

Prototyping Methods and Feedback Template



Prototyping allows us to try out new ideas and bring them to life. It can take any form. A full working 3D model, a digital experience, a sketch, a Lego model, a role-play of an experience. It is essentially **a draft or a model of your idea** which allows you to explore, get feedback to see if it works, improve it or change it.

Prototyping workshops take place with the people who have **lived experience** of the challenge for which you are designing. This can help you **shape and refine** your idea. Include the users of your idea as your workshop participants.

Prototyping can happen at **any stage** of designing and developing your idea. It is an iterative process.



Choose your prototype method and create your prototype.

Consider who you are inviting and how many people will need to be there.

Choose an appropriate location, date and length for the prototype workshop.

Have at least two people facilitate the prototyping workshop. One person who can direct the facilitated workshop, and a second person to record **what** they observe.

Gather together all your testing resources, including the prototype, pens, paper, feedback sheets, anything else needed for the workshop.



There are two methods to help you start prototyping.

Storyboard

This prototype method **illustrates** in detail the user and the context of the user either using a product, in a project or as part of an experience.

It can help you **visualise** your concept from start to finish, and help you live the experience from the user's perspective.

Role Play

This prototype method encourages the acting out of the **story** of people engaging and interacting with your idea.

You can deliver this workshop in two ways.

This prototype method can be role played with an assembled project team first, and then role played to your users, those with lived experience of the challenge, for whom your idea is designed.

How to create a Storyboard

- Determine **what part of the idea** you want to explore with your user group. You don't have to test the whole idea, it can be a part of it.
- Within the storyboard frames **draw out the narrative** of how your idea works.
- Once you have completed the narrative **take the storyboard out to the group** you have gathered and share with them what you have created.
- Gather their feedback. You will find this useful to **incorporate the feedback** to re-iterate and develop the idea.

Title

Draw in here (See Fig. 1 for a template)

What is happening (describe)

How to create a Role Play

With an **assembled project team**:

- Clearly **state the idea** that is to be explored.
- Divide into groups of two or three. Each group develops a narrative and dialogue from **the perspective of the users** to be role-played. If there are multiple users perhaps each group could approach writing a dialogue or interaction from a different user perspective e.g. student, senior manager, professional staff, lecturer etc
- Create the environment that the human experience takes place in, with what you have to hand.
- Each group **takes turns** to role play their scenario to everyone. Give those watching paper to take notes ready for feedback and evaluation
 - What interactions work?
- **Take photos** to document the role play. This will help recall the interaction, behaviours, reactions and feelings when reiterating the idea.
- Invite **feedback** for your evaluation and take notes.

To an **invited audience of 'users'**:

- Clearly **state the idea** that is to be explored.
- Role play **what you have refined** with your team.
- Give your audience paper to take notes on the role play.
- Hold an evaluation discussion through a series of prompt questions, and record responses anonymously. See 'Gather feedback' section.

Gather feedback

Identify the way in which you will gather feedback. Here are examples of questions:

What worked?

- What resonated with you?
- Is this useful or beneficial to you?
- What did you value?
- Does this feel realistic?
- What could be developed?

What didn't work?

- What would you change?
- How can this be improved?

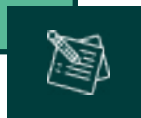
What questions came up for you?

- What needs further research and investigation?
- What is missing?
- What needs strengthening?

What was surprising?

- What did you learn?
- What was inspiring?
- What does it lead you to do next?

POST-WORKSHOP



Sharing and reflecting on feedback

Having collated all your feedback through your prototype workshops the next stage is to integrate the feedback into the work to **refine and design** another prototype of the idea.

What you will need:

- Pens, post it notes, wall, board or large piece of paper

Divide the wall/board/large piece of paper into sections:

- Impression of the experience vs Facts gathered

Individuals within the team **capture** the learnings, facts gathered and impressions of the experience and key information that they want to share on a post it note. In turns members of the team **describe** the post it notes as they cluster them into the divided sections.

Discuss what you can see. What are the **common themes, observations and facts** that are post-ed? How can these be **translated into opportunities** to refine your idea?

You will need to submit the **completed prototype feedback** and a short reflection on the key learnings. For example you might want to think about questions like:

- Is there anything that surprised you or that was particularly powerful during the workshop?
- Were there areas of disagreement or synergy?
- Have you shown the prototypes to others? What were their reflections?
- Does the feedback highlight particular opportunities or pressing problems?