

Capturing User Requirements and Feedback for Web 2.0 Applications by a Norm-Based Questionnaire Toolset

Jan Heim, Amela Karahasanović and
Petter Bae Brandtzæg

NordiCHI 2008, October 19, 2008, Lund



Tools for capturing requirements

- Do we need more tools?
- What do we expect from these tools?
- How to make them?
- How can they be useful?

What is the problem? Do we need new/more tools?

- Understanding users is a crucial for successful development of any application
- Web 2.0 applications
 - used by an increasing part of the population
 - used in different contexts
 - fast changes of users' preferences and competences
 - community dynamics

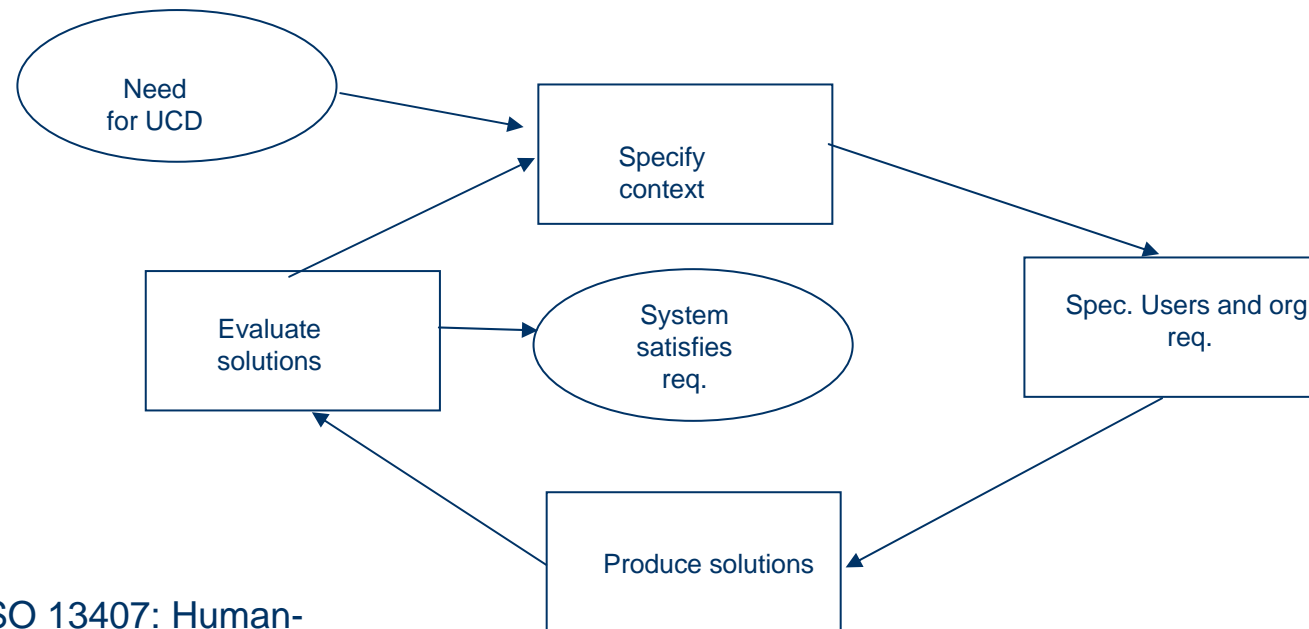
How to make a system that users are going to like and use?



Lyden ved Billy Connolly

User centred design

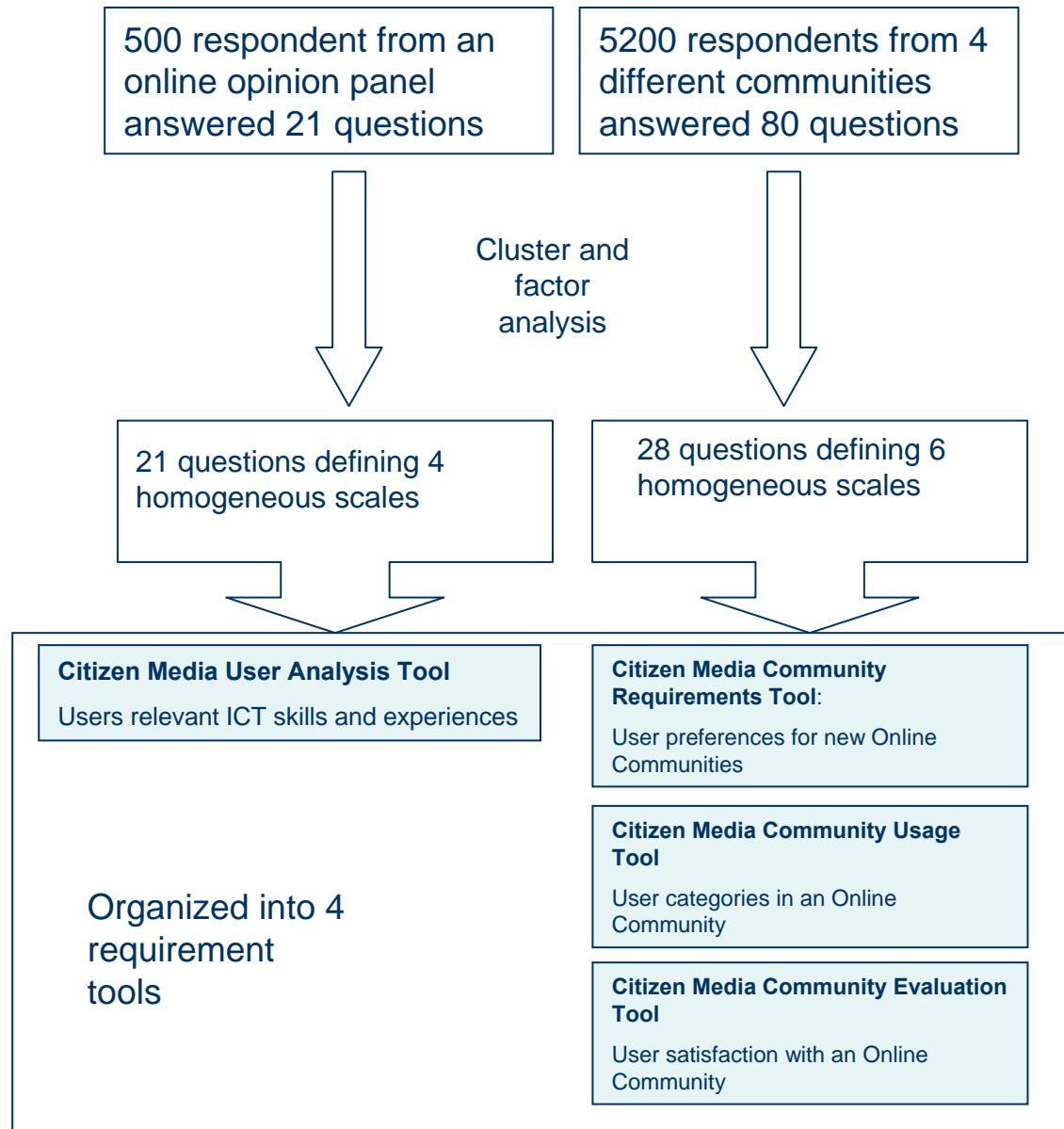
- 😊 User involvement
- ☹️ users are overwhelmed with questionnaires, interviews and focus groups



ISO 13407: Human-centred design processes for interactive systems

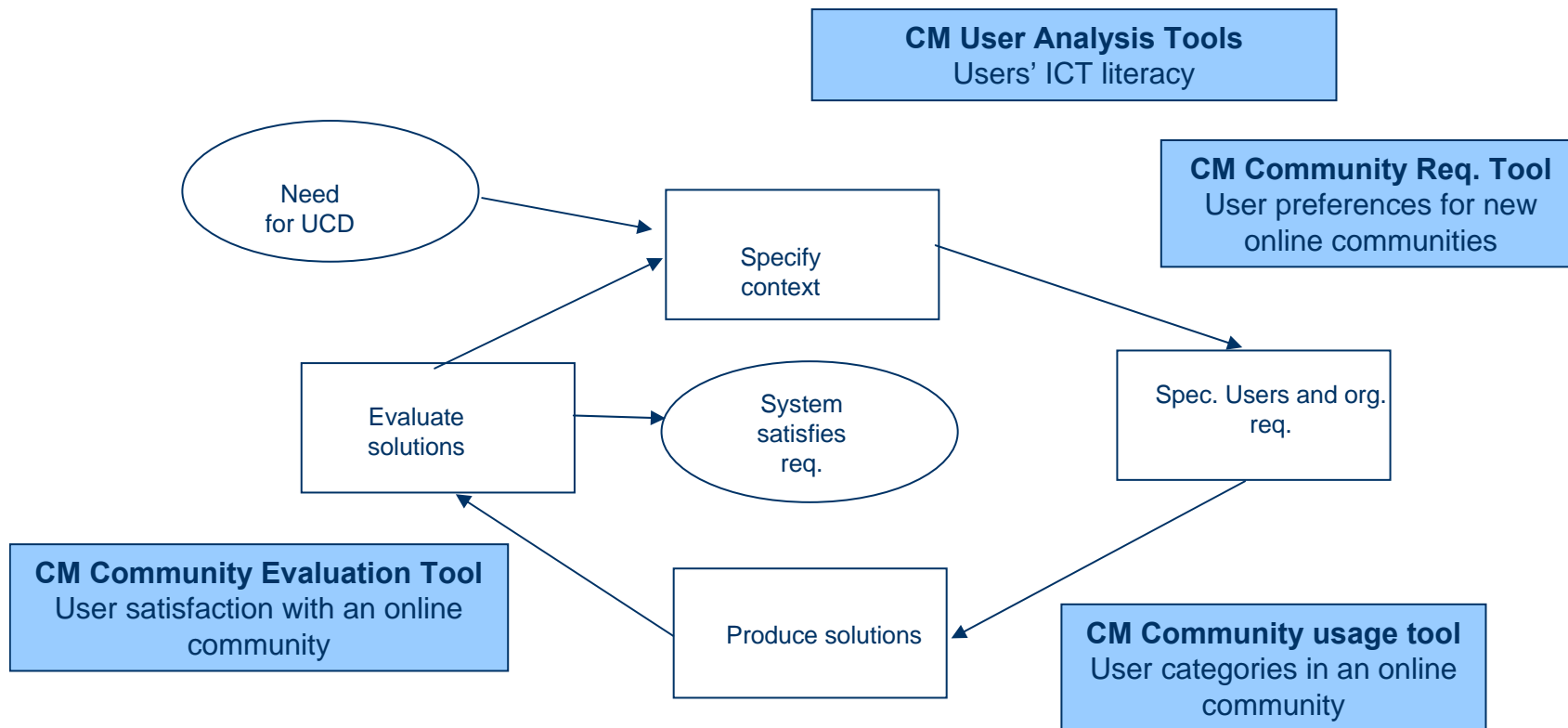
What do we expect from the tools?

- Simplicity/usability – easy, interesting and rewording for users and researchers
- Clear role in the development process
- Results can be effectively summarised
- Focus on requirements for building online communities for sharing and co-creation of multimedia content
- An empirical baseline to compare our results with



How to develop such tools?

The role of the tools in the development process



CM Questionnaire Toolset

- CM User Analysis Tool
 - Computer literacy and experience: entertainment, work use, instrumental use and communication use
- CM Community Requirements Tool
 - Reasons for joining a community: getting in contact with people and getting in contact with content of interest
- CM Community Usage Tool
 - Classify users along usage dimensions: social orientation, factual orientation, pastime
- CM Community Evaluation Tool
 - Measuring users satisfaction: usability, user experience, interesting content, interesting people and user involvement

Norsk English Deutsch Nederlands

What do you want from an online community?

By answering the following questions you can compare your preferences with other.

Gender Male Female

How old are you?

I am years

	Yes	No
To what extent do you use the Internet to get in touch with others?		
To me, the Internet is important to keep in touch with other people	<input type="radio"/>	<input type="radio"/>
When I use an online community, it is important that I am able to...		
...to get in touch with people I do not already know	<input type="radio"/>	<input type="radio"/>
...to keep updated on happenings where I live	<input type="radio"/>	<input type="radio"/>
...to keep updated on national and global news	<input type="radio"/>	<input type="radio"/>
...to create and share experiences with others	<input type="radio"/>	<input type="radio"/>
When I use an online community, it is nice if I am able to		
...to be listened to and to participate politically	<input type="radio"/>	<input type="radio"/>
...to find a girlfriend/boyfriend	<input type="radio"/>	<input type="radio"/>
...to share my secrets/problems with others	<input type="radio"/>	<input type="radio"/>

See your score

How this can be useful?

- For designers of Web 2.0 applications when profiling users with respect to their computer literacy and reasons for joining online communities
- For developers and community hosts for adjusting functionality towards users needs and for evaluating users' satisfaction
- For researchers to compare across different user groups, countries and languages
- For users to learn about themselves

Thank you for your attention

You can try the tools at:

- <http://85.196.86.250:8080/DemoFrontEnd/>
- Short URL: <http://xrl.us/oqqdn>

Contact us if you want to use them in your studies