WIAD 2021 Chat

09:56:40 From Marcia Hensley (she/her/hers) to Everyone : Fort Worth, Texas!
09:56:41 From Suzanne Hillman to Everyone : Near Boston, MA
09:56:56 From Tracy Dennis to Everyone : Houston, TX
09:57:12 From Iryna Kryvenko to Everyone : Kyiv, Ukraine
09:57:37 From Iryna Kryvenko to Everyone : Yes, it is 6 p.m
09:57:47 From Kateryna V to Everyone : The Hague, Netherlands
09:57:56 From Linda Hwang to Everyone : Howdy from Flower Mound, Texas
09:57:58 From Kateryna V to Everyone : Yeah
09:58:11 From Kirsten Trued to Everyone : New York, NY
09:58:28 From Michaela Mora to Everyone : Hello from Euless (Dallas area), TX
09:59:58 From Petronela Sandulache to Everyone : Hello All from Switzerland! :) Hope you are all well and healthy
10:00:24 From Petronela Sandulache to Everyone : 5pm
10:01:09 From Lauren Singer to Everyone : Nashville, TN!
10:01:09 From Petronela Sandulache to Everyone : @Michaela Mora - where about is your sister?
10:01:10 From Young Eym Cho to Everyone : HI! from Toronto. :)
10:01:17 From Hameda Yeung to Everyone : Toronto, Canada :)
10:01:19 From Ashley Thomas to Everyone : Hi all! Denton, Texas :)
10:01:23 From Malari to Everyone : Long Beach, CA!
10:01:32 From Kathryn Hopper to Everyone : Arlington, VA
10:01:34 From Nico C to Everyone : Austin, TX
10:02:51 From Jen Blatz - UXRS to Everyone : Do you love UXRS events? Do you want to help plan them and take them to the next level? Then we want you!
UX Research and Strategy is looking for an Event Director. Please fill out an application now:
https://forms.gle/88hTyDzKip3U95cWA
10:06:51 From Lana Gibbons to Everyone : Links in chat for Global Keynote
Vimeo: https://vimeo.com/515936908/aea4c7fdbe
YouTube: https://youtu.be/JKShjK4Ywfs
10:07:23 From Lana Gibbons to Everyone : Link to swag bag
bit.ly/wiad21-gifts
10:09:38 From Lauren Singer to Everyone : Instagram
www.instagram.com/ux.research.and.strategy
10:09:50 From Lauren Singer to Everyone : Like us on Facebook!
https://www.facebook.com/UX-Research-and-Strategy-107790134316377
10:10:09 From Lauren Singer to Everyone : follow us on Twitter!
https://twitter.com/ux_and
10:10:38 From Lauren Singer to Everyone : Subscribe to our YouTUbe channel get notifications when a new video is posted!
https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ
10:10:53 From Lauren Singer to Everyone : We have a LInkedIn presence as our non-profit group
https://www.linkedin.com/company/ux-research-and-strategy-group/
10:13:10 From Lana Gibbons to Everyone : MURAL:
https://app.mural.co/invitation/mural/uxrs2067/1607951026042?sender=u06e9ab612084f00310877427&key=07aec882-c4be-4c79-8225-b39685bd1c6e
10:13:59 From dgarc to Everyone : it says I need to sign in
10:14:40 From Suzanne Hillman to Everyone : It's taking forever to load. :(
10:14:49 From Linda Hwang to Everyone : Getting same sign in request...

10:14:50 From Jen Blatz - UXRS to Everyone : You might need to quickly create an account.

10:15:09 From Jen Blatz - UXRS to Everyone : https://app.mural.co/t/uxrs2067/m/uxrs2067/1607951026042/305c6a631105c099d66b62372edb46e7c179c3b8

10:15:36 From Suzanne Hillman to Everyone : It's having a lot of trouble connecting and staying that way, alas.

10:15:37 From Tracy Wang to Everyone : Having connection problems….

10:15:42 From Alessio Romito to Everyone : Same here

10:15:49 From Petronela Sandulache to Everyone : It's a bit slow here on the Swiss part

10:15:55 From Suzanne Hillman to Everyone : Yes, mural

10:15:56 From Tracy Wang to Everyone : mural

10:16:00 From Alessio Romito to Everyone : It seems just mural

10:16:14 From Suzanne Hillman to Everyone : Slow to connect and stay there. It seems ok right now, though.

10:16:58 From Nico C to Everyone : my computer decided to update when I opened it (?!) so doing this from my phone until that's done!

10:17:02 From Tracy Wang to Everyone : I love some of these names - visiting goat is cracking me up

10:17:07 From Mike Sukow to Everyone : Very frustrating trying to use this

10:18:28 From Petronela Sandulache to Everyone : How do you write on these notes?

10:18:47 From Petronela Sandulache to Everyone : It's says "Trying to connect"

10:18:49 From Lauren Singer to Everyone : Double click on one and then you can edit

10:20:11 From Randall Bapst to Everyone : had some trouble joining but I'm here now!

10:20:20 From Lauren Singer to Everyone : Glad you're here Randall!

10:20:28 From Nico C to Everyone : sorry, could you reshare the Mural link?

10:20:36 From Nico C to Everyone : got my computer up & running but the chat history cleared

10:20:41 From Suzanne Hillman to Everyone : Awesome. :)

10:20:41 From Hameda Yeung to Everyone : That's amazing!

10:21:59 From Lana Gibbons to Everyone : https://app.mural.co/invitation/mural/uxrs2067/1607951026042?sender=u06e9ab612084f00310877427&key=07aec882-c4be-4c79-8225-b39685bd1c6e

10:32:38 From Suzanne Hillman to Everyone : … how do we find specific mural boards?

10:33:20 From Nico C to Everyone : the facilitator needs to unhide the sections in mural :)

10:33:31 From Michaela Mora to Everyone : You will see them once they become visible

10:34:00 From Suzanne Hillman to Everyone : Thanks. :)

10:56:13 From leahellis to Everyone : Im just curious if you press the help button what happens? I never used mural. Im wondering how that works

10:56:55 From Suzanne Hillman to Everyone : I think that is a sticky to ask help in, if in the moderated card sort? Or are you talking about a mural-specific button?

11:00:07 From Suzanne Hillman to Everyone : I want to pet the pupper!

11:01:47 From Lauren Singer to Everyone : Her name is pepper and she would gladly take extra pets!

11:08:20 From Iryna Kryvenko to Everyone : Are there any specifics for card sorting for mobile apps in contrast to websites?

11:11:56 From Lauren Singer to Everyone : Since this is just how to organize information, I don't believe it should be different. Now how you end up designing it might be… but the taxonomy should remain the same. Do others have different opinions?

11:12:48 From Suzanne Hillman to Everyone : We ended up looking after we were done to learn what a kumera was. :)

11:14:06 From Adrienne to Everyone : is it typical that there is a time set for moderation?

11:15:23 From Chianta to Everyone : 10 minutes is good

11:16:23 From Michaela Mora to Everyone : Yes, it is typical to set up a time for moderation.

11:17:47 From Lauren Singer to Everyone : There is an option to do unmoderated, but you may not get as in depth information on the why.

11:18:17 From Jen Blatz - UXRS to Everyone : Want to sign up for our Slack channel? Fill in this form. https://forms.gle/4pFyZJyreEdvPWoZ6

11:18:48 From Jen Blatz - UXRS to Everyone : Connect with us on LinkedIn! (personal page) https://www.linkedin.com/in/ux-research-strategy/

11:20:34 From Linda Hwang to Jen Blatz - UXRS(Direct Message) : Awesome work, Jen & Crew! The first half was great, and I'm looking forward to the next!

11:21:34 From Randall Bapst to Everyone : brb

11:26:11 From Adrienne to Everyone : how often do you have the same person come back for your IA research?

11:26:39 From Hameda Yeung to Everyone : How about when users start to break the categories down into sub categories?

11:29:31 From Lauren Singer to Everyone : I always love to see sub categories because it shows a deeper level of breakdown which helps me understand their thought process. It does depend on your goals though.

11:29:42 From Lauren Singer to Everyone : Anyone else have thoughts on that??

11:30:04 From Michaela Mora to Everyone : Usually, you don't use the same people unless you wan to compare solutions to understand within-group differences.

11:30:05 From Hameda Yeung to Everyone : Some users tend to break them down further and further, kind of make the data a bit messy

11:35:02 From Randy B to Everyone : or you could hand them a box of vegetables :)

11:35:29 From Adrienne to Everyone : i like that @Randy

11:35:51 From Yulia Wentling to Everyone : 100 cards worked well for me

11:36:11 From Suzanne Hillman to Everyone : And talk aloud v v important, IME.

11:39:39 From Lauren Singer to Everyone : I also love providing some blank cards. Anyone else do that? Or have a differing opinion?

11:39:59 From Randy B to Everyone : neat idea never thought of that

11:41:36 From Yulia Wentling to Everyone : Using blank cards and allowing to duplicate cards is something I have practiced with every open sort

11:42:06 From Hameda Yeung to Everyone : @yulia Duplicating so they can be added to different categories?

11:42:21 From Hameda Yeung to Everyone : I meant multiple

11:42:23 From Yulia Wentling to Everyone : @hameda yes

11:42:57 From Yulia Wentling to Everyone : if they believe if the card is belongs to more than one category, it is okay to let them do it

11:43:30 From Hameda Yeung to Everyone : I wonder if there is a way to do that with Optimal Sort? I didn't see it last time I did it so that wasn't possible.

11:47:52 From Lauren Singer to Everyone : Any optimal sort gurus know the answer to Hameda's question?

11:49:52 From Randy B to Everyone : it strikes me that a card sort could definitely help to organize terms on a website, but that perhaps the marketing dept could make use of that aggregate data in other creative ways.

11:56:13 From Iryna Kryvenko to Everyone : just for my curiosity, what is the tool you are using for the pop-up questions during this workshop?

11:56:53 From Lana Gibbons to Everyone : Zoom has a feature for polls

11:57:52 From Ashley Thomas to Everyone : Do you merge the groups if the difference is spelling/capitalization?

12:01:47 From Nico C to Everyone : follow up question to Hameda's question...

12:01:47 From Suzanne Hillman to Everyone : You have hands u[

12:01:50 From Suzanne Hillman to Everyone : up

12:02:51 From Lana Gibbons to Everyone : Nico and Ashwini - thank you for raising your hand, please save your questions till the next time we open up the floor.

12:09:58 From Nico C to Everyone : ooo nightshade - good one

12:10:15 From Mike Sukow to Everyone : At a high level, I'm seeing 4 categories. My next steps may be to determine what the names of the categories should be

12:12:51 From Randy B to Everyone : are there any other good word cloud tools?

12:13:19 From Lauren Singer to Everyone : Lots of good free ones online if you just google word cloud generator. You can easily paste in the categories people chose and it will auto generate this for you.

12:13:50 From Nico C to Everyone : winter vegetables?

12:14:41 From Nico C to Everyone : oh duh yeah root would be better!

12:14:49 From Suzanne Hillman to Everyone : Roooooooot! :)

12:14:59 From Suzanne Hillman to Everyone : (but not the Australian interpretation of that word)

12:23:52 From Iryna Kryvenko to Everyone : When redesigning a product, is it correct to take current users as participants?

12:25:36 From Michaela Mora to Everyone : Yes, but you should also have a sample of nonusers to test the experience of new users

12:31:09 From Lauren Singer to Everyone : This is a great conversation to keep going on our slack channel! Fill in this form.
https://forms.gle/4pFyZJyreEdvPWoZ6

12:31:28 From Lauren Singer to Everyone : We do have many folks in the healthcare field on slack… let's keep it going there!

12:32:41 From Petronela Sandulache to Everyone : Thank you kindly for your views!!! :)

12:33:59 From Lana Gibbons to Everyone : @Petronela, as a follow on - it might be interesting to partner with doctor offices for women's health, and can use the techniques in this workshop to determine placement of that information on the doctor's site.

12:35:08 From Petronela Sandulache to Everyone : @Lana - thank you :) great idea

12:40:03 From Randy B to Everyone : seems like if you had to in a pinch, you could do something similar with just folders and subfolders on a computer?

12:40:48 From Lauren Singer to Everyone : Yes absolutely!

12:43:30 From Tracy Wang to Everyone : How would you determine "a lot" of people?

12:43:36 From Tracy Wang to Everyone : What is the metric for confusability?

12:45:26 From Lauren Singer to Everyone : That seems more like a usability test vs. tree jack?

12:45:27 From Nico C to Everyone : maybe an A/B test would help with that?

12:46:08 From Kathryn Hopper to Everyone : It may be hard to use it with CTA because it wouldn't really go beyond one child page level

12:48:46 From Hameda Yeung to Everyone : @Lauren +1

12:52:23 From Nico C to Everyone : what if the results are pretty evenly distributed?

12:52:41 From Lauren Singer to Everyone : Test again with larger sample? Other ideas???

12:53:06 From Lauren Singer to Everyone : Or see if there is even a better word or label that resonates more

12:53:44 From Mike Sukow to Everyone : I agree with a larger sample size as well

12:53:47 From Nico C to Everyone : good point - maybe you can add a question at the end of the tree test where the user can make suggestions for alternative menu labels

12:54:38 From Suzanne Hillman to Everyone : I honestly wonder if the fact that both categories existed confused people. :)

12:55:44 From Lauren Singer to Everyone : Suzanne that is a really great insight. You could test again with only one and see how many people had success vs. fail.

12:56:14 From Petronela Sandulache to Everyone : It's been a fantastic session. Thank you kindly. If I may share this with you - I'm Petronela the founder of CorDiFio (in Italian " Heart of Fio" the name of my mom who lost her life due to a heart misdiagnosis, and don't want to see other families to go through the same pain). If you want to find out more and sign up as a tester please sign up as well as I am very much interested in your views and feedback https://www.cordifio.com/

I've started CorDiFio as I believe unnecessary deaths can be stopped by leveraging tech. I'd welcome the opportunity to connect with you and get your perspectives. Thank you.
 https://www.linkedin.com/in/petronela-sandulache-473a7021/
12:56:49 From Randy B to Everyone : is this the right screen being shared?
13:00:45 From Suzanne Hillman to Everyone : I also find that if tasks are too similar, people start to get confused - but this may be less relevant for IA-specific prototypes.
13:03:15 From Petronela Sandulache to Everyone : You should be there Jen!
13:06:28 From Marcia Hensley (she/her/hers) to Everyone : Thank you! this is great!!!!
13:06:28 From Hameda Yeung to Everyone : Thank you!
13:06:42 From Mike Sukow to Everyone : Thanks - really enjoyed this (especially Treejack)
13:06:46 From Kathryn Hopper to Everyone : Thanks!
13:06:50 From Malari to Everyone : Thanks so much! Great workshop!
13:07:13 From Lee to Everyone : Thanks! 🎉
13:07:22 From Lana Gibbons to Everyone : Link to survey: https://forms.gle/PvEgUN8eArafENaZ9
13:07:25 From Mike Sukow to Everyone : I like InVision for clickable prototypes
13:07:48 From Petronela Sandulache to Everyone : Fantastic insights!!! Leant a lot! Thank you Jen and Lana for organising for such a great workshop!!! :)
13:08:07 From Michaela Mora to Everyone : Loop11.com
13:08:43 From Tracy Wang to Everyone : Thanks @mike
13:08:56 From Tracy Wang to Everyone : I was looking at lookback and usertesting
13:09:04 From Tracy Wang to Everyone : But wanted to see what people like using.
13:13:25 From Lauren Singer to Everyone : Please complete our follow-up survey so we can learn how to make these events better for you! Survey
https://forms.gle/5gbPKpqtQyn1uP9bA
13:13:48 From Suzanne Hillman to Everyone : Thank you everyone! No brain left as it's February. :)
13:14:20 From Suzanne Hillman to Everyone : If anyone wants to connect, I'm on linked in as
https://www.linkedin.com/in/hillmansuzanne/
13:14:26 From Lauren Singer to Everyone : I think Mike sent this to me on accident rather than the whole group. Pasting it here!
13:14:27 From Lauren Singer to Everyone : Thanks - I have to go. Happy to connect with everyone on LinkedIn: https://www.linkedin.com/in/mikesukow/
13:14:47 From Lana Gibbons to Everyone : Reminders: leave your contact info in the yellow stickies in the Mural if you'd like. Please complete our survey and let us know your feedback: Link to survey: https://forms.gle/PvEgUN8eArafENaZ9. And don't forget about the swag registration and video links we shared at the beginning: Links in chat for Global Keynote
Vimeo: https://vimeo.com/515936908/aea4c7fdbe
YouTube: https://youtu.be/JKShjK4Ywfs

Link to swag bag
bit.ly/wiad21-gifts
13:15:44 From Hameda Yeung to Everyone : Thanks everyone! Looking forward to connecting on LinkedIn
13:16:11 From Tracy Wang to Everyone : Would love to connect with people:
https://www.linkedin.com/in/tracy-wang-phd-18a88490/
13:16:12 From Ashley Thomas to Everyone : Thank you for this excellent workshop :) Look forward to the next meetup and see you all on slack!
13:16:29 From Kateryna V to Everyone : Great workshop, thank you ladies. Need to drop, enjoy your weekend everyone.
13:18:07 From Lana Gibbons to Everyone : Thank you everyone for attending and participating.

13:18:15 From Ashwini Solanki to Everyone : Thank you Jen Blatz for this wonderful workshop. Would love to connect with you all, My Linked-in is as below:

https://www.linkedin.com/in/ashwini-solanki-b1462614/

13:19:56 From Michaela Mora to Everyone : Open to connect: https://www.linkedin.com/in/michaelamora/

13:20:13 From Lauren Singer to Everyone : March 2021 "Heuristically Speaking" on Eventbrite

https://www.eventbrite.com/e/heuristically-speaking-learn-this-ux-research-method-from-the-pros-tickets-139018358653

13:20:24 From Lauren Singer to Everyone : Join us again at our next event. It is free! :)

13:21:34 From Lana Gibbons to Everyone : #UXRS - use for social media sharing about today!