checks?

19:45:58 From Lisa Semidey to Everyone : #6!!! HUUUGE! Don't design for just the experts!

19:46:19 From Dominic (Dom) Nguyen to Everyone : +1 to that point!

19:46:34 From Kristoffer Louis Sayoc to Everyone : +1

19:46:45 From Dan Hopewell to Everyone : "+1 @Dan. I don't think they did, she was more referring to risk tolerance I think. Psychometrics is not simply 'good design'..." Right. I'm mostly asking because the justification for judging risk tolerance by asking questions came with the explicit qualification that it's accurate "provided that the questionnaire has been developed in accordance with psychometric principles"

19:47:12 From Cassandra Grayes to Everyone : Can you give example of what a/b testing looks like that you would show users?

19:47:30 From michael holguin to Everyone : Can the stories be as simple as thumbnails or vignettes?

19:47:33 From Suzanne Ross to Everyone : @Dan I saw that on the slide and was wondering too.

19:47:44 From Zach Goist to Everyone : Question: How do we lead participants to imagining the worst things without biasing the test? (Or at least defending against those that claim the leading biased the test?)

19:48:14 From Sadie Rubio to Everyone : What are some examples of questions you'd ask for #7

19:48:20 From michael holguin to Everyone : Yay!

19:48:22 From Dan Hopewell to Everyone : (Not that I'm doubting the brilliance of qualitative research. I'm typically team qual all the way.)

19:48:27 From Deana Kaminski to Everyone : Ty!

19:48:28 From SK to Everyone : 🙌🙌🙌🙌

19:48:29 From Marina to Everyone : :-)

19:48:30 From Suzanne Ross to Everyone : 🙌

19:48:30 From Rome Quezon to Everyone : Could you give an example in relation to to the healthcare industry?

19:48:31 From Sole Rodriguez to Everyone : Thank you Laura

19:48:33 From Malari Swierenga to Everyone : Thank you!

19:48:34 From Kay Cornier to Everyone : 😊

19:48:37 From margaretfreeman to Everyone : Thanks, Laura!!



19:48:38 From maggiecody to Everyone : 🙌🙌

19:48:39 From Nicole Eng to Everyone : It's the cautionary case studies that are the most memorable

19:48:39 From Simi to Everyone : Thank you Dr.Laura :D

19:48:41 From Khoulood ben mim to Everyone : thank you Laura! <3

19:48:43 From Nicole Eng to Everyone : Thank you!

19:48:44 From Judy Summersgill to Everyone : Clap

19:48:45 From Yuen Ling to Everyone : tks all, I got a lot of it. have a nice day.

19:48:48 From Bryan Alfeus Widjaya to Everyone : 🙌🙌🙌

19:48:53 From Heather Alexander to Everyone : 🙌🙌🙌🙌

19:49:27 From Deana Kaminski to Everyone : +1 to an earlier question from Suzanne Ross  
If the test “failed”, why did you still think that something was wrong with the architecture, rather than trust the results of your research?

19:50:30 From SK to Everyone : how do you select the users? so on this study did you use between or within subjects?

19:50:47 From Lisa Semidey to Everyone : I plan for 6-10, but will cancel the later ones if I see trends at around 6

19:50:51 From Corina Paraschiv to Everyone : It makes me think of the risk vs likelihood model (a matrix where you can list everything that could go wrong).

19:50:53 From David Justh to Everyone : <https://link.springer.com/article/10.3758/BF03195514>

19:51:32 From Patrick Little to Everyone : I feel like that’s also an assumption though..

19:52:14 From Renee Romero to Everyone : Thx @David!

19:52:33 From Jonna Duvall-Williams to Everyone : Thank you @David!

19:53:07 From Sanghee Oh to Everyone : Have you ever worked on AI products interpretability/automation bias? If yes, what part of abstract model testing would work well for AI?

19:55:41 From Katie Karatzas to Everyone : I have to end early, but this has been very helpful. Thank you Dr. Faulkner! Take care everyone!

19:56:24 From samra salim to Everyone : Thank you Laura , it was a great session, have to end early. Thank you so much :)

19:56:26 From Andrea Gutierrez to Everyone : +1 from Zach Goist: How do we lead participants to imagining the worst things without biasing the test? (Or at least defending against those that claim the leading biased the test?)

19:56:39 From Khoulood ben mim to Everyone : I unfortunately missed a big part of this meeting is there be a saved video or notes ?

19:57:11 From Khoulood ben mim to Lauren Singer - UXRS Co-founder(Direct Message) : I unfortunately missed a big part of this meeting is there be a saved video or notes ?

19:57:12 From Lauren Singer - UXRS Co-founder to Everyone : The recording for tonight’s event will be posted on Youtube. Subscribe to get notifications when a new video is posted!  
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>

19:57:18 From Jen Blatz with UXRS to Everyone : Last chance for questions.

19:57:21 From Desi Bogdanova to Everyone : Could you elaborate on what a “research’s mindset” is (curious newbie here)? What book or resource has had the biggest impact on your

career/work?

19:57:39 From Desi Bogdanova to Everyone : \*researcher's mindset

19:57:42 From David Justh to Lauren Singer - UXRS Co-founder(Direct Message) : Hi Lauren - I have a PDF of the more recent edition of the James Reason book that Laura mentioned (Managing Risks of Organizational Accidents). Would it be bad form to provide a download link here?

19:58:50 From Lauren Singer - UXRS Co-founder to David Justh(Direct Message) : Hi David - thanks for checking. Do you know the copyright and distribution limitations? I'm open to it as long as it's not breaking the law!

19:59:34 From David Justh to Lauren Singer - UXRS Co-founder(Direct Message) : I'm afraid I don't know those limitations ☹

19:59:44 From Ishita to Everyone : have you seen the use of an "Insights Library" or similar that lives throughout the life time of product development? do you see it being useful or becoming outdated?

20:00:07 From Lauren Singer - UXRS Co-founder to David Justh(Direct Message) : Could you shoot it over to me and maybe we can look into it and then find out! We can then post to our slack channel or website.

20:00:07 From REEM MEHDUI (she/her) to Everyone : Do you conduct risk assessment to all of your projects regardless? should risk assessment and mitigation always be part of the UXR process?

20:00:55 From Mitali Desai to Everyone : Do you come up with the model based on results as custom for every project? How does one learn to do this?

20:01:11 From Janet S to Everyone : Q: I'm wondering if Dr. Faulkner is presenting at the QRCA (Qualitative Research Consultants Association) Annual conference from 1-5th February? Love learning from her!

20:01:21 From David Justh to Lauren Singer - UXRS Co-founder(Direct Message) : Hmm, I was going to upload the PDF to the chat, but that isn't an option. I can generate a link through Google Drive but I just wanna be sure that it doesn't go out to everyone!

20:01:40 From SK to Everyone : love the 'what ifs'

20:01:40 From David Justh to Lauren Singer - UXRS Co-founder(Direct Message) : Haven't done it like this before

20:01:41 From Lauren Singer - UXRS Co-founder to David Justh(Direct Message) : How did you get it... is it public??

20:02:02 From David Justh to Lauren Singer - UXRS Co-founder(Direct Message) : It is and it isn't, LOL

20:02:22 From David Justh to Lauren Singer - UXRS Co-founder(Direct Message) : I got it from Z-Library

20:02:25 From Patrick Little to Everyone : Curiosity!

20:02:47 From Lauren Singer - UXRS Co-founder to David Justh(Direct Message) : HAHA... I get that. As much as I would LOVE for folks to have it... I do not want you or us to get in trouble. Maybe we can look into securing it for our followers!

20:03:10 From David Justh to Lauren Singer - UXRS Co-founder(Direct Message) : Better safe than sorry

20:03:14 From Lauren Singer - UXRS Co-founder to David Justh(Direct Message) : So true

20:03:27 From michael holguin to Everyone : In my past, I took the approach that we are Detectives - we want to uncover iron clad evidence, that would be difficult to poke holes into.

20:03:32 From Lorraine De Lisle to Everyone : I missed the title of Blink book ?

20:03:37 From Michaela Mora to Everyone : Can you write the name of the books here?

20:03:46 From Lisa Semidey to Everyone : the title IS "Blink"

20:03:47 From SK to Everyone : +1 @ lorraine

20:03:52 From Patrick Little to Everyone : Blink was the title of the book, Malcom Gladwell is the author

20:04:00 From SK to Everyone : thanks Patrick

20:04:04 From Randall Bapst to Everyone : yes Michael, I like the term detective as well.

20:04:06 From Lorraine De Lisle to Everyone : Thanks !!

20:04:11 From Kristoffer Louis Sayoc to Everyone : thanks for the book suggestions

20:04:12 From Paige DuPont to Everyone : Managing the Risks of Organizational Accidents by James Reason

20:04:19 From Abigail Arthur-Chillman to Everyone : Blink: The Power of Thinking Without Thinking by Malcolm Gladwell

20:04:34 From Lisa Semidey to Everyone : Do you have a good system for creating the "research repository"?

20:04:43 From Corina Paraschiv to Everyone : +1 Lisa

20:04:56 From Lisa Semidey to Everyone : System or tool I guess

20:04:58 From Tony johnson to Everyone : where would you suggest someone new to UX research to get started?

20:05:07 From Jenny Arredondo to Everyone : Q: How do you communicate a research disaster situation with other stakeholders in an effective way that doesn't create and even more chaotic situation between the design team.

20:05:08 From Jennifer O'Brien to Lauren Singer - UXRS Co-founder(Direct Message) : This might be a bit off but what are your thoughts on companies with their Accessibility testing? Do you feel that there are large improvements that can be made with testing for the a11y community?

20:05:09 From Leilani Tashima to Everyone : Is there a networking spreadsheet for this event?

20:05:24 From Cristina Kulik to Everyone : +1 Lisa

20:05:49 From Lauren Singer - UXRS Co-founder to Everyone : We have a document for everyone to share their LinkedIn URL. Share your Link in this spreadsheet.  
[https://docs.google.com/spreadsheets/d/1ZqGtO5pKq9QkH\\_flprIH-ndFOMudDICw2L0AJV3T6lU/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1ZqGtO5pKq9QkH_flprIH-ndFOMudDICw2L0AJV3T6lU/edit?usp=sharing)

20:05:52 From Trina (@ux.forthewin) to Everyone : survey and focus groups are nails on a chalkboard

20:06:01 From Leilani Tashima to Lauren Singer - UXRS Co-founder(Direct Message) : Thank you!!

20:06:02 From Lisa Semidey to Everyone : Or use of a tool

20:06:11 From Phaidra (her/she) Harper to Everyone : +1 Trina

20:06:16 From Ishita to Everyone : thank you!

20:06:17 From Corina Paraschiv to Everyone : How do you convince managers who want surveys that mixed research is worth it? (Especially making the create for measuring something “emotional” like “trust” as opposed to tasks?)

20:06:33 From Corina Paraschiv to Everyone : \*case

20:07:05 From Cherri Pitts to Everyone : you need a gardener/librarian

20:07:13 From Jerry Rodriguez to Everyone : Just ordered Blink! Thanks guys.

20:07:21 From Lisa Semidey to Everyone : yes!!!

20:07:52 From Yolanda Scott to Everyone : Yes

20:08:05 From Mike Christoff to Everyone : Thx jen

20:08:33 From Sadie Rubio to Everyone : It is so good to be part of the tribe!!! I already feel like I’ve found my people and this is the first dedicated UXR meetup I’ve attended :)

20:08:40 From Adrienne Yang to Everyone : repositories remind me of lab notebooks

20:08:43 From Kay Cornier to Everyone : Wow thank you so much !

20:08:52 From Lauren Singer - UXRS Co-founder to Everyone : Yes there will be networking at the end! Stick around to chat with like-minded folks after the call... you never know what a great connection will do for your career!

20:09:04 From Nicole Cous to Everyone : Thank you for an interesting and valuable(!) presentation!

20:09:34 From Israel Bautista to Everyone : Q: I have seeing a few tools to conduct a UX audit, what are your favorites or favorite?

20:09:41 From Lauren Singer - UXRS Co-founder to Everyone : We have a webinar on how to create awesome UX research portfolios! Check it out here:  
<https://vimeo.com/ondemand/uxrportfolio>

20:10:16 From Barnali to Everyone : How does a typical Researcher profile contain

20:10:23 From Lauren Singer - UXRS Co-founder to Everyone : While I’m at it... another webinar on how to master your ux research job interview: Vimeo Master your UX Interview  
<https://vimeo.com/ondemand/masteryouruxinterview>

20:10:25 From Barnali to Everyone : content look like

20:10:32 From Cherri Pitts to Everyone : We are looking for volunteers for some research work and analysis. <https://www.meetup.com/uxsanantonio-public/>

20:10:33 From maggiecody to Everyone : 🙌🙌

20:10:37 From Yolanda Scott to Everyone : Thank you

20:10:38 From Rebecca to Everyone : Thank you!

20:10:41 From Lynne-Anne Aleine to Everyone : TYTY UXRS and TYTY Dr Faulkner!

20:10:42 From Malari Swierenga to Everyone : Thank you!

20:10:42 From Visnu Ghosh to Everyone : Thank you Laura!!!

20:10:46 From Ali Nematollahi to Everyone : thank you

20:10:47 From Lian Li to Everyone : Thank you Laura

20:10:48 From Sole Rodriguez to Everyone : Thanks!!!!!!

20:10:48 From Lauren Singer - UXRS Co-founder to Everyone : Thank you, Laura!!!

20:10:49 From Margot López to Everyone : thank you so much!!!

20:10:49 From Lynne-Anne Aleine to Everyone : 🙌🙌🙌🙌

20:10:50 From Bhakti Khandekar to Lauren Singer - UXRS Co-founder(Direct Message) :



20:10:50 From Omara to Everyone : Thank you!  
20:10:50 From Kathy Jeep to Everyone : thank you!  
20:10:50 From Analise Leiva to Everyone : Thanks!!  
20:10:51 From Leilani Tashima to Everyone : Thank you Laura!!!  
20:10:51 From Gloria Alcayaga to Everyone : Thank you very much! Great lessons!!  
20:10:52 From kitty.lui to Everyone : Thank you :)  
20:10:52 From thyrarauch to Everyone : Thank you Laura!!!!  
20:10:52 From Abigail Arthur-Chillman to Everyone : Thank you so very much!  
20:10:52 From Cristina Kulik to Everyone : 🙌🙌🙌  
20:10:53 From Nicole Hill to Everyone : Thank you  
20:10:54 From Ching-Lun Teng to Everyone : Thank you!  
20:10:55 From Jennifer O'Brien to Everyone : 🙌🙌 thank you!  
20:10:55 From Sheena to Everyone : Thank you, Laura!  
20:10:55 From Yulia Wentling to Everyone : thank you, Laura!  
20:10:56 From Bhooshan Kulkarni to Everyone : Thank you!  
20:10:56 From Julie to Everyone : Thank you Laura!  
20:10:56 From Amelia Holt to Everyone : Thank you!  
20:10:56 From Sruthy to Everyone : Thank you!  
20:10:57 From Simi to Everyone : Thank you Laura! 🙌🙌  
20:10:57 From Lee to Everyone : 🙌🎉  
20:10:57 From Joel Ziegler to Everyone : Thank you, Laura!  
20:10:58 From Emde to Everyone : Thank you!  
20:10:59 From dingyuhu to Everyone : Thank you  
20:10:59 From michael holguin to Everyone : Is this deck available to us?  
20:10:59 From SK to Everyone : thanks Laura. thanks for sharing 🙌🙌🙌  
20:11:01 From Andrea Gutierrez to Everyone : You're brilliant, Laura! Thank you so much!!  
20:11:02 From Lisa Semidey to Everyone : That was brilliant! Thanks for your wonderful insights @Laura!  
20:11:02 From Kyle Green to Everyone : Thank you!  
20:11:04 From Ishita to Everyone : This was very helpful  
20:11:05 From Anna Benami to Everyone : Thank you, great to hear!  
20:11:05 From Bryan Alfeus Widjaya to Everyone : Thank you for sharing Laura!  
20:11:07 From MHM Zoom to Everyone : Thank you!  
20:11:07 From michael holguin to Everyone : Thank you!!  
20:11:08 From Mitali Desai to Everyone : Thank you!  
20:11:16 From amywagenfeld to Everyone : Learned so much! Thanks.  
20:11:18 From Georgia Postlewait to Everyone : Wonderful presentation Laura! Thank you for your time.  
20:11:18 From Ishita to Everyone : Thank you, Jen!  
20:11:19 From Julianne Ward to Everyone : Thank you for all this great insight!  
20:11:21 From Jim Devor to Everyone : Thanks!!  
20:11:21 From courtney.snedde to Everyone : Thank you!!

20:11:22 From Jennifer Parker to Everyone : Thank you!

20:11:22 From Sarah Sarver to Everyone : 🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌

From Andrea Gutierrez to Everyone: (8:11 PM)

20:11:24 From Kristoffer Louis Sayoc to Everyone : Thank you!

20:11:25 From Mandeep Basi to Everyone : 🙌👍

20:11:26 From maile (MY'lay) to Everyone : 🙌👍

20:11:27 From Bryan Alfeus Widjaya to Everyone : 🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌🙌

20:11:27 From Trina (@ux.forthewin) to Everyone : \*applause\*

20:11:30 From Jaya to Everyone : Thank you!

20:11:39 From Dominic (Dom) Nguyen to Everyone : Thank you Dr. Faulkner!

20:11:40 From Juliiias Ellis to Everyone : THANK YOU SO MUCH LAURA!

20:11:42 From Trina (@ux.forthewin) to Everyone : Followed you on Twitter... thanks Dr. Faulkner

20:11:44 From paulina to Everyone : TY 🙌👍 Amazon

20:11:51 From Veronica Wojnas to Everyone : Thank you so much!!

20:11:55 From paulina to Everyone : amazing talk :)

20:11:56 From Kristoffer Louis Sayoc to Everyone : Good meeting everyone. Be safe!

20:11:58 From Alida Hines to Everyone : 🙌👍🙌👍🙌👍🙌👍

20:12:16 From Cherri Pitts to Everyone : same!

20:12:21 From Lauren Singer - UXRS Co-founder to Everyone : I've gotten all my jobs through networking!!!

20:12:28 From Phaidra (her/she) Harper to Everyone : Me too.

20:12:46 From Sole Rodriguez to Everyone : i need to go today :D but Ill be on the networking Extravaganza :D

20:12:49 From Teresa to Everyone : I got my current job through networking :)

20:13:29 From Lauren Singer - UXRS Co-founder to Everyone : If you can't network tonight, but want to join us next month at our speed networking event, get a ticket here:  
<https://www.eventbrite.com/e/uxrs-speed-networking-extravaganza-tickets-131221562225>

20:13:51 From Lauren Singer - UXRS Co-founder to Everyone : Want to sign up for our Slack channel? Fill in this form.  
<https://forms.gle/4pFyZJyreEdvPWoz6>

20:14:21 From Lauren Singer - UXRS Co-founder to Everyone : Connect with us on linkedIn for all our updates, new content, and new events:  
<https://www.linkedin.com/company/ux-research-and-strategy-group/>

20:14:29 From Lauren Singer - UXRS Co-founder to Everyone : We are also on Instagram  
[www.instagram.com/ux.research.and.strategy](http://www.instagram.com/ux.research.and.strategy)

20:14:33 From Rebecca Lee to Everyone : I'll join the room

20:14:35 From Tony johnson to Everyone : I want to join the room

20:14:41 From Adrienne Yang to Everyone : <https://www.linkedin.com/in/adrienne-yang/>

20:14:41 From Sheena Madzima to Everyone : ill join

20:14:56 From Lauren Singer - UXRS Co-founder to Everyone : Like us on facebook: Facebook  
<https://www.facebook.com/UX-Research-and-Strategy-107790134316377>

20:15:26 From Lauren Singer - UXRS Co-founder to Everyone : [https://twitter.com/ux\\_and](https://twitter.com/ux_and)

20:15:40 From Lauren Singer - UXRS Co-founder to Everyone : The recording for tonight's event will be posted on Youtube. Subscribe to get notifications when a new video is posted!  
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>