Design Probe Instructions

Step 1 - Learning the Work Environment

Provide each user with the page titled 'Environmental Factors'.

Ask the users to think about a typical workday and their typical workspace. Ask them to think through the day. Ask the users to consider the questions below. Provide them with a few minutes to think about their environment, encourage them to close their eyes and visualize details in their day.

• What is their normal workspace like?
• Are they around others throughout the day?
• Is it noisy or quiet?
• Is their workspace comfortable?

Ask them to write a short paragraph describing their workspace in detail.

After they are finished writing the paragraph ask the next set of questions below, and give them a few minutes to think about those questions. Encourage them to think of details of those tasks and how they make them feel.

• What are some typical tasks they perform in a day?
• How much time is dedicated to each task?
• Could they rank tasks in difficulty?

Ask the users to write down their top 5 tasks in a typical day ranked from hardest to easiest. When they complete that task ask them to write those tasks again, this time ranked from most rewarding to least rewarding.

Step 2 - Learning from the User

Provide the users with the second page, titled 'User Design' and a pencil. Ask the users to imagine it is a screen with a view from a drone camera during a Search and Rescue exercise. Ask the user to list, in order of importance, the top 5 elements they would need to know about the status of the drone and number those 1-5. Then list the top 5 elements they would need to have as visuals or data to complete the mission and provide a report to the captain and letter those A-E. If they have any questions, provide as little information as possible, but, the most important piece being the captain will need to quickly assess the situation so he/she can give the captain the ability 'to get a sense of the scope and nature of help the task force need to provide, and to help with planning. It will also help other teammates be able to locate the people needing help.'

Once they have completed their lists, then ask them to imagine the video from the mission on the screen. Now, ask the users to place the numbers and letters corresponding to each element on the screen where they would expect those elements to appear on the screen. If they are comfortable, they can draw elements, but it is not necessary, just the general placement is enough.

Step 3 - Introducing the Design

Provide the users with the final document, titled 'Design Feedback' and the 'Notes/Feedback' page. Ask the users to review the two screens on the paper. Ask the users to take their time and review the elements. Give the users two tasks:

• Show me how you would add a new element to the screen?
• Show me how you would change to a new/different interface?

Encourage the users to touch/swipe/use gestures on the two images as if they were using them. Then, ask the users to describe the two interfaces and how they think they would work. Take notes on their feedback. Don't lead them, let them describe how they think things would work or how they feel about the interface. Once that is complete, ask them to draw on the paper, encourage them to make changes, write notes and describe how they would change or improve the interface.
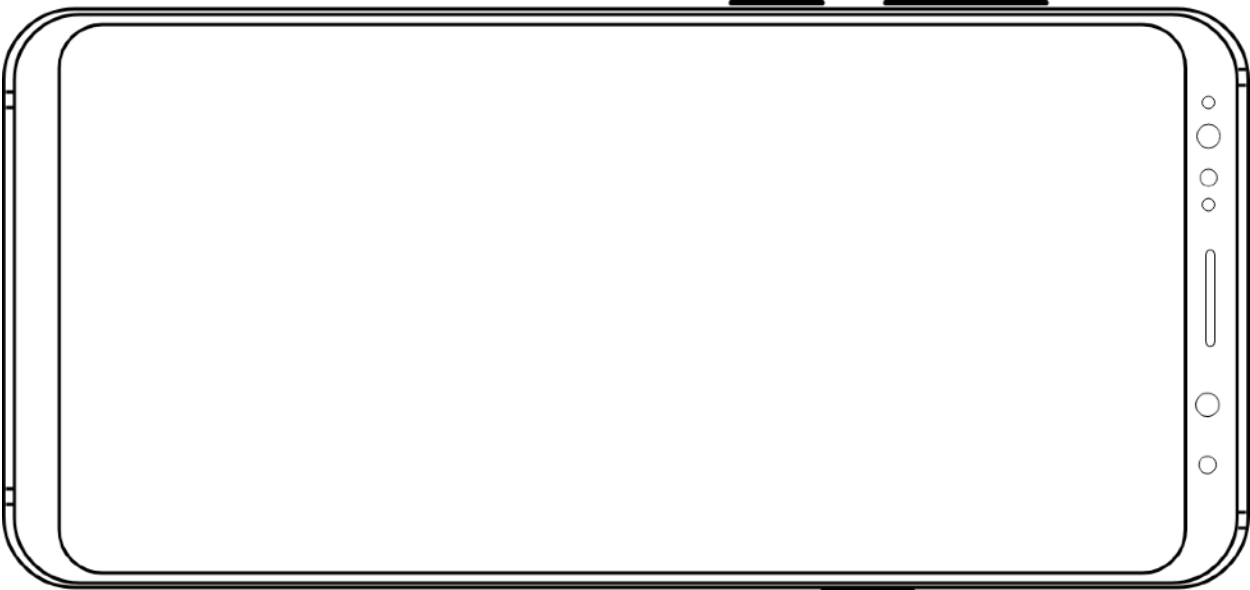
This will complete the probe. Thank the users for their time and feedback, let them know the feedback will be used to enhance the product.

Environmental Factors

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Tasks

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User Design

Drone Status

Visuals/Report

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Design Feedback

Notes/Feedback