Appendix A

Pulse Point Project Preparation for November 15, 2019

📎 1 attachments (16 KB)

affinitydiagramming.pdf;

It was great to see you today and meet to talk about the preparatory work for November 15.

To review, 1) please read the following pages about card sorting *before* you begin sorting the comments:

- https://www.nngroup.com/articles/card-sorting-definition/
- https://www.usability.gov/what-and-why/glossary/card-sorting-or-card-sort.html
- https://www.usability.gov/how-to-and-tools/methods/card-sorting.html
- https://libguides.memphis.edu/c.php?g=587193&p=4068156
- https://blogs.cornell.edu/usabilitytoolkit/2019/06/04/card-sorting/

Then, 2) please watch the following video about card sorting *before* you begin sorting the comments: open versus closed card sorting

After you have read and watched the sources on card sorting, then please 3) prepare to sort the cards using the open card sort method. This process includes: reading through and annotating all iOs and Android comments, cutting out those comments, and pasting them to the note cards.

After preparing to sort the cards, then please 4) sort the cards into categories. As you sort the cards, please remember that some comments/cards will not contain substantive information. Categorize those non-substantative comments/cards separate from the other categories you identify.

Once you know categories, rubber band cards in sets of 10 and place in an envelope. On the envelope, please write the name of the category. The category might be anywhere from a 1-word to a phrase of 3-5 words.

Finally, 5) please read the following information prior to November 15:

- https://www.uxmatters.com/mt/archives/2010/09/dancing-with-the-cards-quick-and-dirty-analysis-of-card-sorting-data.php and
- https://www.nngroup.com/articles/affinity-diagram/

If you have questions, or parts of these instructions are unclear, please do let me know.