

# Live Shot Manager User Testing Manual - 2/13/19 Technical Production Managers & Technical Managers

# Introduction

In the round 3 of user testing, we will be showing you an updated prototype of LSM based on the feedback you provided and Rob & Kevin's vision. We have three tasks for you to complete below. Once again, your interactions with the prototype will be recorded during this session for research purposes.

After completing all three tasks, you will be asked to fill out the survey below to assess your experience. Please feel free to give us any comments or ask any questions you have after completion of the tasks. We'd love feedback on how to improve the prototype so that it fits your ideal workflow.

It is important to remember that nothing you say or do is wrong, we want your honest opinion as it will help shape the product. Don't forget to speak aloud your thoughts!

Before starting the tasks, we'd like for you to take a look at the new prototype and get acquainted with where elements are located on the screen.

### Current Prototype:

You're going to be working on MSNBC Deadline White House. You have opened up the show canvas that a TPC has created. You are reviewing his work and need to change a camera RS before your control room can Grab the host object.

### Task 1: Interacting With Host Object

- 1. Expand Nicole Wallace Object
- 2. Assign Camera 5 to RS-5
- 3. Collapse Object Information for Nicole Wallace
- 4. Assign as Ready-For-Air
- 5. "Grab All" paths associated with the Nicole Wallace object

Your host object is now properly routed and grabbed. You now need to review the guest object of Carol Lee and add a phone line because the TPC forgot to.

Task 2: Interacting with Guest Object Carol Lee

- 1. Find the guest object of Carol Lee
- 2. Click on IFB-2 in the object header to expand and highlight the full path info
- 3. Create a PL line for her.
- 4. Assign the Control Room Path of PL Line to PL-2

# User Testing Survey

Thank you for participating in our user testing session!

To conclude this session, we'd really appreciate if you could take this survey. There are 2 parts to the survey at the conclusion of this user testing session:

- 1. Follow-up questions
- 2. Rating sheet

Please answer these follow-up questions to the best of your ability and then complete a rating sheet to help us gauge your experience working with our prototype. Your feedback is super important to us and will definitely help us improve our design.

### Follow-Up Questions

- 1. How do you feel about the workflow demonstrated in the prototype?
  - a. Do you think it suits your everyday needs? Why?
- 2. Do you feel the updated top-down view is sufficient enough to replace your live shot sheet?
- 3. How do you feel about the organization of metadata in the headers vs additional details of live shots?

- a. Do the paths preview give you the information you need at a glance?
- b. Is there anything missing in the additional details?
- 4. How do you feel about the behavior of clicking a pathname in the header to expand and highlight the full path info?
  - a. How would you change this behavior to meet your needs?

5. How do you feel about checking off a live shot as ready-to-air?

- 6. Would you feel that a cleanup button that would expand all live shots past the current time and collapse all path info for irrelevant shots past the current time would be helpful?
- 7. Was there anything that prevented you from completing your workflow?
- 8. What would you add to the prototype to improve your workflow?

**Rating Sheet** 

1.	How would you rate the effectiveness of assigning CR paths so signal paths?				
	Very Effective 1	2	3	4	Not At All Effective 5
2.	How difficult was the workflow for accessing the full info of a live shot?				
	Not Readable 1	2	3	4	Very Readable 5
3.	How do you feel about taking and grabbing live shots?				
	Very Difficult 1	2	3	4	Very Easy 5
4.	How do you feel about the workflow for taking and grabbing individual paths?				
	Very Difficult 1	2	3	4	Very Easy 5
5.	. How do you feel about the shortcut to full path info by clicking the Path name in the header?				
	Very Difficult 1	2	3	4	Very Easy 5
6.	How do you feel about the workflow for adding a phone line?				
	Very Difficult 1	2	3	4	Very Easy 5
7.	What is your overall satisfaction from your experience working with the prototype?				
	Very Dissatisfied 1	2	3	4	Very Satisfied 5

### Conclusion

Thank you for taking the time to share your work and process with us and for completing our user testing session. You really helped us understand your role and gave us a lot of good insights as to what could be improved in your workflow. Is it possible that we contact you if we have any follow-up questions in the future? If you think of anything you forgot or think we should know after this session, please shoot us an e-mail at andrew.wolf@nbcuni.com. Thanks again!