

User Test Interviews

Below are the results from the interviews and the questions which were asked, which had been conducted with various Twitter users. The answers have been written as answered by the interviewee to capture their true opinions.

1. What are your initial thoughts about the feature? Regarding things such as the design, the idea of the feature, etc.
2. Do you think that it would be a feature that you would use often when you send out a tweet?
3. Do you think that the user would be able to understand the feature from how it has been designed?
4. Do you think that the feature would be useful or not? Would the new feature help to improve user awareness and control?
5. Would there be anything you would change about the feature? Regarding the actual design, the idea of the feature, etc.

User Response One - Prototype One

1. The design is pretty similar to how it already is on Twitter. The icon used is a good representation for location information but it could be misleading with it being similar to the option next to it. The hover feature sounds like a bad idea in theory because it could get quite annoying having a box pop up every time you hover over the option.
2. I may use the feature the first time to see what it is about but after that I can't really see myself using because I'm not really worried about such things.
3. I think that after seeing it on a constant basis the user will get used to seeing the feature he will get the just of how to use it.
4. I think that the idea is a useful idea for what you are trying to achieve because it is obviously giving this information to the user.
5. The hover feature should change because having seen them been used previously they can get quite annoying. Perhaps change it to where the menu pops up after clicking on the icon instead, similar to how it is being proposed with the Twitter apps.

User Response One – Prototype Two

1. Design seems simplistic and easy to use because of the recognisable use of radio buttons and checkboxes. Little piece of text of explanation seems like a logical thing to put to explain to the user but perhaps its misplaced on the page, should come before the user selects the option.
2. I am not concerned with my information being given away so I would probably leave it as it is set.
3. Yes, I think it would be pretty self-explanatory because of the help text and way it's worded. Like I said previously perhaps change location of help text to make it clear to the user.
4. Again it seems like a good idea because it looks like you can fully control what you want to.
5. Looks like a good way of giving users more control, I personally think it is a suitable method for doing so, so no change.

User Response One – Prototype Three

1. I think that the way this feature functions with the clickable drop-down menu works better than the feature with the hover, so that's a good thing. The idea of giving users a one off change of settings sounds good in theory but I'm not sure how many would want to use it.
2. I don't think that I would use this feature a lot because as I have said I am not concerned about things involving my location information.
3. Perhaps the user will be a little confused by this feature given that they don't recognise it from the settings menus. Because the feature doesn't have the little pieces of text as an explanation like it does in the menus, it may be quite confusing to understand its purpose. It also doesn't have any identifiable logo like the other features do to may it recognisable as being to do with location in a tweet.
4. The one-off idea seems like a good idea in theory because some people I know like to give away where they are because they may be in a certain bar or certain place in the world that they want to show off. For them, it would pretty useful because this can be altered for the one-off and then changed back to how they like it usually.
5. Only thing I would change would be to make it more self-explanatory than it currently is. Perhaps try and explain that it is linked to the settings from the settings menu.

User Response Two – Prototype One

1. Design seems appropriate for the task and I like the idea of splitting the location information up into different categories.
2. I don't think that I would use the feature a lot but it would be interesting to look from time to time to see how the feature works when going into different places.
3. Feature seems like it would be simple to use because the hover is used quite a lot by other websites. The difference between the hover feature on websites and clickable icon for applications should be consistent in my opinion. Perhaps the user may not understand why this feature is being added to Twitter unless it is explained to them in the form of text or video.
4. Technically I can see it being useful to people but overall I think that it would be just one of those novelty ideas that gets used for the first few times and then gets old because people tend to go to the same places and they get used to seeing the same information. Perhaps it will only get used when users travel to new places and see how the feature reacts to the changing location.
5. Not really, everything seems to be there which is necessary for the task at hand.

User Response Two – Prototype Two

1. I do think that the idea of being able to choose to remove all location information is good because I'm assuming after that you wouldn't have to worry about it anymore. I also like the little pieces of text to explain each section, seems like it would be a useful explanation.
2. I don't think I would use this feature a lot because looking at the options you are giving to users; I would probably select to remove all location information to rid myself of all worries.
3. Everything in this section is labelled appropriately so I think it should be pretty easy for the user to understand.
4. I do think that this being included would be useful, especially being able to completely remove all location information. If users get to realise all the implications that you are outlining with this report, then I'm guessing a lot of people will find this option especially useful.
5. Perhaps the label "As collected" seems pretty obscure, may be it will need a little explanation for some users but apart from that the page seems OK.

User Response Two – Prototype Three

1. I think that the design is neat and tidy, and keeps the box from being decluttered. Really like the concept of giving users a chance of changing settings for a one-off tweet.
2. Similar to what I thought about the first prototype, I would probably use it as a novelty to see the difference between all the options. After that I probably wouldn't get much use from it though.
3. The choices are similar to the ones within the second prototype so I think users will become recognisable with both. This would mean that the help text from the settings menu will allow all users to understand this feature clearly.
4. Like I have said, I think having a one-off change is a good idea, and would be appealing to some users.
5. Everything that needs to be included from the settings menu is included, so I can't see anything else that needs to be included.

User Response Three – Prototype One

1. I really like the idea of having the feature become the centre-piece of the page once it has been selected by the user. Having everything else fade to the background brings the users attention more to the information in the pop-up.
2. I could see myself using this feature quite a bit because I tweet quite a lot, and giving away a lot of this information is quite alarming so I would be sure to check what I'm doing before sending anything in future with this feature.
3. I think that the tagging of each piece of information with a logo makes them pretty self-explanatory, except for the building logo since it is pretty unclear what it is representing. After the novelty of the hover, I think users will be clear of how to use it too.
4. I do think this is a good idea because there isn't anything on Twitter that serves the purpose that this feature does so I think it is a useful feature, yes.
5. Like I said previously, change the buildings logo that makes it something more self-explanatory perhaps to something more recognisable with users.

User Response Three – Prototype Two

1. It looks like this feature gives the user a lot of control over their information, which is good considering that was the objective of the feature. The design is pretty simple and basic, but I suppose help menus aren't really supposed to be colourfully designed.
2. I would think that I would keep these settings set to having all my location information removed because that would be something that would be interesting to me. Aside from using it for that, I wouldn't really see myself using these options a lot.
3. All of the options are well explained so that should come across when users get to see the feature in their menus.
4. I can see the "removing all location information" to be useful, but I am less than convinced about the other options, especially controlling what type of information you give away. I don't really see why anybody would want to choose to change these types of settings.
5. Unless it is really necessary to give people, I would remove the option of changing the level of location information a user can give away since I don't see its purpose.

User Response Three – Prototype Three

1. I like the design of the drop-down box because it is a good way of keeping everything on the same page without having to move to new pages to make the changes. I do think that it is simply a duplication of the settings menu in a pop-up version so I don't see the purpose of having both.
2. I wouldn't see myself using this feature because having the settings set how I wanted would be enough for me. Knowing I have the settings how I want them would lead me to not really opt to use this feature.
3. The icon used is a good indicator that it is a drop-down menu so the user should be able to see that. The list options should be familiar from settings so again the user should be able to recognise and be able to use this feature.
4. Like I've said I don't think that this feature would be useful to me, but to some it could be nice to be able to change up who sees this type of information once in a while. As for being useful, I think that having these options in the settings take away the usefulness of this feature because the user could just change their settings from the menu.
5. There isn't a lot I would change about this feature, except may be reconsider having both this feature and the feature from the settings menu.

User Response Four - Prototype One

1. I think that this is a simple but purposeful idea that would be perceived as a good improvement by other Twitter users. Unsure about the hover feature over having a clickable pop-up menu. Should be the same from the website to the mobile and tablet apps.
2. I could see myself using this feature regularly because the location information in different categories can be quite interesting and I am interested in seeing things like that about myself.
3. The icon is clear in explaining that it is about location information so that should be recognisable to all users. Users may be unclear to the purpose of having this information presented to them unless it is made clear somewhere.
4. It seems like a useful idea in theory because it does increase information awareness.
5. I think that to make this more recognisable would be to include a hyperlink or some kind of link which would then bring about a piece of text which explains the purpose of this feature. By simply putting this into place with no explanation may be confusing to some people.

User Response Four – Prototype Two

1. This settings menu sounds like the best place to be able to give the user full control at a central location. I also like the fact that it gives a different range of choices they can control.
2. This seems like it will be a one-off used feature by a lot of users but I could see it being used by a lot if not all users because of the depth of control you can gain from it.
3. Everything is explained well in the little text boxes but some of the options may needed to be worded differently to make them clear to the user. From looking at the design, the choices of “as collected” and “approved users only” could be misinterpreted by some users.
4. I think that this is useful because of the control the user will have once this feature is live.
5. Like I have mentioned I would change the wording of some of the options to make their purpose clearer to users.

User Response Four – Prototype Three

1. I like the one-off aspect of this feature and I like that you could change your settings here quickly rather than having to go through all those pages to change it.
2. I think that this would be used quite a lot because of the fact that people do like to show off when they have been to places that they may think people would like to know.
3. The drop-down symbol is helpful because it lets people know that there is an option there for them to choose. Also the options are the same as from the settings so people would recognise both are linked to each other.
4. This feature is useful because of the fact that it makes changing the settings a lot quicker and a lot more accessible to users.
5. I don't think I would change anything except for the fact that some of the options may need some more explanation, similar to what I thought about the same options from the last feature.