# How to Make an Effective User Research

With No Budget at No Time



# Anton Parkhomenko

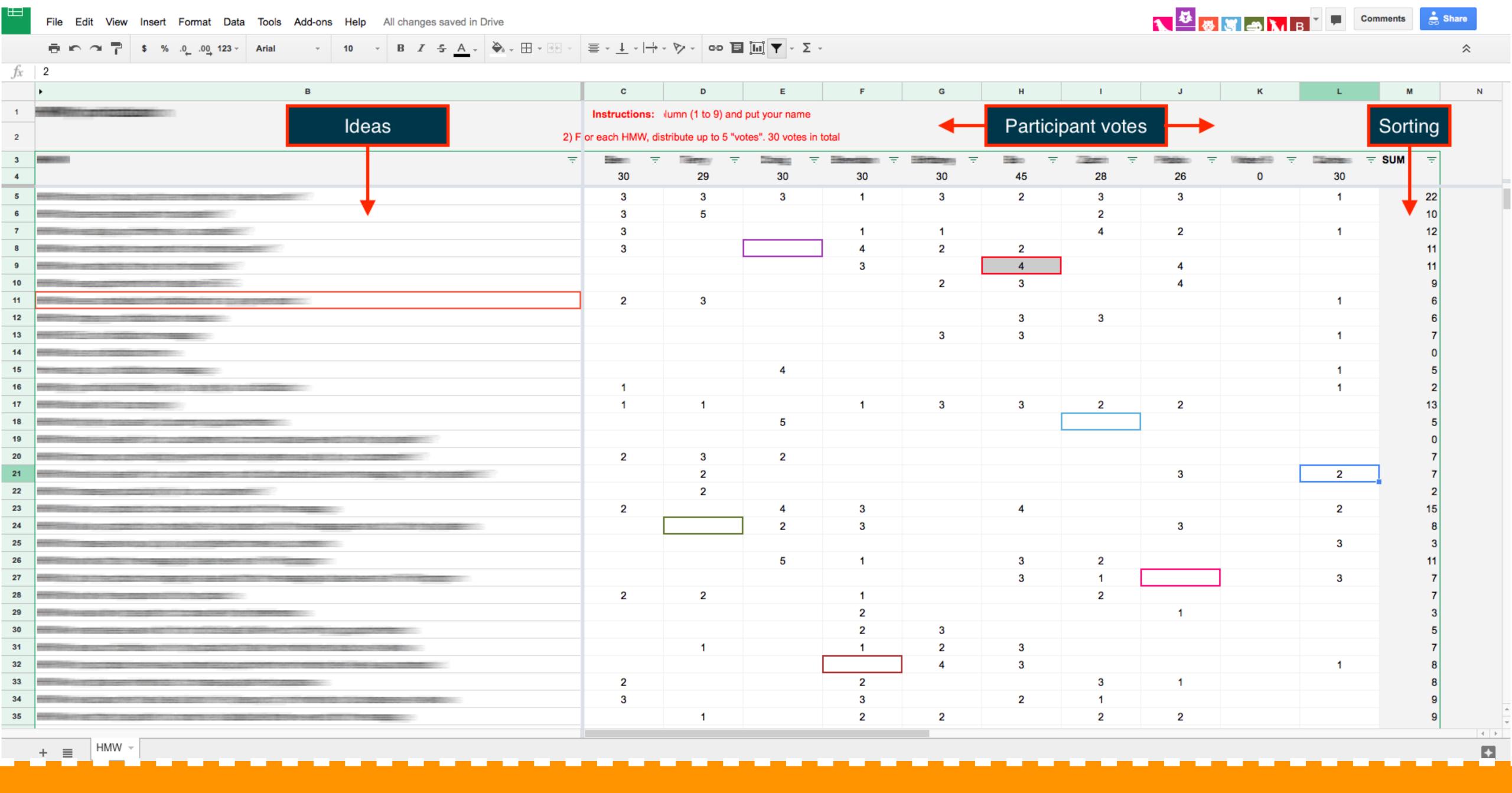
- 12 years in UX
- worked as a furniture designer and software engineer (this is UX as well, no doubt)
- love challenges and solving puzzles
- open water swimming!



# A toolset for making a user research

# In-depth interviews





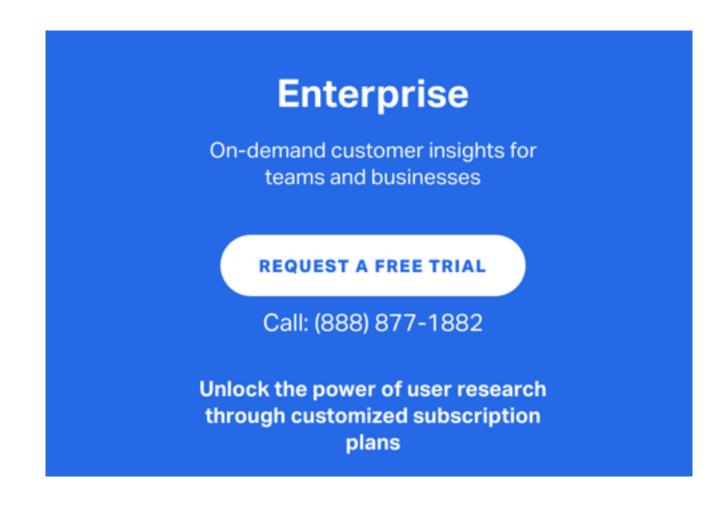
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\$349

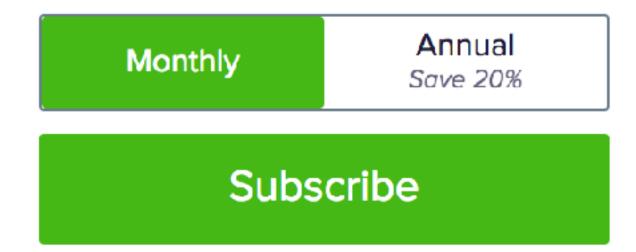
Per Month

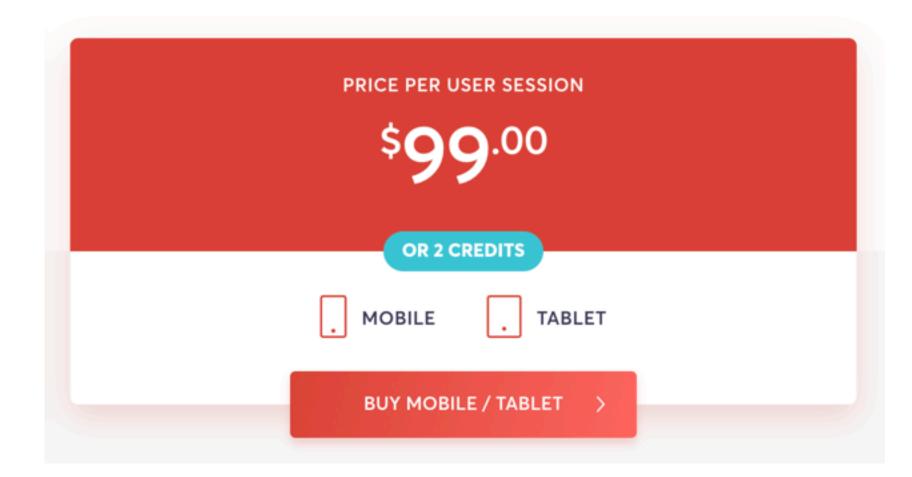
Pro



\$ 199 PER MONTH

Per user, billed monthly

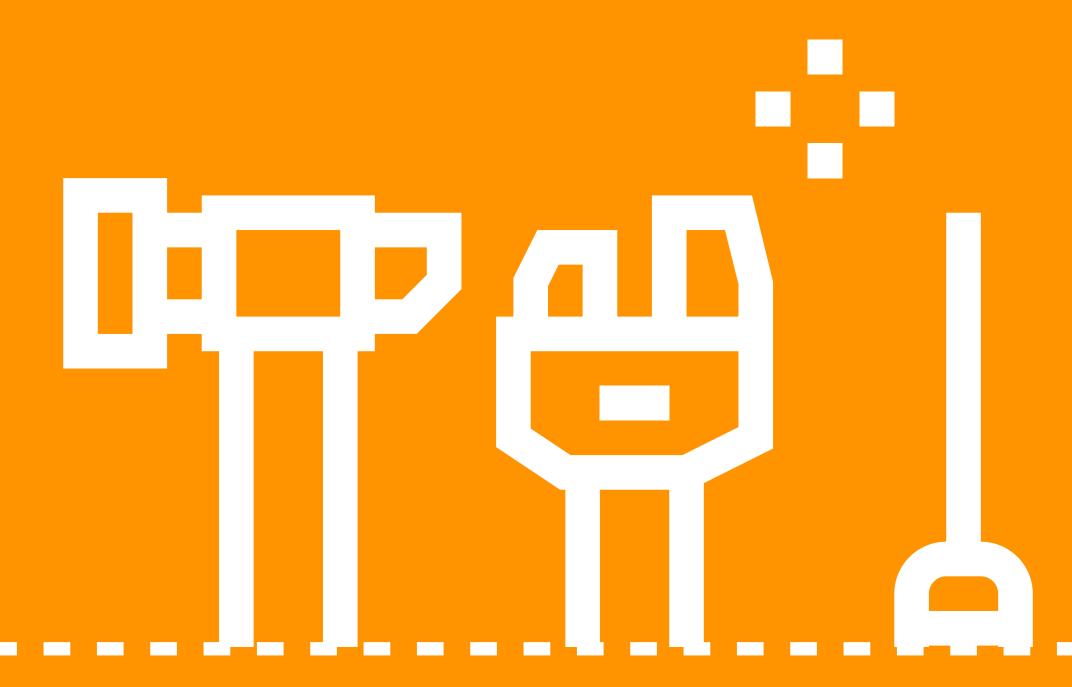








# Part 1. Tools



My setup

#### Zoom.us/OBS, Youtube, Google Docs, Airtable

#### Remote interviews

- Zoom
- OBS
- Skype for Business
- Everything else

#### Zoom.us

- can record calls
- share desktop control
- needs a client to be installed
- fully functional free version
- 40-minutes limit for group calls



https://zoom.us

#### OBS

- free (open-source)
- super customizable
- universal solution
- needs audio capture to be set up (Mac)



https://obsproject.com/

#### Other options

- Skype for Business
- Screencastify (Chrome plugin)
- Loom (Chrome plugin)
- Any video capturing software of your choice

# Capturing sound in MacOS

quite a challenge, no native way to easily do this

iShowU Audio Capture + Audio MIDI Setup

https://support.shinywhitebox.com/hc/en-us/articles/204161459-Installing-iShowU-Audio-Capture

#### Onsite user testing

#### Web apps

- 1. Screencastify paid, but \$24/yr
- 2. Loom looks similar, should do the same, free

### Mobile apps phone as a camera, tripod

#### Remote user testing

#### Web apps

- 1. Zoom.us
- 2. Tool for passing control: Skype For Business, Join.me, Teamviewer, ... a lot of them

#### Mobile apps

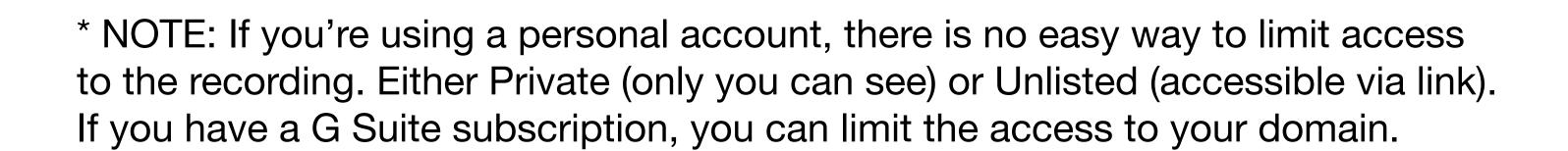
Lookback - https://lookback.io/

## Session recap

- Youtube
- Google Docs
- Airtable

#### Youtube

- 1. Create a channel,
- 2. Upload as Private/Unlisted\*,
- 3. Group into a playlist
- 4. Use subtitles to extract the quotes
- 5. Use 1.5x speed for replays





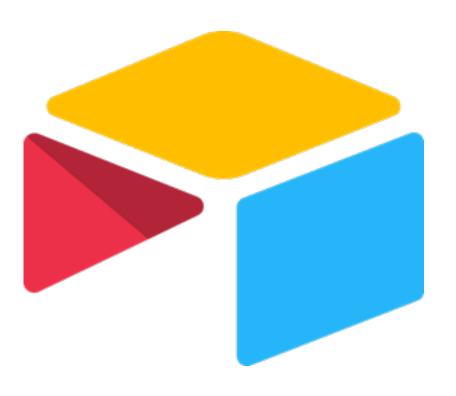
#### Google Docs

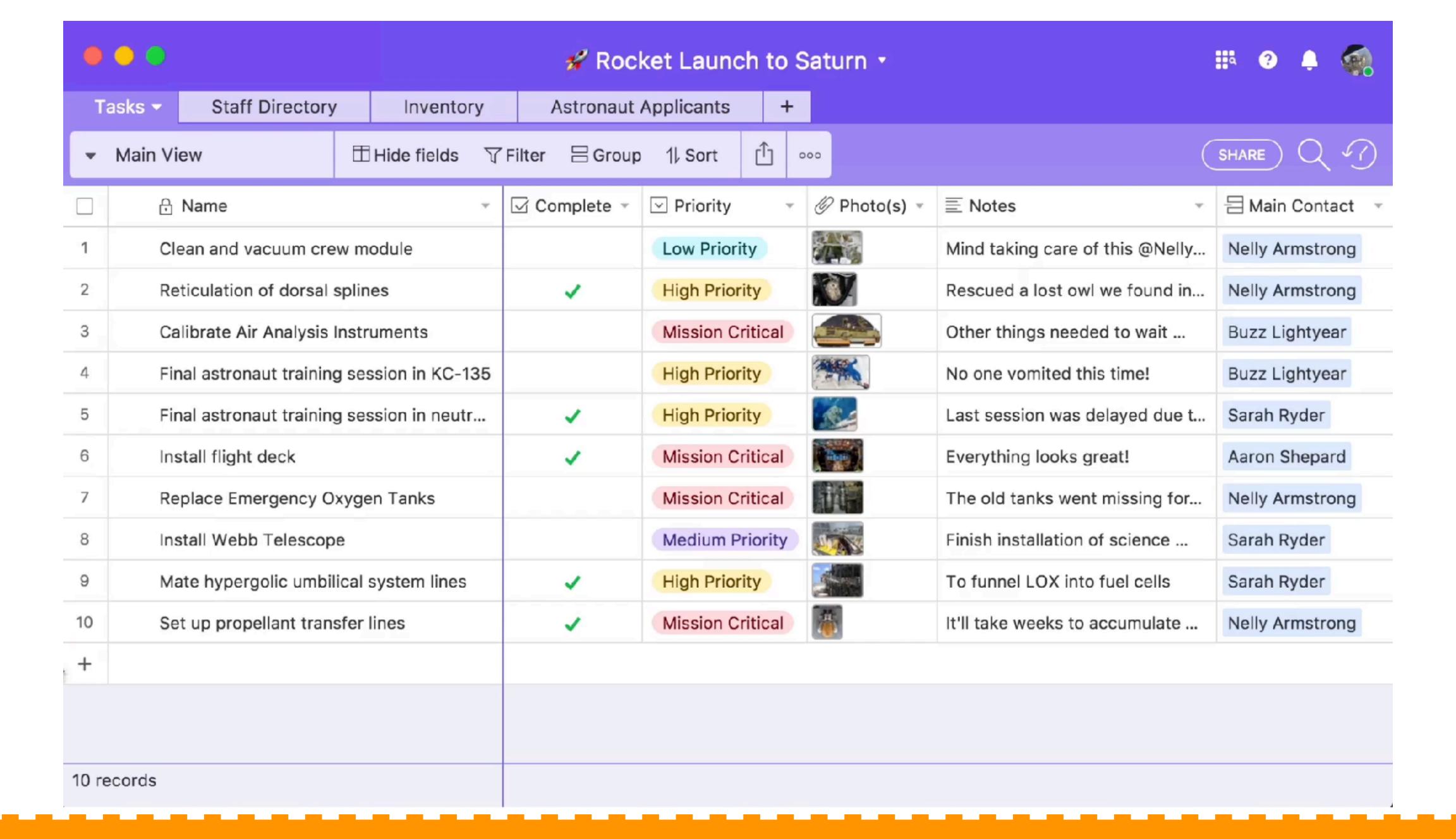
- Extract data into concise docs, to reuse/print later if needed
- Prepare transcripts immediately after the interview, not to lose the context!

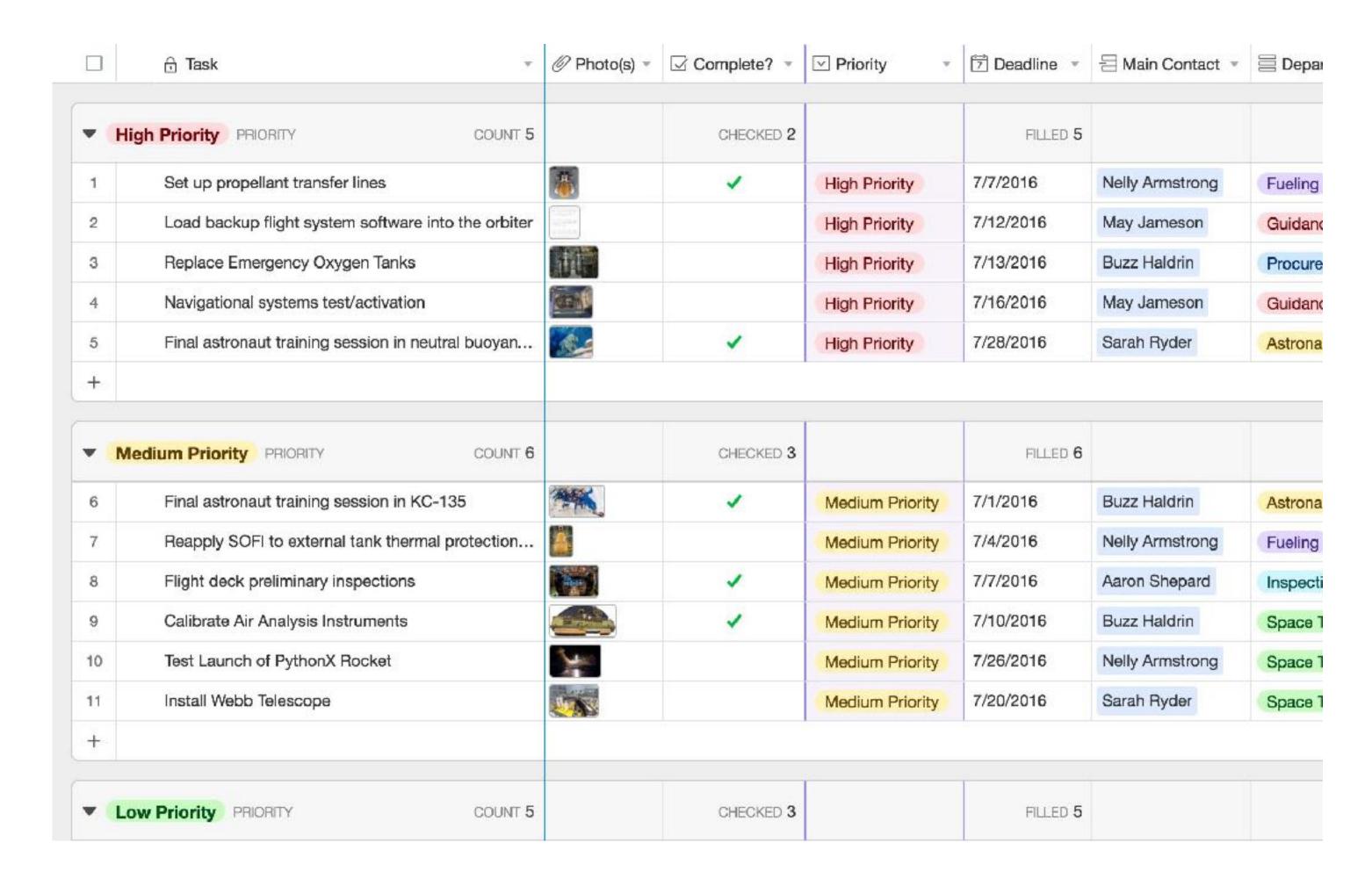


#### Airtable

What the heck is Airtable?

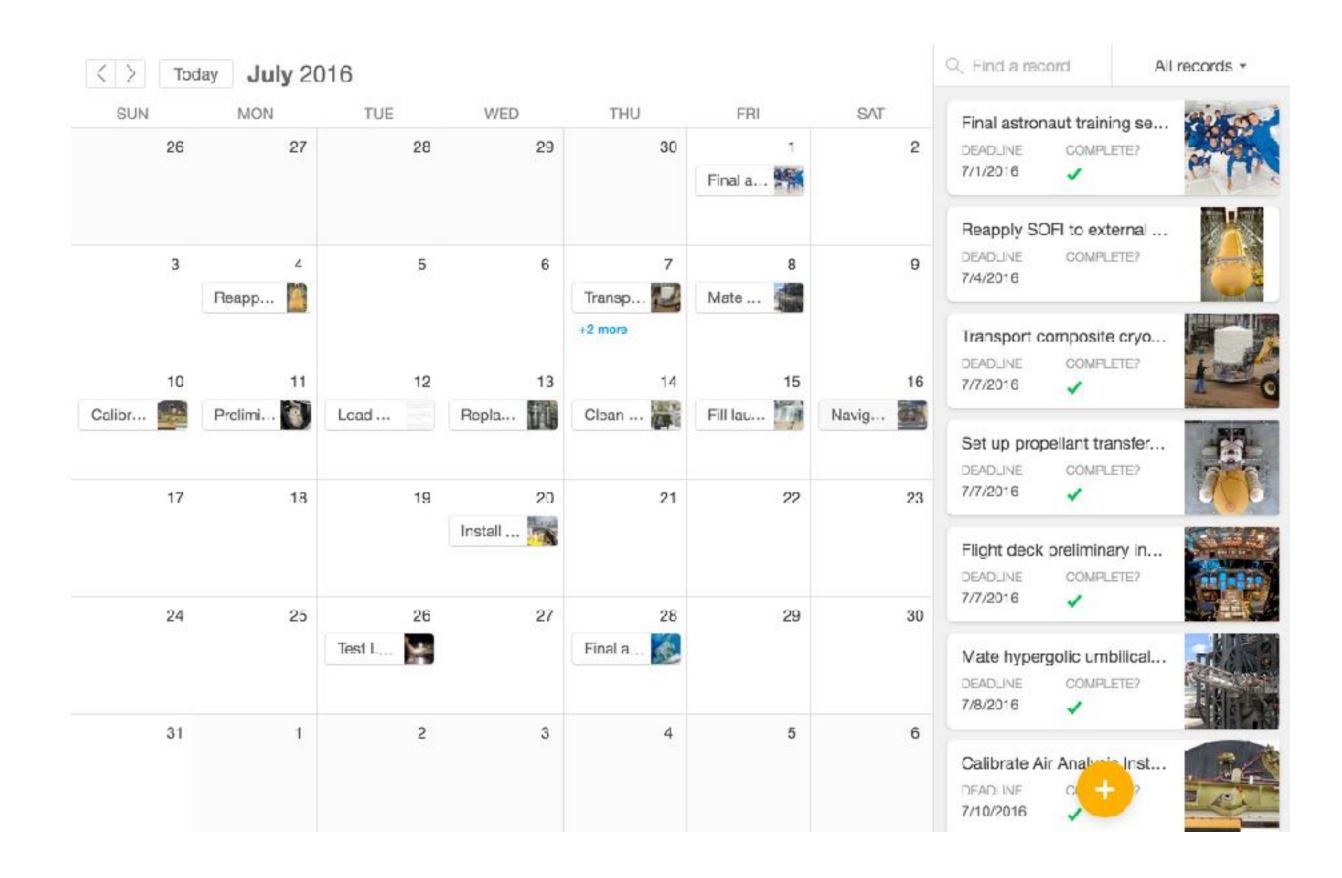






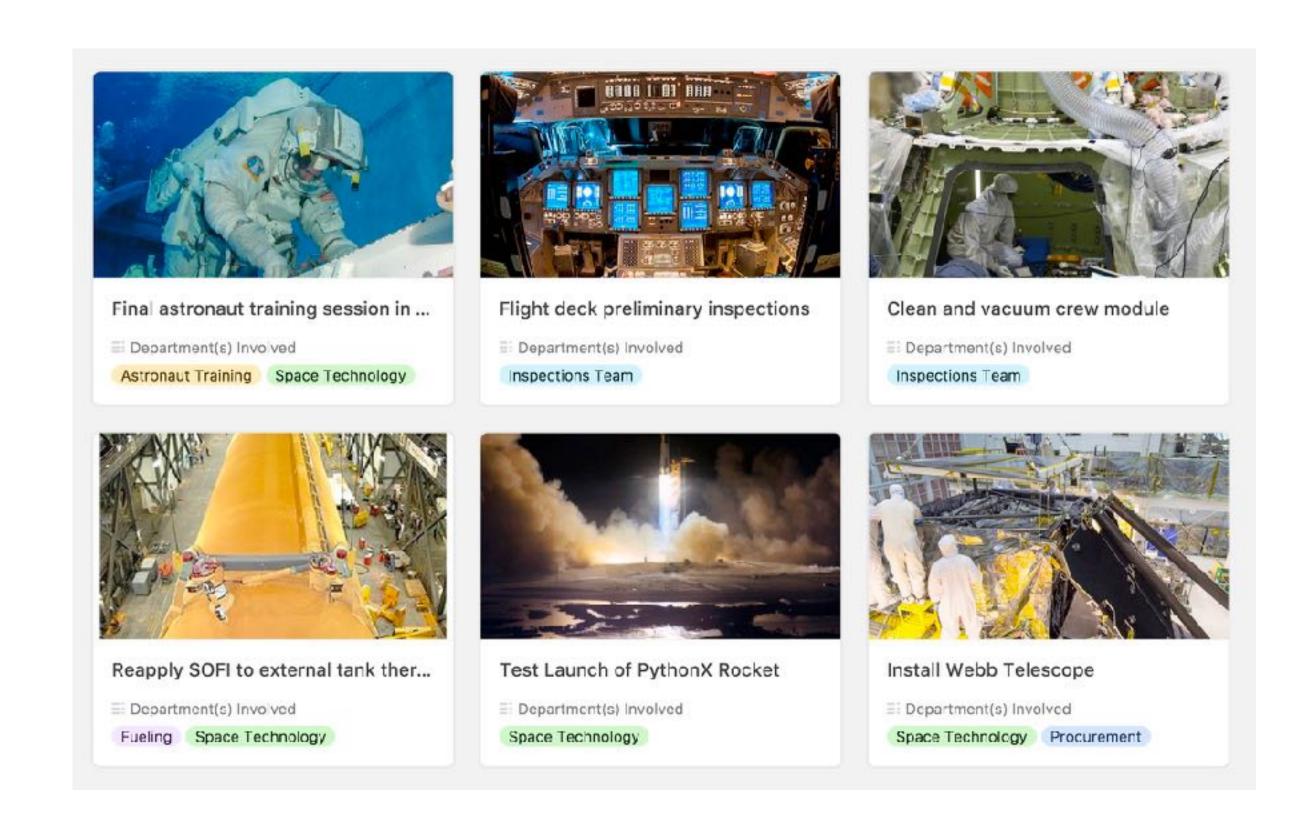








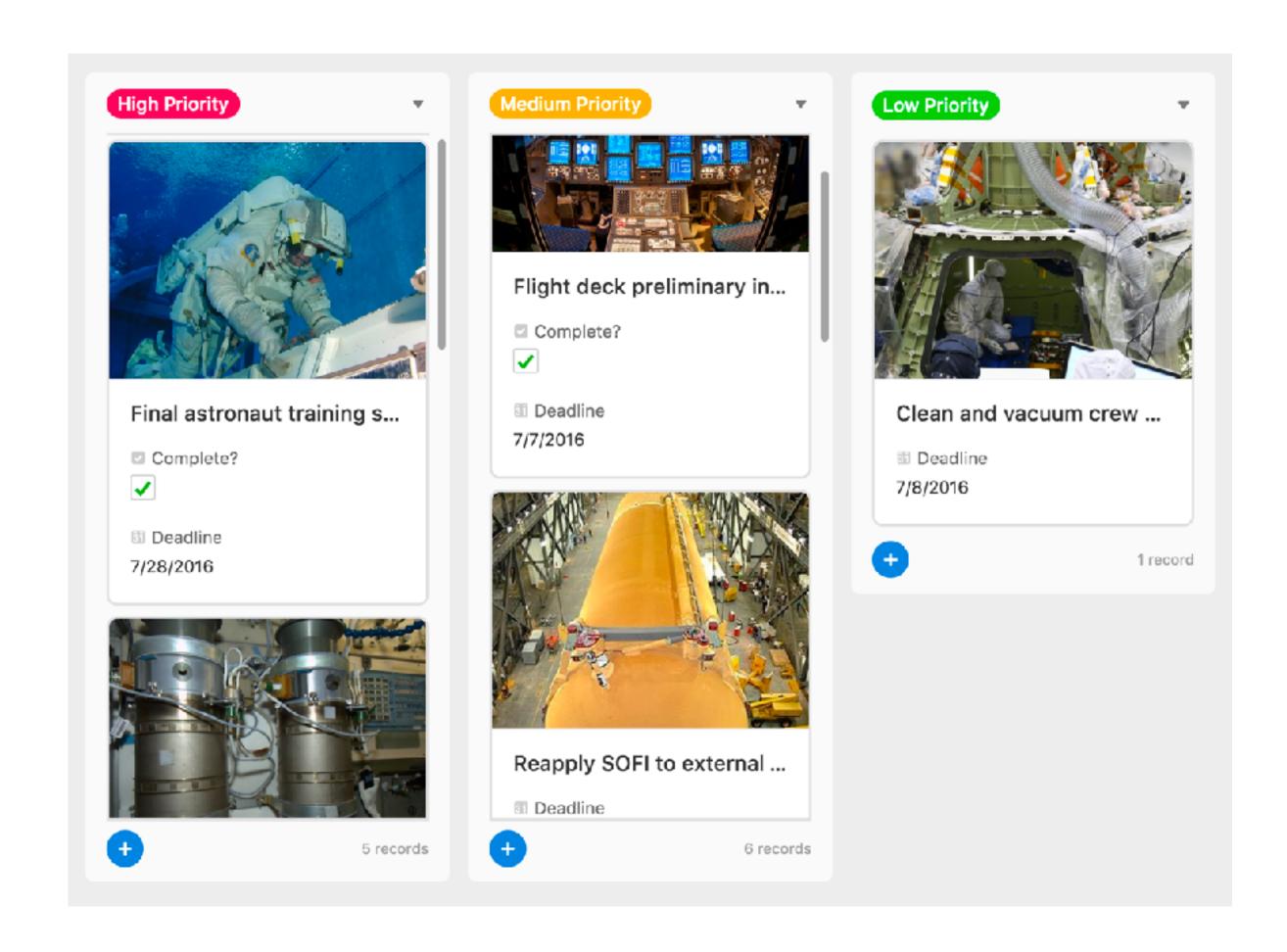
show records where © Deadline is after July 1, 2016





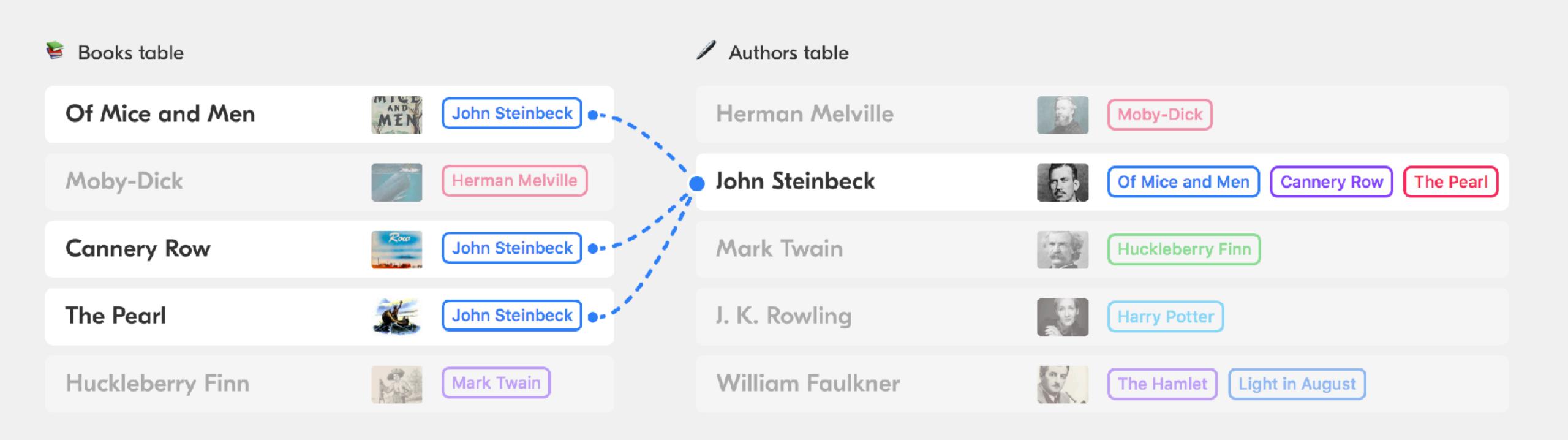
show records where : Departments has one of Astronaut Training

Space Technology

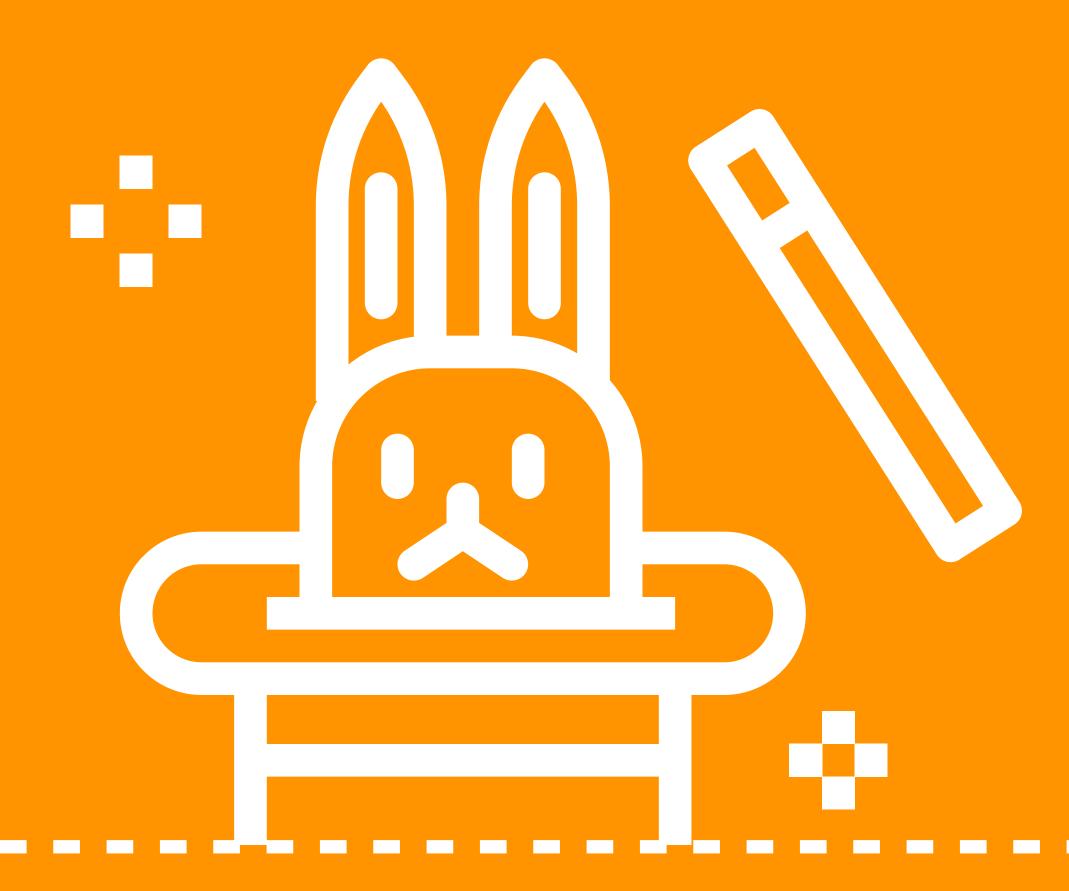




stacked by Priority



# Part 2. Methodology



#### Acknowledgements

- Tomer Sharon: Atomic approach: WeWork Polaris Nuggets
- Alexander Ostervalder Value
   Proposition Canvas

#### Airtable database

People





Jobs



Gains



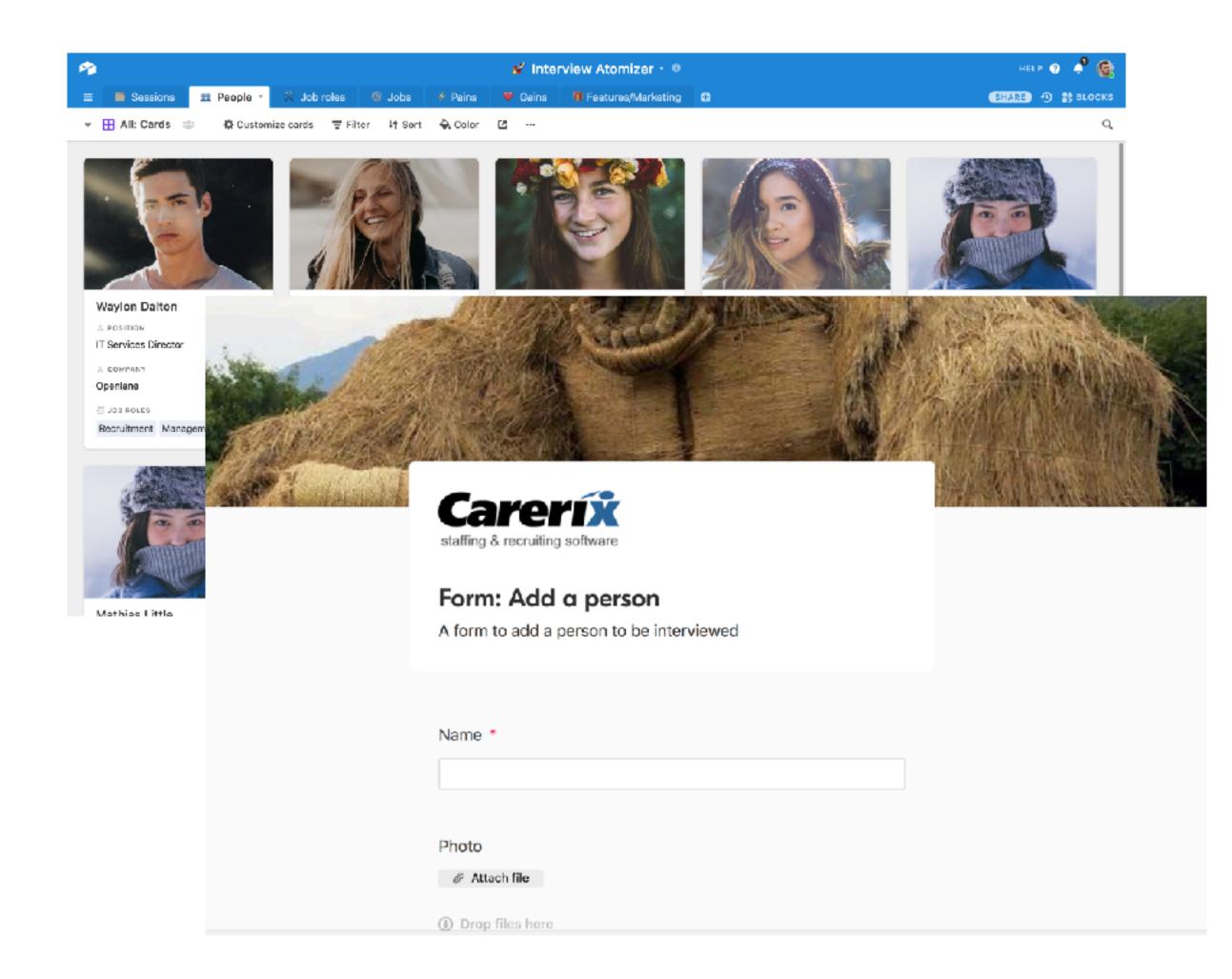
**Features** 

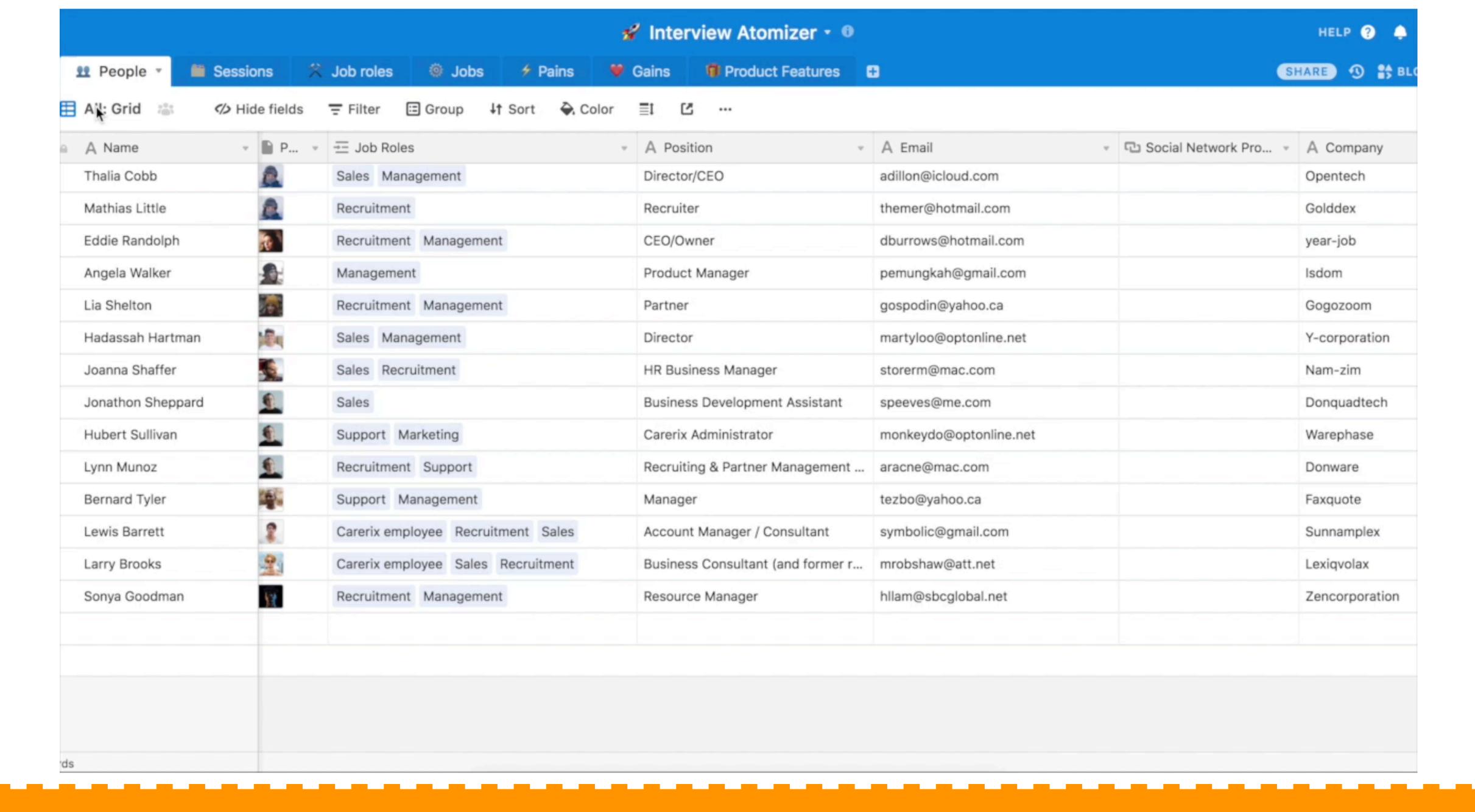


Customer Segment of VPC



- Add directly to database
- Share the Form view to 3rd party



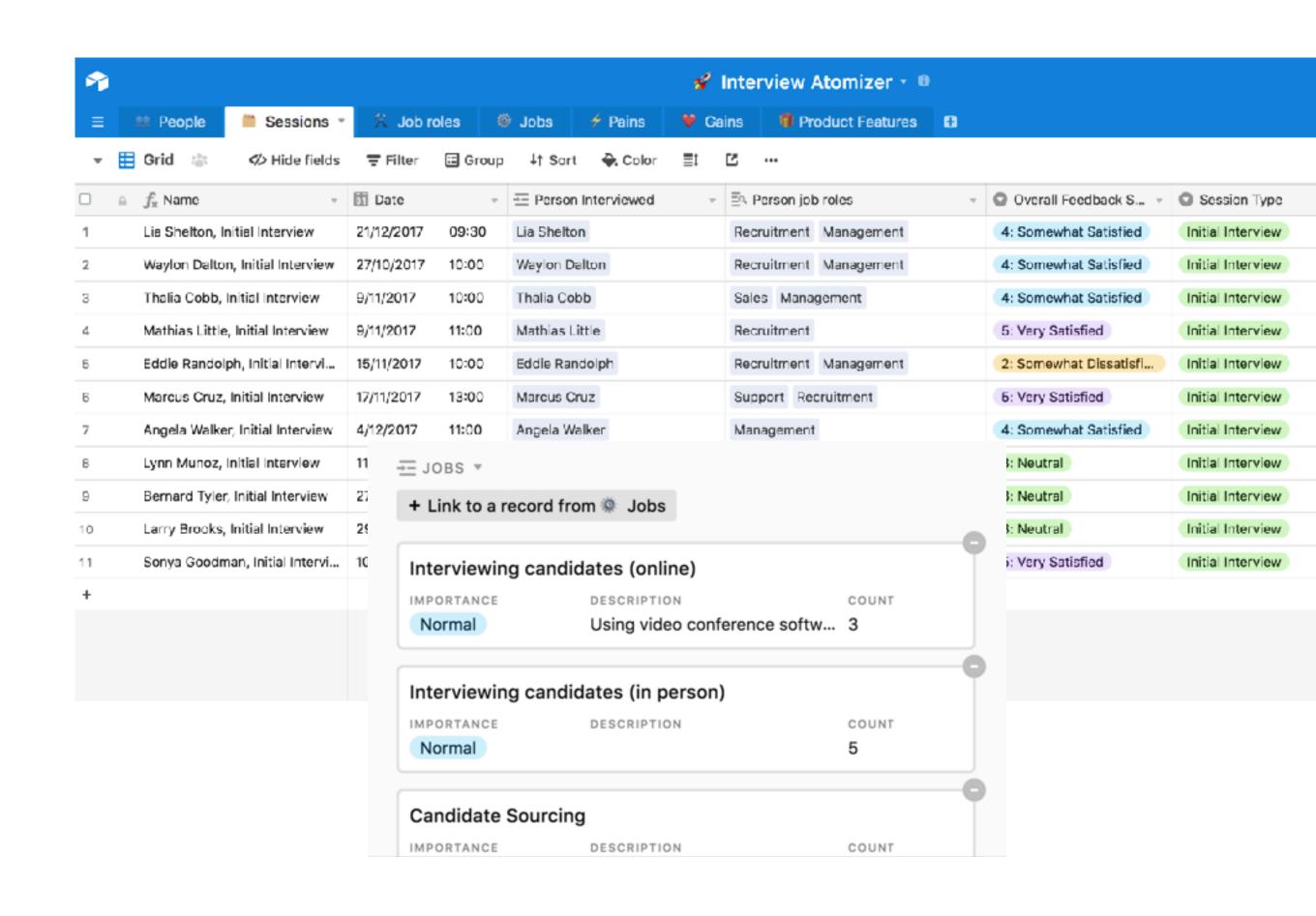


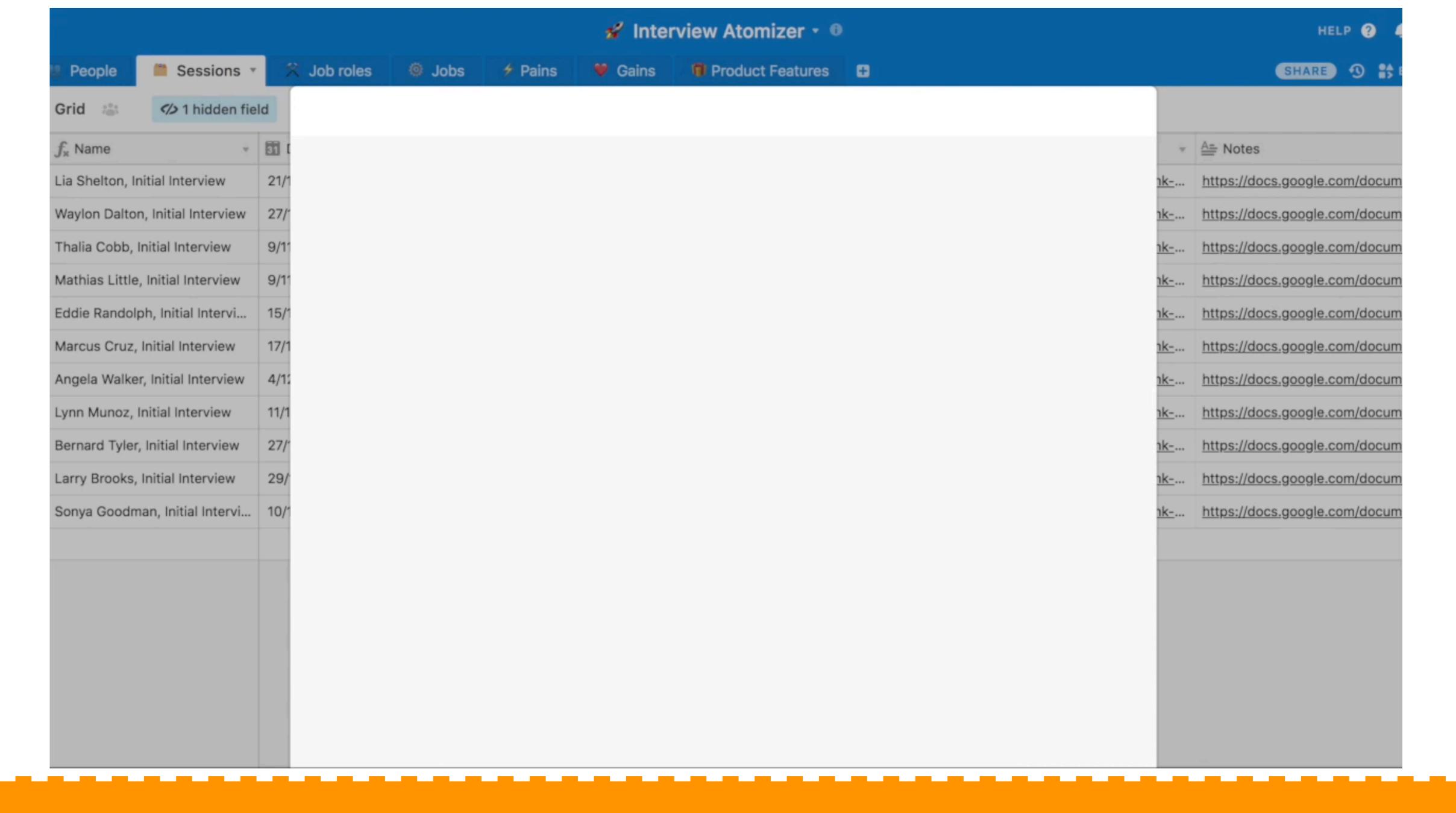


Add the date when scheduling

Fill in after the interview:

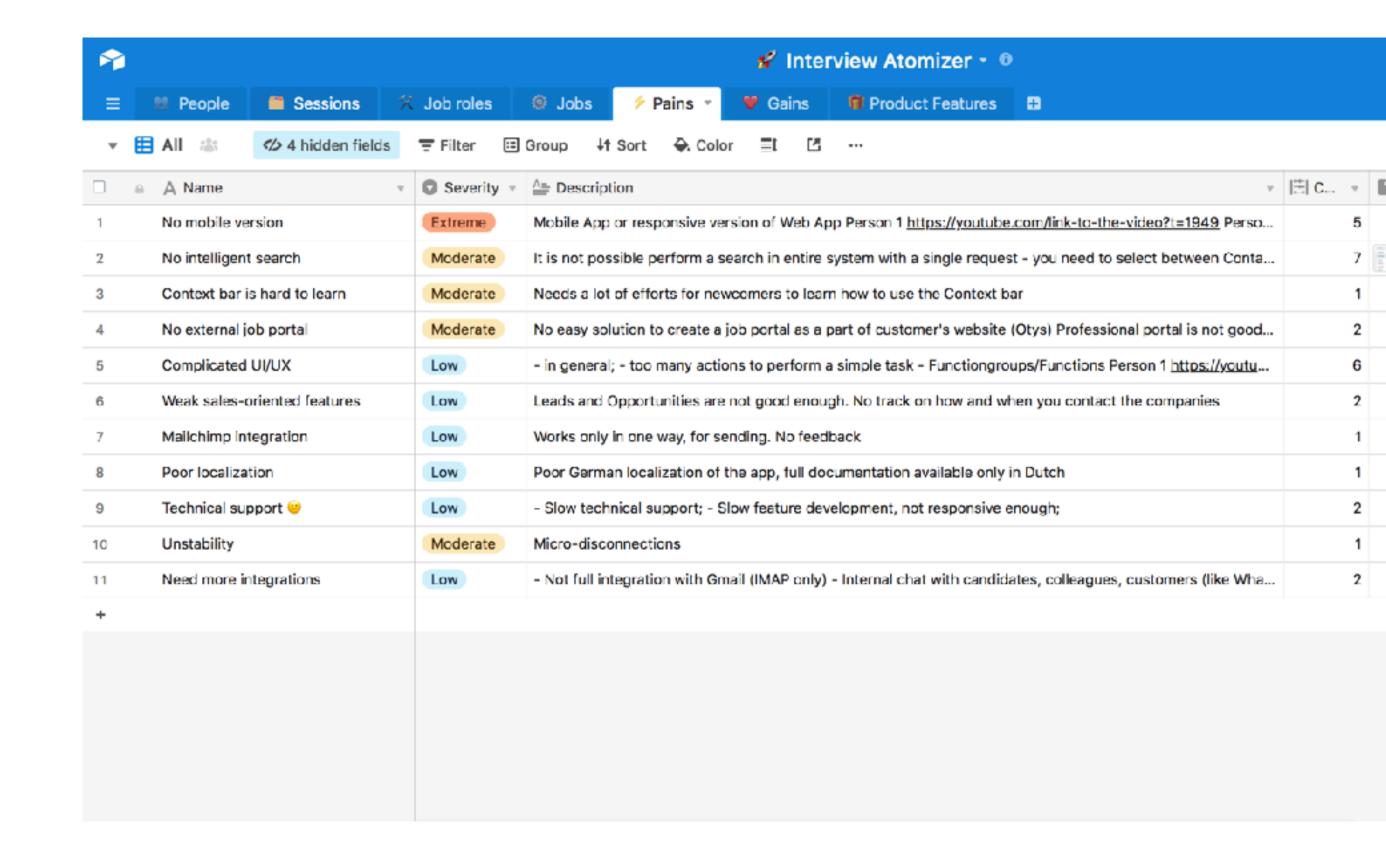
- Video link
- Google doc transcript
- Create new or link the existing nuggets







### Nuggets



### Nugget

#### Atomic unit:

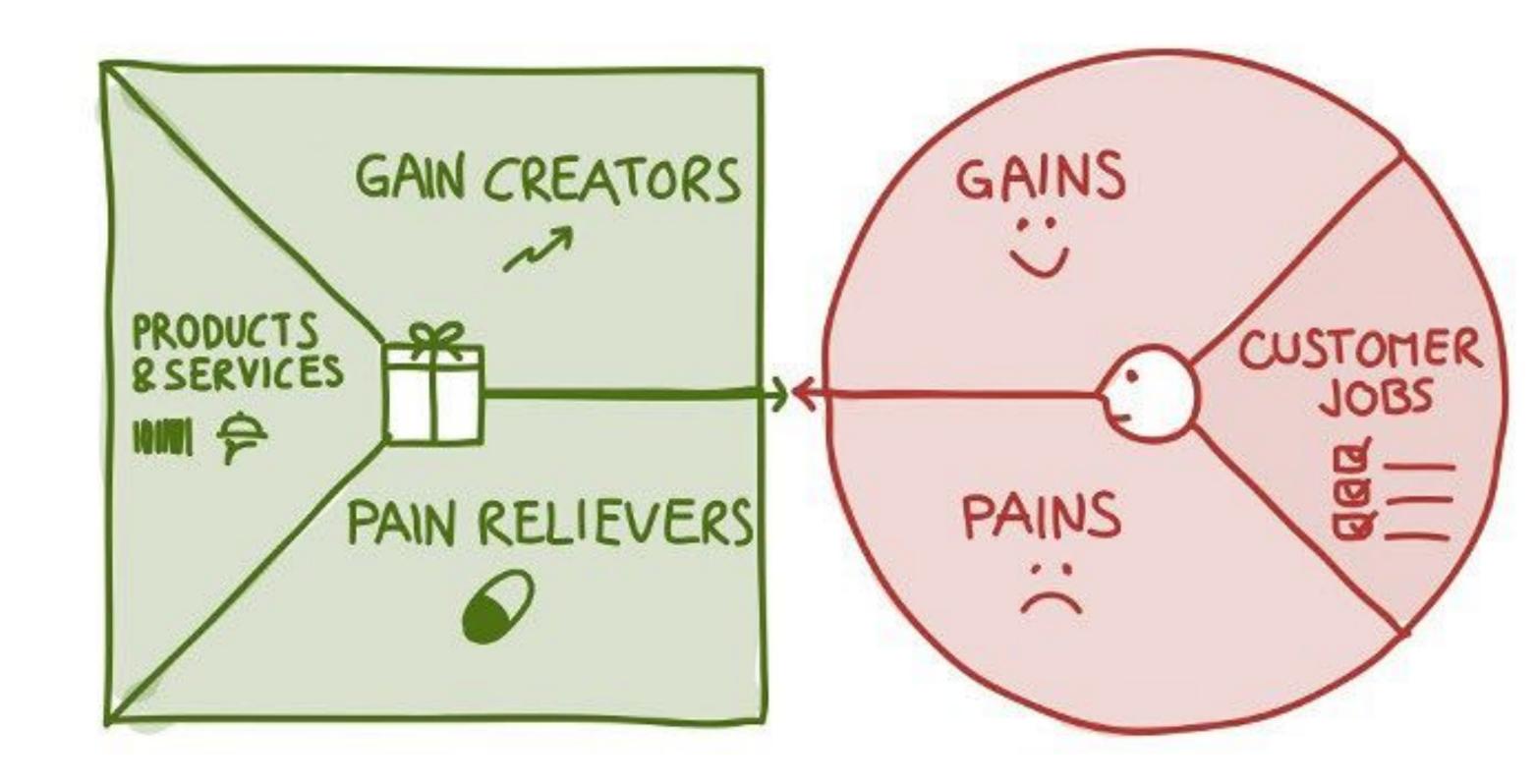
- Observation type
- Evidence
- Tags/Connections



### Nugget

#### Types of nuggets:

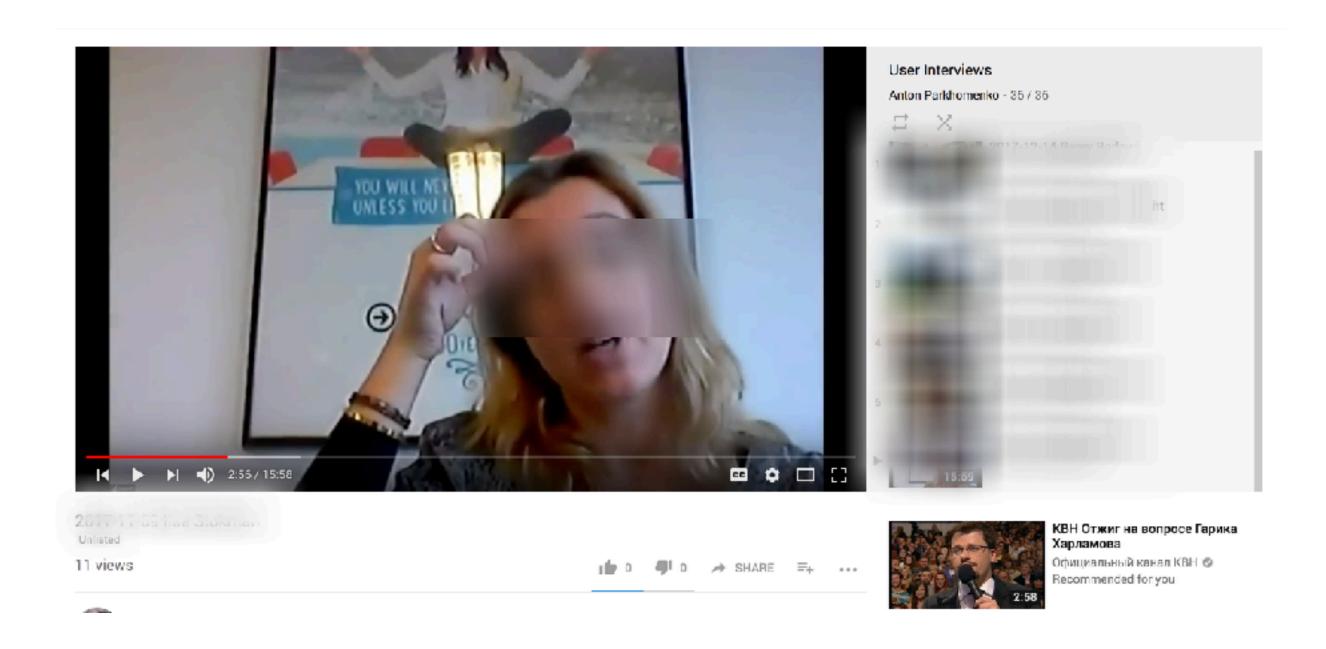
- Jobs (JTBDs)
- Pains
- Gains



Value Proposition Canvas

#### Nugget

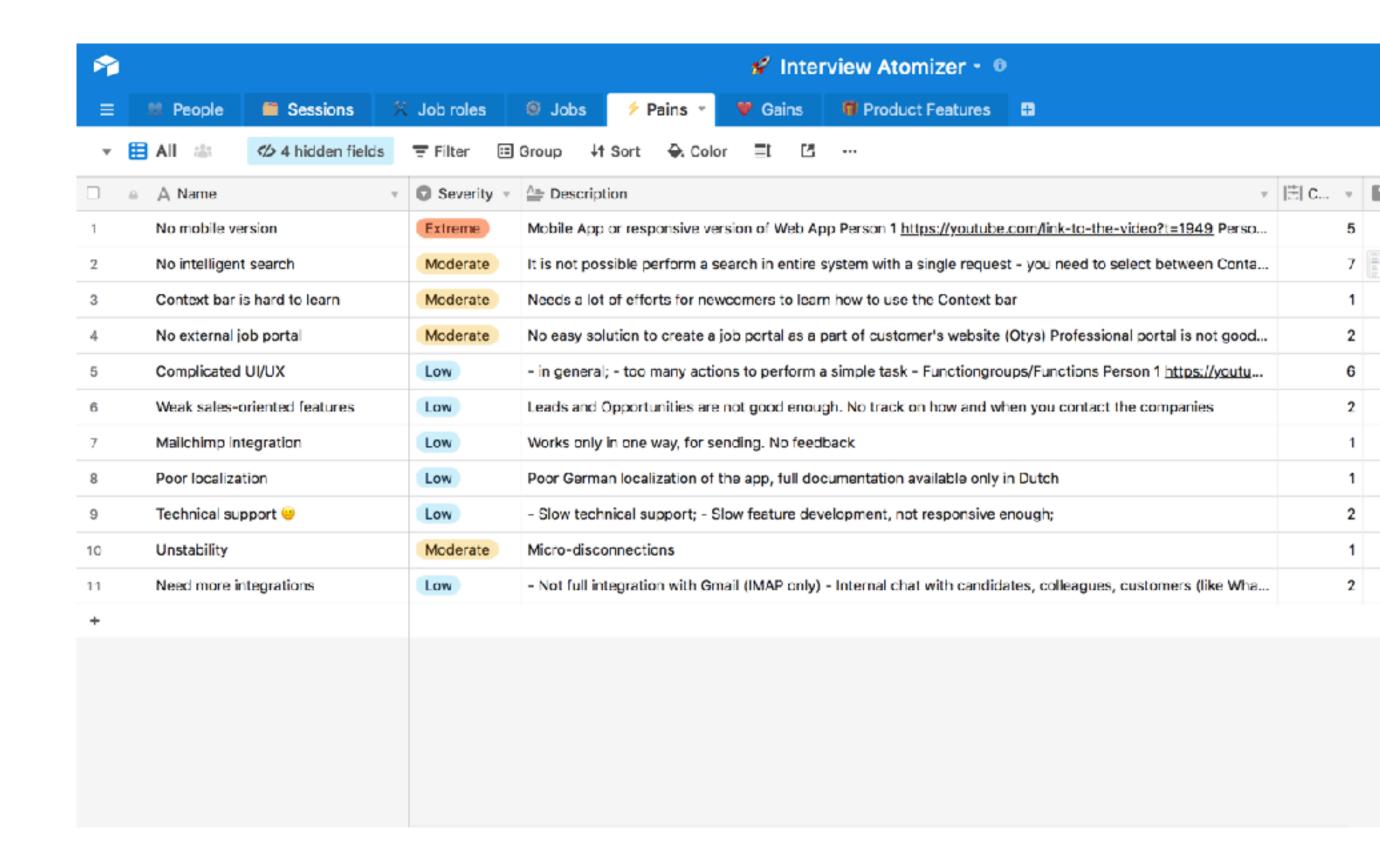
Evidence:
video URL
(notice a timestamp)

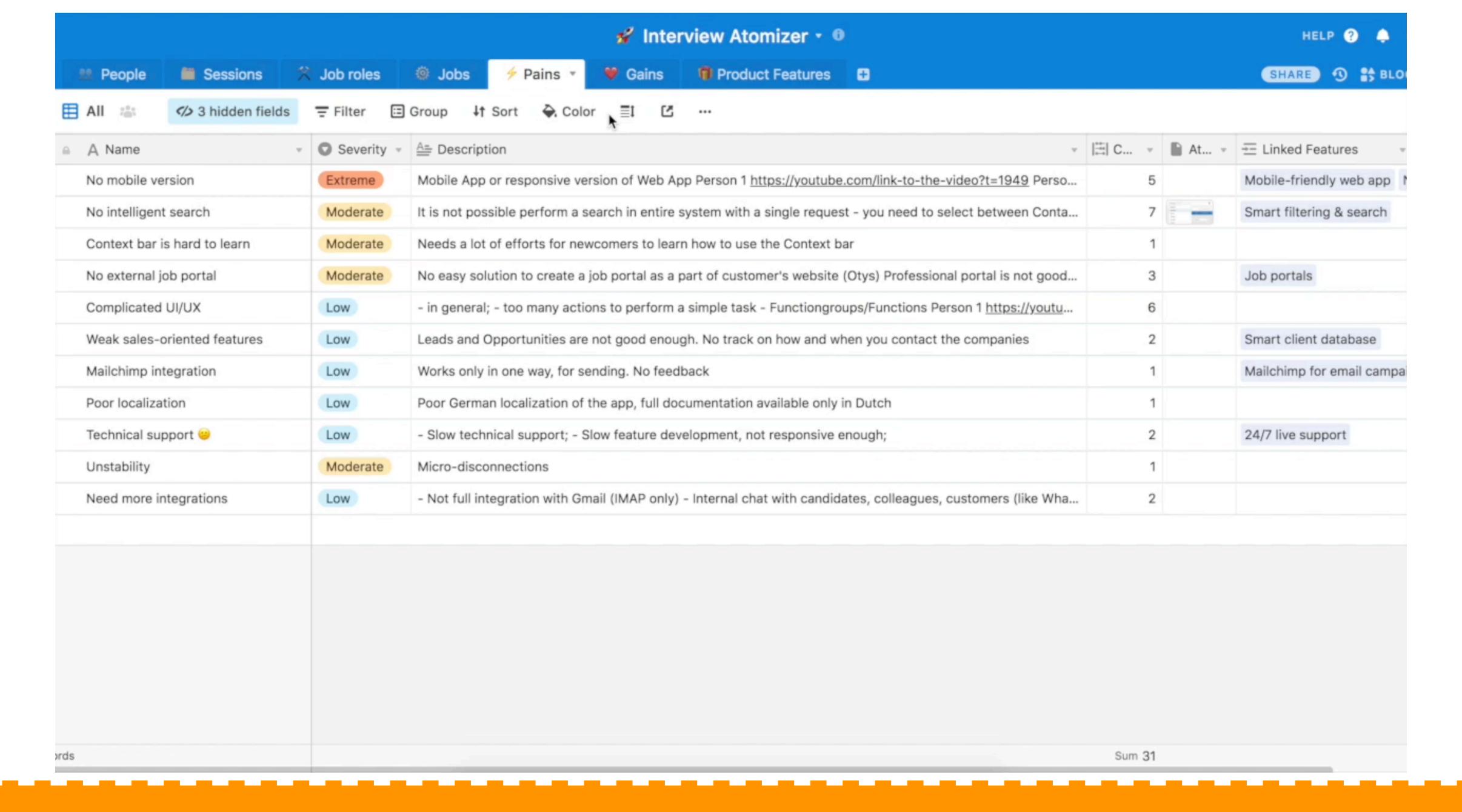


youtu.be/HFDS74h\_7?t=1m50s



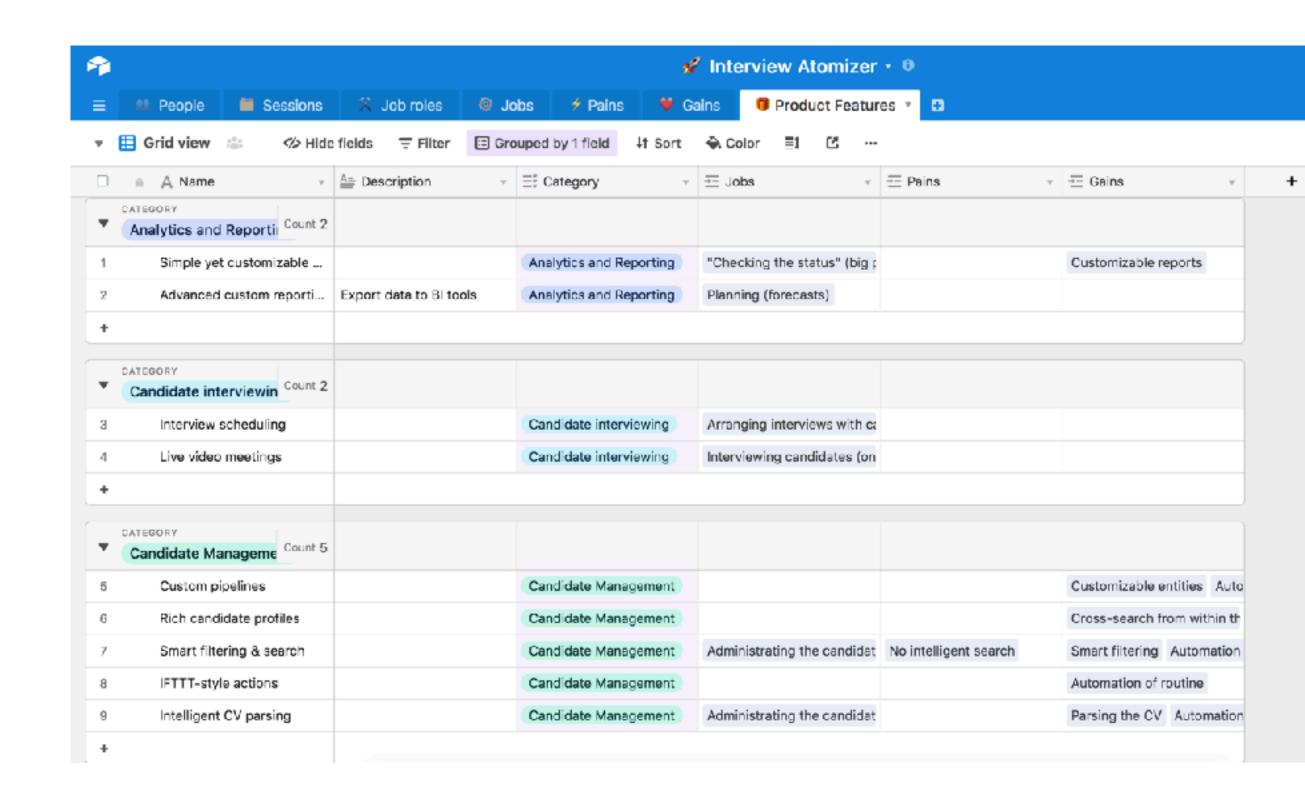
- Nuggets counted automatically
- Add a link to the evidence video (with a timestamp!) manually

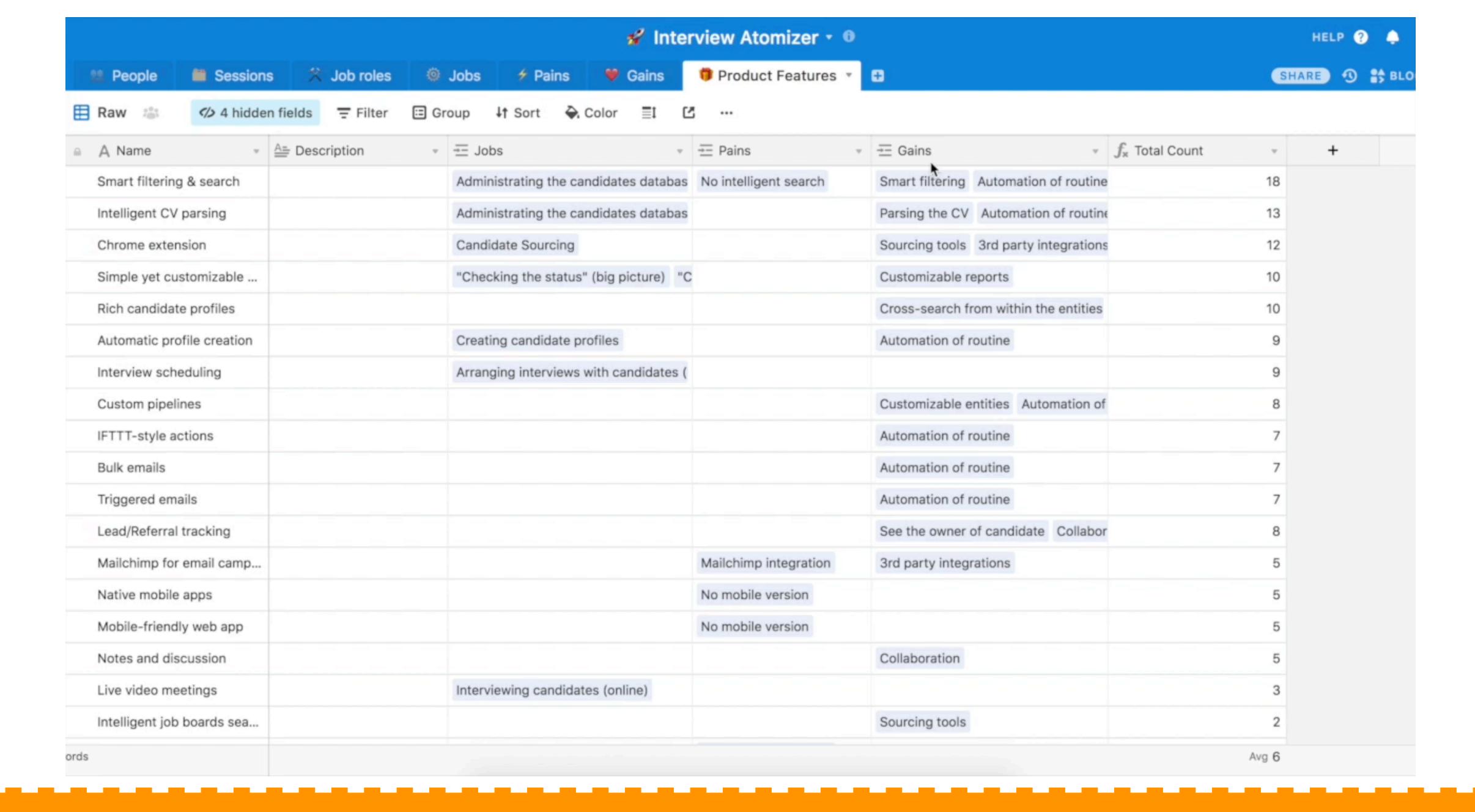






- List can be list of anything! (e.g. backlog)
- Connect each Features list item to at least one nugget





#### Atomized researches

- Scale the researches
- Use the results of ongoing research
- Anyone can bring value

#### Atomize!

- Feel free to modify or use partially
- Feedback is appreciated



#### http://bit.ly/research-atomizer

### Thank you

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