

[11:00:11 AM] Weekend Testers Americas: Hello everyone!

[11:00:17 AM] Weekend Testers Americas: Welcome to Weekend Testers Americas.

[11:00:25 AM] kec.nks2007: hi..

[11:00:26 AM] Weekend Testers Americas: This is session number 12

[11:00:46 AM] Weekend Testers Americas: Recorded for the weekend of Saturday, June 11th, 2011

[11:01:05 AM] Weekend Testers Americas: As we have some newcomers this time around, please introduce yourselves.

[11:01:12 AM] Weekend Testers Americas: (and I will now switch accounts briefly)

[11:01:18 AM] Adam Yuret: I'm not here yet ;) (skype for android)

[11:01:44 AM | Edited 11:02:46 AM] Michael Larsen: Hello everyone, I'm Michael Larsen, and I'm co-founder and facilitator for Weekend Testing Aamericas. I'm a brown belt in the Miagi-do School of Software Testing, an instructor with the Association for Software Testing, and producer of the "This Week in Software Testing" Podcast.

[11:01:52 AM] Rahul Vig: Hi all! Rahul here...I was here last time...:)

[11:02:11 AM] Lalitkumar S. Bhamare: Hi All, Lalitkumar from India. In s/w testing from last 2 yrs. Editor/Co-Founder of "Tea-time with Testers" www.teatimewithtesters.com

[11:02:35 AM] Perze Ababa: Perze Ababa, aspiring Context Driven Tester. I work as a test lead for NBCUniversal's iVillage group

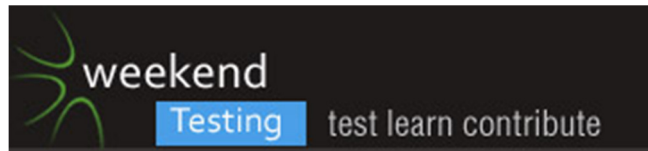
[11:02:41 AM] Dawn Haynes: Hello everyone, I'm Dawn Haynes - trainer and consultant. Formerly worked for Rational Software. First time here. Now at www.perftestplus.com in Florida, US.

[11:02:46 AM] Albert Gareev: I'm Albert Gareev, 2nd facilitator @ WTAmericas. You can find the rest about me on my web-site: <http://automation-beyond.com/about/>

[11:02:48 AM] Justin Byers: My name is Justin Byers and I live in Victoria, BC Canada. I work as the Test Team Lead for ShipConstructor Software, which makes shipbuilding software which runs in AutoCAD. I also do web and mobile testing in my spare time for DailyBurn.com, which is a site for tracking fitness and nutrition. My twitter is @justincbyers

[11:02:58 AM] kec.nks2007: Hi to all.. My self neeraj from India.

[11:03:16 AM] Lorenzo Urbini: Hello everybody Italian software tester in London. I haven't founded nothing yet, but I work for a media company engaged with the English parliament. :)



[11:03:37 AM] Mohinder Khosla: I am Mohinder from London. Tester for many years experienced in Telecom domain. Follow me on Twitter @mpkhosla.

[11:03:43 AM] Michael Larsen: Awesome group. This will be fun :).

[11:03:59 AM] Michael Larsen: Oh, and I should add that I am also playing the role of product owner and stakeholder today.

[11:04:00 AM] Rahul Vig: @Lorenzo..thank God!.....someone who hasn't founded anything...;)

[11:04:09 AM] Lorenzo Urbini: :D

[11:04:10 AM] Rahul Vig: like me

[11:04:33 AM] Michael Larsen: switching accounts again to get the charter and mission posted...

[11:04:53 AM] Rahul Vig: I've been testing for a year now at Support.Com. Bangalore, India.

[11:05:22 AM] Weekend Testers Americas: Today's session will be based around User Experience

[11:05:44 AM] Weekend Testers Americas: We have a lot of testers with varying backgrounds, and I think the feedback from this will be unique and interesting.

[11:06:04 AM] Weekend Testers Americas: the site we are testing today is <http://SideReel.com>

[11:06:22 AM] Weekend Testers Americas: It is a site where you can watch Television, Movies and WebTV content.

[11:06:55 AM] Weekend Testers Americas: I (Michael Larsen) asked my product team what they would like to see us do today, and their response was "have them focus on the main flow of the site".

[11:07:14 AM] Weekend Testers Americas: That's logging in, finding shows, tracking shows, and watching shows.

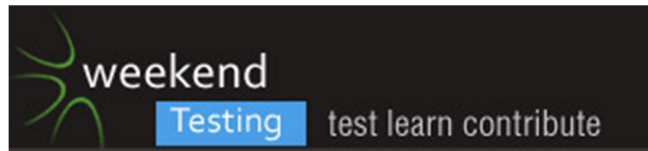
[11:07:30 AM] Weekend Testers Americas: As you might guess, there's lots of ways to accomplish that.

[11:07:51 AM] Weekend Testers Americas: Your mission today is to test out various scenarios and report what you see.

[11:08:42 AM] Weekend Testers Americas: With a specific focus of you as a user and your experiences (hence the UX part of the process).

[11:08:55 AM] Mohinder Khosla: Could we use any tool to hack into the site?

[11:08:58 AM] Perze Ababa: #question Do you have a browser whitelist?



[11:09:03 AM] Weekend Testers Americas: Of course, if you find issues along the way, you are welcome to post them here in the main chat.

[11:09:16 AM] *** Weekend Testers Americas added Shmuel Gershon ***

[11:09:22 AM] Albert Gareev: #page http://www.sidereel.com/users/sign_up

#issue #gui 'Year of Birth' Max - 1998. 13 y.o. ?

[11:09:31 AM] Lalitkumar S. Bhamare: well, can user expectations be logged in as bugs?

[11:09:34 AM] Weekend Testers Americas: You may test on your own, or you may pair with other testers.

[11:09:41 AM] Shmuel Gershon: Thanks for adding me

[11:09:50 AM] Weekend Testers Americas: Yes, they can.

[11:09:59 AM] Shmuel Gershon: Ouch. 'Adding me'

[11:10:12 AM] Weekend Testers Americas: For Shmuel's benefit, let me repost the charter

[11:10:21 AM] Shmuel Gershon: Thanks for that, too :)

[11:10:30 AM] Weekend Testers Americas: [11:05 AM] Weekend Testers Americas:

<<< Today's session will be based around User Experience

the site we are testing today is <http://SideReel.com>

It is a site where you can watch television, Movies and WebTV content.

I (Michael Larsen) asked my product team what they would like to see us do today, and their response was "have them focus on the main flow of the site".

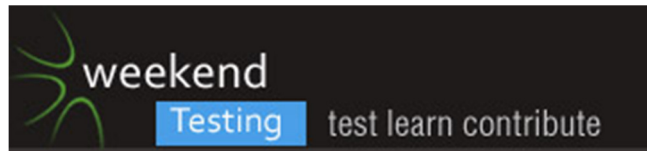
that's logging in, finding shows, tracking shows, and watching shows.

As you might guess, there's lots of ways to accomplish that.

Your mission today is to test out various scenarios and reporting what you see.

With a specific focus of you as a user and your experiences (hence the UX part of the process).

[11:10:37 AM] Albert Gareev: #page http://www.sidereel.com/users/sign_up



#issue #gui 'Country' 1. In similar products 'Canada' goes right after 'USA'. 2. In similar products there's option like 'Other'

[11:11:37 AM] Michael Larsen: Also, for this session, since this is **my** company, to not prejudice results or give undue examples or guidance, I will act as facilitator for today and not actually test. I will answer questions where I can, but you will have to forgive me if I don't "give too much information away".

[11:11:38 AM] Lalitkumar S. Bhamare: #Bug : Without validating the account from my mail id (means before I validate the account from the link sent to my id) am showed as logged in with my Name

[11:11:54 AM] Michael Larsen: Besides, I want to see what you all find that I may have missed :).

[11:12:33 AM] Michael Larsen: @Lalitkumar, you mean after you have submitted your request?

[11:12:38 AM] Albert Gareev: #page http://www.sidereel.com/users/sign_up

#bug #gui 'Captcha frame', link 'Click here': after switching to 'audio' can't go back to visual mode.

[11:12:40 AM] Justin Byers: #bug While signed in, the header still shows the link "Love SideReel but haven't signed up yet? Register now for a FREE account and receive a FREE copy of DivX Pro!

If I then click the link, it goes into an infinite redirect loop

[11:13:18 AM] Shmuel Gershon: So the focus is usability, right?

[11:14:17 AM] Michael Larsen: @Shmuel, yes, usability and User Experience... but of course if you find additional issues along the way, feel free to report them here :).

[11:14:33 AM] Mohinder Khosla: There are quite a few broken links. Do you want a list Michael?

[11:15:20 AM] Albert Gareev: #page <http://www.sidereel.com/users/welcome?message=true>

#issue #gui message "Welcome! You have signed up successfully." is hard to notice, and it looks inconsistent with surroundings

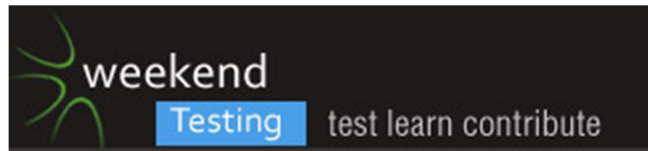
[11:15:22 AM] Michael Larsen: #aside: this is a common aspect of the site, as users contribute link content, and links over time come and go.

[11:15:34 AM] Shmuel Gershon: Ok. I would like to do a Personas experiment, then.

As WTA participants are not your target market, we should build archetypes of your target markets. Who are these?

[11:15:50 AM] Michael Larsen: Great question, Shmuel :).

[11:15:56 AM] Lalitkumar S. Bhamare: am I allowed to share screen prints here?



[11:15:59 AM] Perze Ababa: #bug signed up using linked Facebook account returns "Email has already been taken" error, it would be better if i was presented with a message that says, "you are already a member, would you like to log in using [whatever network I connected with]"

[11:16:07 AM] Michael Larsen: Leads us right into one of the ideas I was hoping we'd discuss today.

[11:16:27 AM] Michael Larsen: More on this during the debrief, but for a simple explanation...

[11:16:42 AM] Shmuel Gershon:

#bug (#terrible), SideReel pops up a screensaver advertisement in a pop up browser windows. I thought pop ups, and screensavers ads, were extincted in the 90s

[11:17:02 AM] Lalitkumar S. Bhamare: ((y))

[11:17:06 AM] Perze Ababa: that is probable a #feature Shmuel

[11:17:08 AM | Edited 11:17:19 AM] Lorenzo Urbini: #login Once i login using facebook i can't signup anymore myself with the same email account used in the facebook account "Email has already been taken"

[11:17:14 AM] Albert Gareev: #page <http://www.sidereel.com/users/welcome?message=true>

#issue #ux I personally find sidetabs (i.e. facebook, twitter, youtube) annoying, if you can't close them

[11:17:15 AM] Michael Larsen: Our most typical customer is young (between 16 and 25).

[11:17:23 AM] Shmuel Gershon: Perze, it bugs me, so it is a bug for me :)

[11:17:36 AM] Perze Ababa: quality is something of value to someone :)

[11:17:37 AM] Michael Larsen: There is a large set of demographics for our users, and they run the gamut from teenagers to seniors. More female than male, I believe.

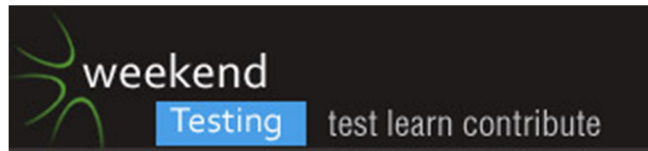
[11:18:02 AM] Shmuel Gershon: Ok. So should we build a persona? Here in the main chat? In a separate session? Facilitator, what do you say?

[11:18:04 AM] Michael Larsen: we have users that watch a *lot* of television through our site.

[11:18:13 AM] Michael Larsen: And then we have those that watch just a few shows.

[11:18:14 AM] Dawn Haynes: #issue broken link on Privacy Policy from Terms & Conditions page

[11:18:17 AM] Lalitkumar S. Bhamare: @Michael: I don't understand the need of having link asking for Sign Up even after user has signed in.



[11:18:42 AM] Michael Larsen: Lalitkumar, could you restate that and put #issue before it :)?

[11:18:46 AM] Lorenzo Urbini: sorry mine was very similar to one already posted by Perze, even if the workflow to reach it was different

[11:18:53 AM] Lalitkumar S. Bhamare: sure

[11:19:05 AM] Lalitkumar S. Bhamare: #Issue : I don't understand the need of having link asking for Sign Up even after user has signed.

[11:19:14 AM] kec.nks2007: ##page http://http://www.sidereel.com/_movie

[11:19:44 AM] Justin Byers: #bug Re-tweeting content sometimes results in tweets that are too long for twitter (more than 140 characters).

[11:20:02 AM] Perze Ababa: #question Michael, are there any ad refresh rules that we should know about?

[11:20:33 AM] Rahul Vig: #page http://www.sidereel.com/young_justice?message=true #issue image not showing

[11:20:44 AM] Michael Larsen: @Perze, the ads are loaded at particular times and the page does refresh if you have been on it for an extended period. As to the exact period, I can't say that I have timed it as of yet.

[11:20:55 AM] Lorenzo Urbini: #bug a groupon banner went out by making the webpage very large (even for me that i'm in 1680 px resolution) making appear the bottom browser scroll bar

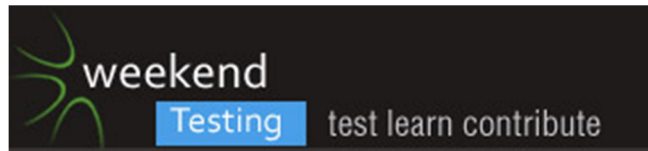
[11:21:16 AM] Shmuel Gershon: #issue another pop up ad from survey bonus, showing a love game (check if names match). These pop ups will get me out of the site as a visitor

[11:21:18 AM] Dawn Haynes: #issue #gui look & feel: the Google Ads block at the top of the TV Listings page looks kinda funky and out of place. The rest of the page design is cleaner and slicker and the three ads that show up seem very out of place.

[11:21:40 AM] Michael Larsen: #note: Again, I'm not trying to be vague or elusive, but I want to do as little as possible to prejudice the approaches that you use to test :).

[11:21:49 AM] Perze Ababa: #question so interacting with say the episode selector in episode pages should not force a refresh? It should be time based and not action based?
(http://www.sidereel.com/Tony_Awards)

[11:22:13 AM] Lalitkumar S. Bhamare: #issue: The Sidereel Tour catches less attention than those of advertisements. It might go unnoticed for sure



[11:22:37 AM] kec.nks2007: #page http://www.sidereel.com/_movie #issue: Love SideReel but haven't signed up yet? Register now for a FREE account and receive a FREE copy of DivX Pro! message show after login..

[11:22:45 AM] Michael Larsen: @Perze, did you see a refresh happen shortly after going to the page?

[11:22:48 AM] Shmuel Gershon: #michael And it will pop a new advertisement?

[11:22:49 AM] Lorenzo Urbini: #issue in the feedback section, if i 'me too' to one of the frequent question, is asked me to login to count me in, even if I'm already logged and even if I'm counted the same.

[11:22:56 AM] Perze Ababa: #bug the episode selector in http://www.sidereel.com/Tony_Awards is scrolling even though there's only 2 elements. it can contain 4 and should only scroll when it has > 4 elements.

[11:22:59 AM] Albert Gareev: #page <http://www.sidereel.com/topic/about>

#issue #gui 'Get answers!' links. Clicking results in an ad pop-up, and #bug the support page is loading really slow

[11:24:28 AM] Michael Larsen: yes, that has been my experience. It depends on how long you are on that particular page.

[11:24:47 AM] Perze Ababa: #bug episode selector carousel contains blank(invalid?) values http://www.sidereel.com/Tony_Awards

[11:25:10 AM | Edited 11:25:38 AM] Lorenzo Urbini: #bug once I've submitted a question, the frequent question list shouldn't be displayed and at the bottom of the pop-up there is a graphical overlap with a link which goes behind the make it count box

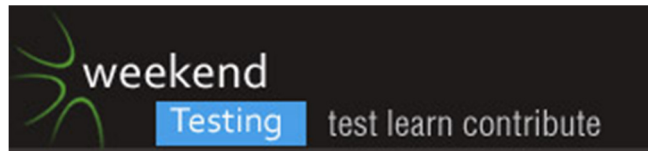
[11:25:17 AM] Lalitkumar S. Bhamare: #issue: Edit Profile (I understood it as profile information but it) actually is Account Settings.

[11:25:37 AM] Albert Gareev: #page <http://support.sidereel.com/sidereel>

#bug #code IE shows script error: "Message: Syntax error Line: 1200 Char: 7 Code:0 "

[11:25:58 AM] Justin Byers: #page <http://www.sidereel.com/topic/tvschedule>

#issue Clicking on a link to a show is inconsistent on different pages. On the tv schedule listing, if you click on a show, it opens a new tab - which is inconsistent across the site and is not typical behavior when navigating within a site.



[11:26:22 AM] Michael Larsen: #albert, what browser? I just went there, and it loaded fine (i.e. "it works on my machine ;)).

[11:27:04 AM] Lorenzo Urbini: #bug feedback box... I'm logged in using facebook, why there are the tab with the request to login in using facebook, twitter and google

[11:27:11 AM] Lalitkumar S. Bhamare: #issue: Sign Up Request link on every page (even after user has authorized account) may sound terribly un easy. It catches the attention but is hardly of any use to the user who already has account. Instead you can show promotional links that might interest users

[11:27:20 AM | Edited 11:27:49 AM] Lorenzo Urbini: #issue google account + windows live + openid login missing in the homepage

[11:27:22 AM] Shmuel Gershon: #Issue The TV Listings at <http://www.sidereel.com/topic/tvschedule> show only 20:00 23:00 shows. I can't find a link to listings for the rest of the hours. Is there a complete listing? The user inside me is getting frustrated of looking for it.

[11:28:20 AM] Dawn Haynes: #question: was I "supposed" to get a GIANT popup ad across my whole browser window about travel to Peru when I clicked the "Watched Episode" box next to NCIS Season 8, Episode 24?

[11:28:34 AM] Albert Gareev: #page <http://www.sidereel.com/topic/about>

#bug #gui 2 duplicate links: 'your_username' and 'Profile'

[11:29:11 AM] Michael Larsen: @Dawn, that sounds unusual, no you shouldn't after clicking marked as watched.

[11:29:13 AM] Rahul Vig: #bug Once 'Track Show' is clicked (it turns to tracking show), refreshing the page makes it track show again

[11:29:32 AM] Albert Gareev: @Michael, I said 'IE' - Internet Explorer, version 8

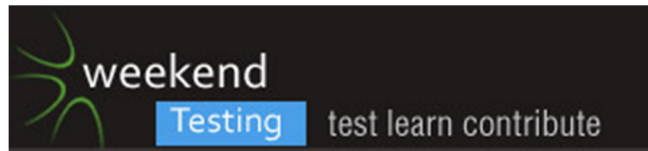
[11:29:36 AM] Perze Ababa: #question tried clicking on the disable autoplay link in the homepage, why is it asking me to login?

[11:29:40 AM] Michael Larsen: @Dawn, IOW, no that's not expected behavior. Can you make it happen on other links?

[11:29:47 AM] Shmuel Gershon: Albert, thanks for that link.

[11:30:01 AM] Michael Larsen: @Perze, to disable autoplay, you have to be logged in.

[11:30:12 AM] Perze Ababa: ok, thanks



[11:30:27 AM] Michael Larsen: But good point, it may be helpful to display that (encourage signing up for an account).

[11:30:31 AM] Dawn Haynes: @Michael: only seems to happen when I select that box

[11:30:41 AM] Shmuel Gershon: #Issue: I was trying to figure out what SideReel is all about. Couldn't find any about page, it was easier to just look for it in Wikipedia. Only now after Albert's link I notices there's an about link down there, hiding.

[11:30:44 AM] Dawn Haynes: @Michael: reproduced it twice

[11:31:12 AM] Michael Larsen: @Dawn, are you logged in?

[11:31:16 AM | Edited 11:31:58 AM] Lorenzo Urbini: #issue in the #page http://www.sidereel.com/_television

add in the video player a countdown for the advertise

[11:31:33 AM] Dawn Haynes: @Michael: yes, logged in as wandatester

[11:31:36 AM] Perze Ababa: #comment re: disabling autoplay, how do i re-enable it?

[11:31:59 AM] Michael Larsen: @Perze, it's in your profile, edit your preferences.

[11:32:03 AM] Rahul Vig: #issue #bug Tracking Show doesn't persist on refresh.

[11:32:29 AM] Perze Ababa: Thanks Michael

[11:32:51 AM] Lalitkumar S. Bhamare: #issue: am using Chrome. Disable Auto-Play Video link is redirecting me to Reel Home Page. Not sure why is it so?

[11:32:58 AM] Shmuel Gershon: @Michael, the fact that @Perze had to ask, is a usability hint

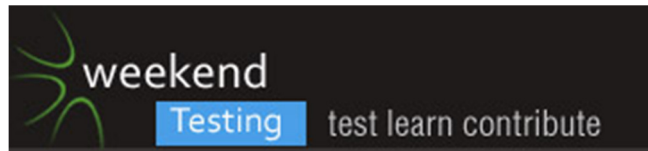
[11:33:02 AM] Mohinder Khosla: #question some links are deliberately are marked as broken and so not accessible

[11:33:10 AM] Rahul Vig: #issue #bug I can't find a way to untrack a show

[11:33:12 AM] Perze Ababa: #comment re-enabling auto-play should be on the same spot as disabling it

[11:33:47 AM] Michael Larsen: @Rahul, where are you seeing this? I just did this for Dexter, and I refreshed and the show is still marked as watched?

[11:33:53 AM] Lorenzo Urbini: #issue in the #page http://www.sidereel.com/_television



change the layout for the SideReel Show List, the list actually is bigger than the full page, why not use some javascript show/hide !?

[11:34:00 AM] Lalitkumar S. Bhamare: @Micheal : Why am I getting redirected to Homepage after clicking on Disable Auto Play?

[11:34:10 AM] Rahul Vig: #page http://www.sidereel.com/Army_Wives/season-5/episode-13

[11:34:43 AM] Albert Gareev: #page http://www.sidereel.com/users/saved_filters

#issue the browser can't finish loading the page (over 60s)

[11:35:08 AM] Dawn Haynes: #suggestion: It would be nice if there were a way to toggle audio on the site itself. The audio that starts automatically for the ads is a bit annoying, and having to click pause each time they load is taking away from my UX. :)

[11:35:21 AM] Lalitkumar S. Bhamare: on this link. <http://www.sidereel.com/topic/jamie> after clicking on Disable Autoplay(which is in fact already disabled) is taking me here <http://www.sidereel.com/>

[11:36:19 AM | Edited 11:36:26 AM] Michael Larsen: Lalitkumar, mark it as an issue, please.

[11:36:53 AM] Perze Ababa: #question what's the purpose of "tracking" cancelled shows?

[11:37:04 AM] Albert Gareev: #page http://www.sidereel.com/users/saved_filters

#issue #UX links 'Update' and 'Restore Defaults' bring a dialog asking "Are you sure..." yet buttons on the dialog say 'Submit' and 'Cancel'

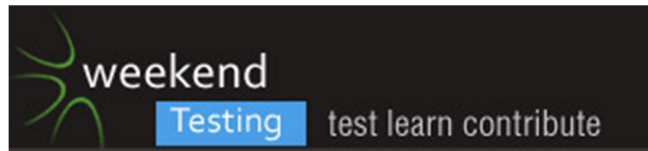
[11:37:23 AM] Lalitkumar S. Bhamare: #issue: on this link. <http://www.sidereel.com/topic/jamie> after clicking on Disable Autoplay(which is in fact already disabled) is taking me here <http://www.sidereel.com/>

[11:37:25 AM] Justin Byers: #issue I found the search results for shows to be lacking. Even though I can search for a description, the results will only show the show's episode name - so it wasn't clear to me if the results I was given were what I was looking for.

Example is searching for a specific episode of 90210.

http://www.sidereel.com/90210/links/search?q=Annie+and+Dixon+try+to+help+Debbie+start+dating+again&show_id=13&Search=submit

[11:37:28 AM] Rahul Vig: #issue #bug untrack show should refresh the page and remove entry from calendar. A page refresh is required after untracking a show.



[11:37:31 AM] Michael Larsen: @Perze, the idea of the tracker is so that you can see what you have watched and where you have accessed certain shows.

[11:37:39 AM] Shmuel Gershon: #bug Apparently no hint for the user of where the content will play. Sometimes it opens Hulu, sometimes it opens iTunes, sometimes is on the SideReel page with an embedded YouTube player.

[11:37:52 AM] Dawn Haynes: #question: Is there a way to change the behavior of links showing up in a new tab? I'd prefer all pages to load in the same tab. (I know I can right-click to force, but just wondering. I don't link sites that open up extra windows or tabs when I'm navigating around.)

[11:38:14 AM] Michael Larsen: A lot of people track shows that are more than a decade over to see where they are in their tracker view and to get to the next episode.

[11:38:17 AM] Perze Ababa: thanks. my definition of tracking does not coincide yours.

[11:38:27 AM] Lorenzo Urbini: #page <http://www.sidereel.com/topic/free-movie-022811>

another banner disalignment, the sidebar1/ad-container-300x250 banner is floating on the left going out the website center alignment

[11:38:59 AM] Michael Larsen: @Perze, good point, please mention it :).

[11:39:21 AM | Edited 11:39:31 AM] Michael Larsen: That's the beauty of asking questions about the User Experience.

[11:40:06 AM] Perze Ababa: #issue tracking for me, means i'm following something that still leaves tracks. Cancelled shows don't leave fresh tracks anymore

[11:40:10 AM] Michael Larsen: Each user may have a different expectation as to what and why they might want to use the Tracker and to what purpose.

[11:40:48 AM] Shmuel Gershon:

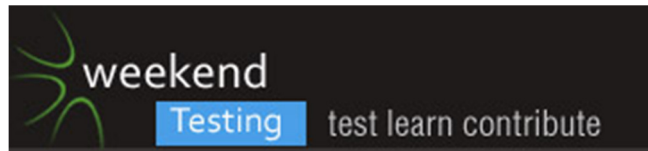
@Michael, I am still trying to build a persona here. So your target audience are more repeating clients than one-time visitors. Right?

Which one makes most of your traffic?

Which one makes most of your ad-clicks?

[11:40:53 AM] Michael Larsen: But I want to hear what *YOU* have to say about it, not what *I* have to say about it ;).

[11:41:01 AM] Lorenzo Urbini: #page <http://www.sidereel.com/topic/contact>



the contact us form is a mess with a lot of similar section repeated, like a Content Request and a Report Spam form which are almost contained in the feedback form on the top

[11:41:40 AM] Albert Gareev: #page http://www.sidereel.com/_television/genres/canadian

#bug #typo "Watch canadian Series Online - Episodes of Your Favorite canadian Shows" - should be "Canadian" with capital "C".

[11:41:40 AM] Michael Larsen: Shmuel, fair question. Yes, Sidereel is focused on repeated use.

[11:41:41 AM] Perze Ababa: #page <http://www.sidereel.com/topic/this-week-in-tv> right column is surprisingly empty

[11:41:58 AM] Perze Ababa: Nice one Albert

[11:42:11 AM] Lalitkumar S. Bhamare: Shmuel made a point. May be you can remove Sign up request list for users who are persistent. It does not make sense for repeating users.

[11:42:16 AM] Michael Larsen: Our users often track over a dozen shows, and some of our power users watch 20 hours of TV and more a week

[11:42:22 AM] Albert Gareev: @Perze?

[11:42:42 AM] Michael Larsen: Personally, that blows my mind, but hey, different approaches and the ability to load video in a small window on the screen may be part of that.

[11:43:07 AM | Edited 11:43:20 AM] Michael Larsen: @Albert, thanks, I will certainly address that one :).

[11:43:14 AM] Rahul Vig: #page http://www.sidereel.com/users/saved_filters #bug Remove and source given but there are no options under 'Others' section

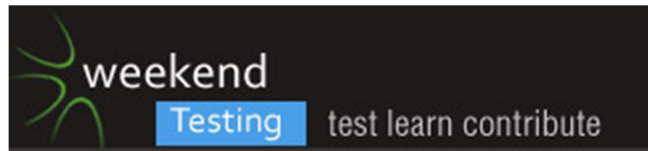
[11:43:51 AM] Shmuel Gershon: Oh. I just learned that Community has web-exclusive episodes! Wow. I am happy with SideReel now :).

[11:44:12 AM] Shmuel Gershon: @Adam, did you know that?

[11:44:36 AM] Justin Byers: #page <http://www.sidereel.com/topic/tvschedule>

#issue TV Listings starts on Sunday June 12, 2011. Whereas I would expect it to show tonight's tv listings.

[11:44:36 AM] Dawn Haynes: #question: I don't see much Help on the Help & FAQs page. The FAQs are listed by frequency, which may not apply to me. There's a search but the results didn't really track. I see no "basic" usage guidance here. Maybe the site is supposed to be entirely intuitive, but I think it would be nice to have a site overview or roadmap of things you can do on the site.



[11:44:55 AM] Perze Ababa: #comment It's amazing how much stuff is in here. noobs like me wouldn't know what to do. you should have "tours" showing what you can do in this site.

[11:45:07 AM | Edited 11:58:43 AM] Lorenzo Urbini: #page <http://www.sidereel.com/topic/getinvolved> about the UX can significantly improved by using bigger font difference, like highlight a bit more this text "SideReel To Dos are a great way to participate in contributing to SideReel."

Below this sentence are 2 big point in light blue, even if they're not links, as in all the website. Please use the light blue color just for the link or the titles

even for a better website accessibility

[11:45:08 AM] Michael Larsen: @Rahul, many episode pages may not have links posted, so if they do not, there can't be any filters applied.

[11:45:17 AM] Michael Larsen: @Perze, we do have a tour, it's on the home page.

[11:45:18 AM] Adam Yuret: Okay I am here, sorry to be jumping in late, I read the mission, before I start testing I'd like to ask our product owner some questions.

[11:45:18 AM] Rahul Vig: #page http://www.sidereel.com/users/saved_filters #issue The sections should be vertically distributed on the page. You have to go a long way down for browsing through options for Featured section

[11:45:29 AM | Edited 11:45:38 AM] Michael Larsen: or do you mean more specific tours?

[11:45:47 AM] Michael Larsen: @Adam, go ahead :)

[11:46:02 AM] Adam Yuret: 1. Who is this product for? (Meaning who do you want to direct this product to, do you have multiple tiers of customers that present different value streams?)

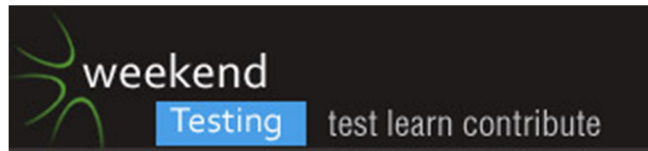
[11:46:20 AM] Shmuel Gershon: #Bug Community is a TV show. It is has also webisodes, what makes it part WebTV. But when I am on the Webisodes, I have no quick jump to the TV SHow, or for the community content of it.

[11:46:27 AM] Adam Yuret: Do you care about every browser? Should we focus on a specific browser(s)?

[11:46:29 AM] Michael Larsen: Answer to question 1. the product is for anyone who watches television, movies and web content.

[11:46:46 AM] Michael Larsen: they may be doing it through terrestrial means, or through the Internet.

[11:46:57 AM] Shmuel Gershon: Adam, good luck with those questions. I am trying to extract the info from Michael, but he is being sneaky ;).



[11:47:08 AM] Perze Ababa: #page <http://reeltv.sidereel.com/> I somehow ended up in this page and couldn't find a prominent link so i can go back to sidereel.com. There is one in the footer but it's very tiny. i can type it but I'm lazy.

[11:47:13 AM] Albert Gareev: #page http://www.sidereel.com/_television/genres/canadian (other pages for 'genres' too)

#bug #gui 'Show Finder' link adds '#' to any current address and that's it (no sub-anchor defined).

[11:47:27 AM] Lalitkumar S. Bhamare: #issue: for me it's getting little tiresome to distinguish advertisements and Reel Tv offerings. They are placed at improper place and at disturbing places (due to which user can get annoyed and end up leaving the page)

[11:48:05 AM] Michael Larsen: As to browsers, we support the big players. Your matrix for Volunteermatch is pretty close to ours.

[11:48:08 AM] Adam Yuret: Well our goal here is to do User Experience testing. I watch TV, but I am also a technical person who watches TV. I watch almost no live TV. So I might be an outlier.

[11:48:24 AM] Adam Yuret: This information helps me to come up with personas that might be more indicative of your target audience.

[11:48:30 AM] Michael Larsen: @Adam, and that's where we hope to see what you might add to the mix.

[11:48:58 AM] Michael Larsen: But if you'd like to use persona testing examples, imagine you are a teenage girl who's really into the CW... that may help a little bit ;).

[11:49:07 AM] Justin Byers: #page <http://www.sidereel.com/users>

#issue I find it unusual that the dashboard of my tracked showed is hidden within my profile and not front and center on a main page.

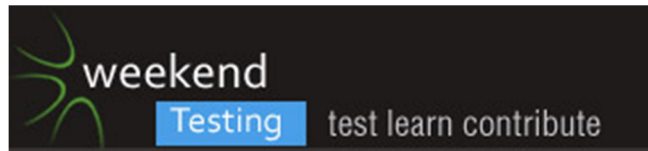
[11:49:12 AM] Perze Ababa: #question do you have helper apps for tracking? say a chrome extension?

[11:49:29 AM] Adam Yuret: Yeah, good point, I couldn't begin to imagine what a tweener who loves the CW wants to see in their UX.

[11:49:35 AM] Michael Larsen: @perze, no helper apps as extensions at this time, but it's an interesting idea :).

[11:49:39 AM] Adam Yuret: As a geek I find the ads very dominant.

[11:49:40 AM] Shmuel Gershon: @Michael, but I am not your target user. Heck most of these videos are not even open for my location :)



[11:49:52 AM] Shmuel Gershon: @Adam, that is the reason of building personas. To get into their skin

[11:50:07 AM] Adam Yuret: Good point, is internationalization something that's supported or is this a US only site?

[11:50:14 AM] Adam Yuret: Seems very US oriented.

[11:50:35 AM] Albert Gareev: #page http://www.sidereel.com/_television/genres/canadian

#issue #bug #gui #ads 2 giant buttons on right-top. Blue one - 'Download', Red one - 'Play'. No description what they are about. Clicking brought to an unsafe 3rd party website "www.sharefreeware.net"

[11:50:56 AM] Michael Larsen: @Adam, @Shmuel, we do have international users, and we do also support some international sites and stations, but yes, for now, the US market is the dominant one.

[11:51:12 AM] Dawn Haynes: @Perze: ditto

[11:51:22 AM] Shmuel Gershon: #Bug I would like a hint of whether the content is available in my geolocation before I click on it and wait to discover it isn't

[11:51:44 AM] Dawn Haynes: @ Perze: ditto re: comment about being a noob

[11:51:52 AM] Perze Ababa: #issue text of the google ad at the bottom of this page is very small. If you want users to click on it, it should at least be readable on the get go #page <http://www.sidereel.com/topic/cord-cutting>

[11:51:58 AM] Lorenzo Urbini: #page http://www.sidereel.com/The_Office

the disable autoplay button here bring to <http://www.sidereel.com/users>

[11:51:59 AM] Justin Byers: I'm impressed that you can watch some shows from Canada. I assumed this site would be US only.

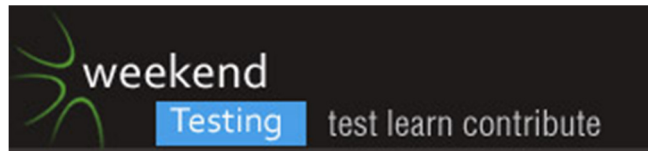
[11:51:59 AM] Weekend Testers Americas: OK gang (time-check)

[11:52:06 AM] Rahul Vig: #page <http://support.sidereel.com/sidereel> #issue #bug the faq page opens up for guest user. U have to login again to post a question.

[11:52:10 AM] Weekend Testers Americas: We have 8 more minutes to test.

[11:53:06 AM] Albert Gareev: #page http://www.sidereel.com/_television/genres/canadian

#bug #typo a frame along right, title "Top 10 canadian".



[11:53:30 AM] Lalitkumar S. Bhamare: #user expectation : Havn't come across it yet but for some adult shows (like having violence, etc.) there should be an Age or say 18+ Warning. This might vary from Country to Country but it should be taken care of

[11:53:44 AM] Dawn Haynes: #issue: This may have already been mentioned, but I attempted a search where there were no links for a show and the New Feature: Saved Filters! popup appears when the search results page loads. CW and hulu are selected by default. I can't make any other selections and I can't deselect the defaults. I only have an Okay button as an option and I'm not feeling OK about not being able to make any choices.

[11:54:11 AM] Adam Yuret: #bug IE8/XP no content but ads in the visible part of the page at 1024X768

[11:54:23 AM] Adam Yuret: #bug <http://screencast.com/t/WRJcTorkaX>

[11:54:29 AM] Michael Larsen: @Dawn, could you post the link for where you are checking?

[11:55:52 AM] Albert Gareev: #issue #ux I expected more descriptive tags for genres.

#issue what about suitability of content for minors?

[11:55:53 AM] Perze Ababa: #issue clicking on the show finder letter navigation scrolls you to the top of the page. it should go back to the content below the letter navigation #page http://www.sidereel.com/_television/genres/Drama?page=h#letter_nav

[11:56:00 AM] Lorenzo Urbini: #page http://www.sidereel.com/The_Big_Bang_Theory

#bug the subscribe to youtube is not working, a blank popup has been opened but checking in youtube i'm not subscribed actually

[11:56:06 AM] Michael Larsen: the featured filters links can be changed, but there will be constraints on how many will be displayed based on how many links are there.

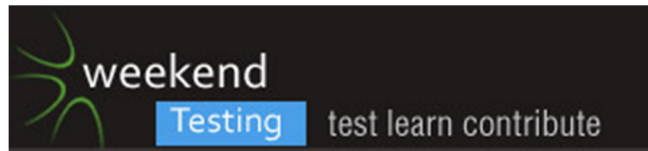
[11:56:54 AM] Albert Gareev: #issue #UX pages look too busy and kinda messed up

[11:56:59 AM] Dawn Haynes: @Michael: I clicked on the Search Links button that appears when you hover over the graphic of the episode from this page:

[http://www.sidereel.com/Doctor_Who_\(2005\)/season-6/episode-7](http://www.sidereel.com/Doctor_Who_(2005)/season-6/episode-7), the filter popup appeared when this page loaded: [http://www.sidereel.com/Doctor_Who_\(2005\)/season-6/episode-7/search](http://www.sidereel.com/Doctor_Who_(2005)/season-6/episode-7/search)

[11:57:14 AM] Justin Byers: #page http://www.sidereel.com/Family_Guy/season-9/episode-18/links/8616161

#issue After watching a show, I return to sidereel and am given two options: "Mark As Watched" or "Watch The Next Episode". I can only pick one option, but I want to do both.



[11:57:15 AM] Lalitkumar S. Bhamare: #issue: before publishing search results it shows big pan of google ads. In fact 1st half of the page is loaded with ads (http://www.sidereel.com/_television/search?q=tom+and+jerry&commit=submit) . This is not something I as user will be expecting. I would expect search results to be shown at first place and advertisements later. Ads won't be something that user will be expecting after searching shows of his interest

[11:57:32 AM] Shmuel Gershon: #Issue Discussions aren't threaded. Thread facilitates better discussions

[11:58:45 AM] Dawn Haynes: #issue: On this page: [http://www.sidereel.com/Doctor_Who_\(2005\)/season-6/episode-7/search](http://www.sidereel.com/Doctor_Who_(2005)/season-6/episode-7/search) ... a video ad appeared that didn't quite fit in the space. Can recall what it was - I was too busy trying to hit the pause button to shut it up and half of the pause button (and associated control bar) was missing/cut off at the bottom of the box.

[11:59:00 AM | Edited 11:59:09 AM] Albert Gareev: #idea as a tester I'd dig discussions on the support page <http://support.sidereel.com/sidereel> to get new test ideas and review reported issues.

[11:59:03 AM] Justin Byers: #issue After watching a show, I return to sidereel and am shown "Watch the Next Episode" even if there is no remaining episodes.

[11:59:03 AM] Dawn Haynes: #issue: "can't" recall - not can

[11:59:22 AM] Michael Larsen: @Albert, believe me, I check the support page a *lot* :).

[11:59:34 AM] Albert Gareev: Time check

[11:59:46 AM] Albert Gareev: @Michael, I do :)

[12:00:01 PM] Michael Larsen: OK everyone!

[12:00:02 PM] Perze Ababa: #comment re: Shmuels issue about threading. this mission is too expansive for an hour's worth of testing

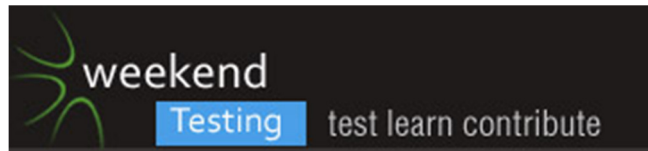
[12:00:07 PM] Rahul Vig: #page http://www.sidereel.com/film_socialisme #issue after the first Trailers bracket, rest are empty/blank

[12:00:29 PM] Michael Larsen: As they say in testing... pencils down :).

[12:00:58 PM] Adam Yuret: :(

[12:01:06 PM] Adam Yuret: Stupid late. ;)

[12:01:07 PM] Michael Larsen: It's time for the second half of the session, which is a debrief /discussion, and where I can take of the product owner hat and do my part, too (and answer some questions :)).



[12:01:12 PM | Edited 12:02:57 PM] Lorenzo Urbini: #issue #page http://www.sidereel.com/The_Guild adding a Facebook comment, my school name goes out.... why? i don't want to show my culture to post a comment

[12:01:18 PM] Perze Ababa: there's always monday adam :)

[12:01:32 PM] Adam Yuret: haha, I'll be workday testing then. ;)

[12:01:45 PM] Michael Larsen: @Lorenzo, could you elaborate? I'm not sure what you're describing here.

[12:01:56 PM] Lorenzo Urbini: sorry for the late post I've started to write before the 11, i swear!

[12:02:08 PM] Michael Larsen: haha, no worries.

[12:02:10 PM] Lorenzo Urbini: ok just 1 min

[12:02:25 PM] Michael Larsen: So for this purpose, I'm going to facilitate the discussion under my account, (not WTA). Hope that's OK with everyone.

[12:02:35 PM] Michael Larsen: First and foremost, I want to thank you all for participating today.

[12:02:50 PM] Michael Larsen: We have a very diverse group and the testing knowledge and experience in this group is humbling.

[12:02:51 PM] Adam Yuret: #UX issue, SO much Teen Wolf! I hate Teen Wolf now because of trying to view content on sidereel. ;)

[12:03:11 PM] Michael Larsen: You also came across a lot of areas that I had either not considered, or not looked at in the way *you* had considered.

[12:03:31 PM] Michael Larsen: That's why User Experience is such an important part of our testing arsenal.

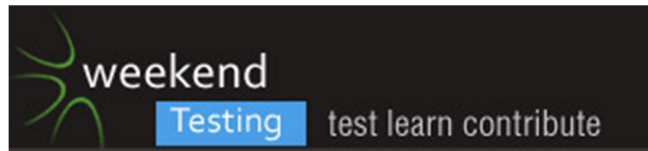
[12:03:57 PM] Michael Larsen: Before I get to far down any particular rabbit hole, tell me a bit about your own experiences with User Experience testing.

[12:04:04 PM] Michael Larsen: Is this a common framework for you?

[12:04:35 PM] Lalitkumar S. Bhamare: well, this was the 1st time I tested for user experience.

[12:04:56 PM] Justin Byers: typically the prep time I have taken for ux testing is much greater than the prep I did for this

[12:05:19 PM] Perze Ababa: UX has never been a primary objective in my context



[12:05:28 PM] Justin Byers: and the majority of ux testing I've been involved with has been facilitating the use of software with actual users and watching what they do

[12:05:34 PM] Rahul Vig: @Lalith me too

[12:05:38 PM] Lorenzo Urbini: I LOVE IMMERSIVE, SIMPLE AND BEAUTIFUL UX !!! and as a tester, I just strive all the time towards the best user experience one can have.

[12:05:40 PM] Michael Larsen: True, this wasn't a true "random sample" users group that we might use for a traditional "User Experience" test, but I think you all provided some great feedback.

[12:05:51 PM] Adam Yuret: UX is not within my wheelhouse just because of the current state of the project.

[12:06:14 PM] Dawn Haynes: Just previous to taking my first QA/testing job, I was in tech support. My focus of testing was all about the users and usage. In later jobs, like at Rational, my job was not testing but building demos, training materials and writing/reviewing user guides, manual and help. I also trained tech support, contributed to FAQs, and trained field folks to assist customers. I've led many bug bash sessions focused around new and inexperienced/non-techy users.

[12:06:19 PM] Adam Yuret: Also more time to research personas for persona based UX testing would have been necessary for me to thoughtfully test this UX.

[12:06:29 PM] Michael Larsen: So we have varying levels of involvement with U.X., which is what I expected.

[12:06:32 PM] Rahul Vig: It's a tough task to test UX when the site is so rich in content and links.

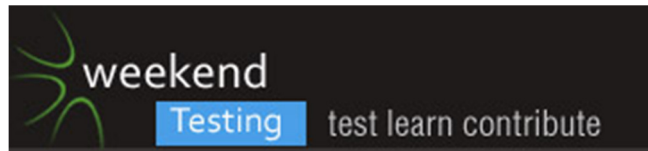
[12:06:53 PM | Edited 12:07:23 PM] Albert Gareev: @Michael typically, I don't have "UX" or "UAT" as an explicit testing assignment, but used to log bugs as usability issues

[12:07:16 PM] Perze Ababa: I second Rahul. We could have chopped this up to multiple sessions.

[12:07:22 PM | Edited 12:07:54 PM] Michael Larsen: @Dawn, I have a similar background, so I know exactly what you mean. When you deal with customers and their challenges, and have to quickly solve them, or at least communicate a problem to them, U.X. becomes very prominent in your thoughts and approaches :).

[12:07:39 PM] Shmuel Gershon: One good way of doing UX tests is by focusing a goal and the different ways to achieve it.

I was changing the goal as my perception about the website changed. I would like to look more into the community features. That seems to be what makes SideReel strong.



From the short walk in the community features, I see they could be more organized. New visitors to community are confused by the different options and non-threaded discussions.

[12:07:43 PM] Justin Byers: I found with this and with other UX testing I've done, it's really easy to fall into the trap of functional testing. I appreciated Shmuel's comments on ux testing to remind me to stay on the ux side of testing.

[12:07:43 PM] Dawn Haynes: I love using personas in testing and my favorite and easiest one to use is "best dumb user ever" - not to offend anyone or any user. To be kinder, "uninformed user" might be a better name.

[12:08:18 PM] Lalitkumar S. Bhamare: My overall experience with the site is OK. It might confuse a average user due to richness of its content and too much offerings.

[12:08:22 PM] Lorenzo Urbini: I agree with you Dawn, I'd like to have or had some support experience 'cause i think that this boost UX knowledge a lot

[12:08:49 PM] Dawn Haynes: As for this site, I wasn't playing. I have no experience with this type of site at all. Easy to play very dumb! ;)

[12:08:50 PM] Shmuel Gershon: @Dawn, "uninformed users" is not a persona, but can be a segment of the users.

[12:08:51 PM] Adam Yuret: [12:07 PM] Justin Byers:

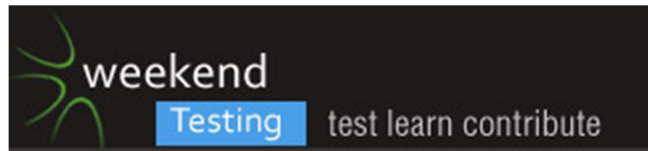
<<< I found with this and with other UX testing I've done, it's really easy to fall into the trap of functional testing. I appreciated Shmuel's comments on ux testing to remind me to stay on the ux side of testing.<thumbs up>

[12:09:02 PM] Michael Larsen: @Lalitkumar, this is a good point, and to borrow from Cem Kaner's lectures, once we become really familiar with a site, we tend to suffer from "inattentive blindness"

[12:09:24 PM] Michael Larsen: To that end, having an "Uninformed user" as Dawn mentioned, is very valuable.

[12:09:44 PM] Michael Larsen: the challenge is to actually play "uninformed" in areas you have experience with.

[12:09:54 PM] Justin Byers: @Michael Is there anything you do in your testing to avoid inattentive blindness?



[12:10:29 PM | Edited 12:10:37 PM] Michael Larsen: @Justin, the first thing to do is to be aware of it, and know it's all around you.

[12:10:41 PM] Mohinder Khosla: @michael uninformed or bia user

[12:10:42 PM] Adam Yuret: Yeah, dog-fooding is not a terrible idea there. Also if somebody who works there has a 12 year old daughter there is great opportunity for real UX testing to be done from home. ;)

[12:11:12 PM] Michael Larsen: The second thing is to realize that, even if you adjust for it, you will likely catch one area you might miss, and open yourself up to another area that will fall through the cracks.

[12:11:15 PM] Justin Byers: @Adam ha, great idea

[12:11:27 PM] Lorenzo Urbini: yes right @Adam..... think and move in the website with the curiosity of a child.

[12:11:34 PM] Michael Larsen: @Adam, my kids actually do offer me ideas for the site :).

[12:11:50 PM | Edited 12:12:03 PM] Michael Larsen: I have a 14, 12 and 10 year old ;)

[12:12:14 PM] Albert Gareev: @Adam, especially considering the earliest year of birth - 1998. That's 13 y.o.

[12:12:19 PM] Lalitkumar S. Bhamare: I strongly feel that if this website wants to go international it should take care of the shows that might fall under "Strictly Adult" Category. A warning message may serve the purpose.

[12:12:50 PM] Michael Larsen: @Lalitkumar, this is a good point and one that I will certainly address. I likewise agree.

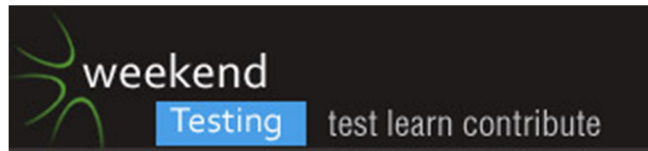
[12:12:50 PM] Mohinder Khosla: Michael Hands up! I did not do much UX testing, I was running a scan on the site for obvious problems and found 50% timeout errors

[12:12:52 PM] Rahul Vig: I think we all tested randomly. Did any one go about one link at a time? Was the testing exhaustive enough?

[12:13:27 PM] Perze Ababa: the strictly adult crowd gets stricter as you move towards the east

[12:14:12 PM] Justin Byers: @Rahul I started poking around the site fairly randomly at first. But then I re-focused on stricter UX testing and looked into the areas Michael had suggested: logging in, finding shows, tracking shows, watching shows

[12:15:06 PM] Lorenzo Urbini: @Rahulhow is possible to be exhaustive in an hour with a so massive and complex platform?



[12:15:23 PM] Perze Ababa: since there were too many things going on, my strategy ended up being whatever catches my eye and find out what i can do with it

[12:15:24 PM] Adam Yuret: Maybe partner up with common sense media (<http://www.common sense media.org/>) if you want to sanitize the content or offer an existing parental control aspect without having to engineer one from scratch.

[12:15:29 PM] Dawn Haynes: My approach in moving through the site was a bit random at first - looking for clues and ideas about features and what I could do - and then shifted to anything that caught my eye (oooh shiny).

[12:15:29 PM] Lalitkumar S. Bhamare: @Perze you are right. Non Compliance to the "Adult" stuff can land up in Blocking of website in related countries.

[12:16:03 PM] Justin Byers: @Dawn lol at "oooh shiny"

[12:16:09 PM] Rahul Vig: @lorenzo-covering some specific areas...at least to be sure...'this works' kind of stuff

[12:16:14 PM] Michael Larsen: @Dawn, I think that's good U.X. there, too.

[12:16:21 PM] Albert Gareev: Exploring about a web-site before using it, even signing up, is my typical user behavior though I'm not a typical user. Hence 'About', 'Support' and other pages I went.

[12:16:33 PM] Perze Ababa: @Michael yes, but this strictly adult conversation is veering towards legal domain and no longer usability

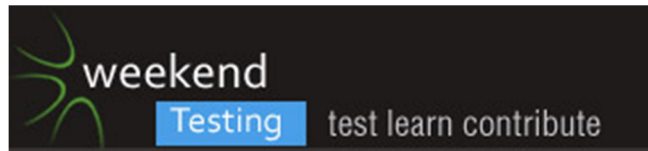
[12:16:56 PM] Michael Larsen: I know for myself I like to "take a play" into a site, and see what it offers. For me, if a site can show me what I want to see in the least amount of steps or traverses, the happier I am and the more likely I am to visit that site again.

[12:17:19 PM] Michael Larsen: @Perze, good point, let's refocus :).

[12:17:37 PM] Mohinder Khosla: The site should check for age so adult content can be blocked some how.

[12:17:54 PM] Lorenzo Urbini: Michael this is what this website needs: "if a site can show me what I want to see in the least amount of steps or traverses, the happier I am and the more likely I am to visit that site again."

[12:17:57 PM] Justin Byers: I am wondering if it was a mistake to approach the site from my own point of view first, instead of taking on a persona in advance. As the most valuable UX testing takes place the very first time I see the site.



[12:18:26 PM] Lalitkumar S. Bhamare: I am not sure if someone else found it little disturbing but I felt that Advertisement pan can moved to some other place which would be less disturbing. As a user I would not expect too much of offerings which are not of my interest.

[12:18:30 PM] Mohinder Khosla: Some navigation does not link back to the home page suggesting it is redirect of some sort

[12:18:34 PM] Rahul Vig: @Michael- the primary target is 18-25 age group. Is the adult content check required?

[12:18:53 PM] Michael Larsen: @Lorenzo, OK, let's go with that... based on my statement, what would be some specific areas where you feel that could be improved with Sidereel? Just from your perceptions after this testing session?

[12:19:06 PM] Perze Ababa: i'd like to go back to the tours conversation since that serves as a guide to what we can do in this site, form a usability perspective having usability pop-ups is better than a singular video. Like having a personal tour guide of the site (and the ability to turn it off of course).

[12:19:21 PM] Dawn Haynes: Since I am totally illiterate about downloading TV shows and the link, this is kind of a random question: would I be able to access this site from the web interface on a WII? And if so, could I download and watch shows via the WII?

[12:19:24 PM] Michael Larsen: You don't have to go back to reference issues, just from memory, what would you like to see that you feel isn't there?

[12:19:36 PM] Lorenzo Urbini: to be honest and not critical at all, i still don't understand what is the website for...

[12:19:37 PM] Adam Yuret: I think as a user who's explored the site finding a less obtrusive way to advertise to the user would be critical to getting my business.

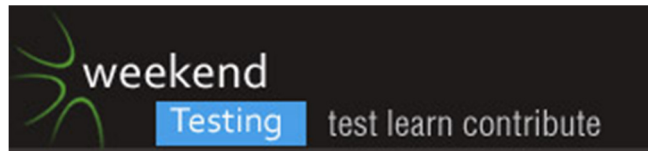
[12:19:45 PM] Lalitkumar S. Bhamare: for improvments I would suggest about Advertisement point I just made

[12:19:48 PM] Justin Byers: I found all the excess messages telling me to Sign Up when I had already signed up to be very cluttering and made me not enjoy the site as much as I could have

[12:19:52 PM] Lorenzo Urbini: free content, specific built series....

[12:20:22 PM] Perze Ababa: @Justin agree, it's a like a dot in a blank sheet. you see it once, it's all you can think of

[12:20:27 PM] Justin Byers: @Adam I agree re: advertising. A new user is likely to accidentally click on a lot of ads while trying to find their way to the content they're looking for



[12:20:32 PM | Edited 12:20:54 PM] Michael Larsen: @Dawn, at the moment, Sidereel is a Web site, and its sphere is Internet and mobile. Could we see being part of the peripheral market like gaming devices? I'm not sure I can answer that, but it's interesting :).

[12:20:34 PM] Dawn Haynes: The advertisements were definitely in the way of me understanding what the site actually provides. I couldn't tell if it just was a search engine for links to other sites, or if there was actually content it housed. Kinda' confusing.

[12:20:44 PM] Shmuel Gershon: @Michael, regarding areas that can be improved, I would like the community features to be clearer. Are "Discussions" everything there is to it?

Can I see all active discussions for a show?

Can I reply to specific comments inside it?

[12:20:51 PM] Lorenzo Urbini: i know that organize all that content in a very clear and clean way is difficult, but this is your biggest challenge, i presume

[12:21:34 PM] Mohinder Khosla: @Michael there is some redundancy in the meuu/submenu. Top menu can be improved to show all the possible options instead of sub option after a click

[12:21:50 PM] Michael Larsen: @Shmuel, a lot of what you are seeing is a residual of functionality that the site used to have. The site started out as a wiki, and then grew into the tracking and content site it is now.

[12:21:52 PM] Shmuel Gershon: I second @Dawn. The ads in the site are not related to the rest of the content, they seem totally random apart from the geo-clue they have (some of the ads were in hebrew)

[12:22:12 PM] Shmuel Gershon: @Michael, the Wikipedia page has to be updated, then ;)

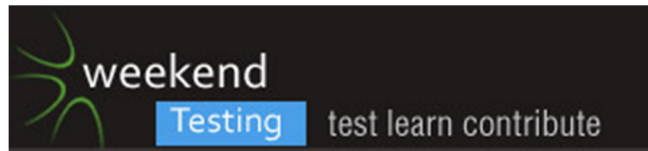
[12:22:20 PM] Perze Ababa: Talking about community, i don't seem to see a good utilization of the content that other users in my area are watching

[12:22:25 PM] Michael Larsen: Note, Sidereel doesn't actually host any of the video listed. We have partnerships with many content delivery services and they help supply link content, as do users.

[12:22:29 PM] Perze Ababa: would be nice to have suggestions

[12:22:46 PM] Adam Yuret: Yeah I'm with @Dawn/Shmuel too. I didn't find myself thinking "Oh good an ad for an upcoming show I want to see." or "Oh good an ad..." at all.

[12:22:48 PM] Justin Byers: I think the search capabilities of the site could be improved. You can't search for a show and an episode description from the main search. You have to search for the show first, then



the episode description. Then the items returned from the search give very little information so it's difficult to know if what you're seeing is what you're looking for.

[12:22:56 PM] Mohinder Khosla: Some hosts are not available

[12:22:59 PM] Lalitkumar S. Bhamare: To summarize my expectations as user I would ask for " Less Confusing Structure of offerings' , " Advertisements at pan which won't disturb my surfing" , "Getting rid of that Sign Up link on every page despite of me being repeating user"

[12:23:22 PM | Edited 12:24:25 PM] Lorenzo Urbini: @michael here in UK we have this: <http://www.tvcatchup.com/> and i don't see any google ads inside which i think is helping to make this website even more confused

[12:23:30 PM] Michael Larsen: @Perze, there are suggestions for sites, we have a whole group of content reviewers who post them. There's a dedicated video page for those as well.

[12:23:46 PM] Justin Byers: @Shmuel good point about the ads. Perhaps if they were relevant to the site's content, they might be so annoying

[12:23:47 PM] Lorenzo Urbini: Isn't the advts before the video starts enough for your company revenue?

[12:23:51 PM] Dawn Haynes: I guess it would be nice to know that the site is basically a portal to other services and content providers. I didn't know that going in and was unclear until I started to search for shows.

[12:24:22 PM] Rahul Vig: Glee Season 1 in the search yielded nothing for me. I'm disappointed..:(

[12:24:35 PM] Perze Ababa: @Michael thanks. inattentive blindness or too much going on :)

[12:24:47 PM] Dawn Haynes: On the same thread, is there any reason that broken links appear in the search results? They don't help me too much. ;)

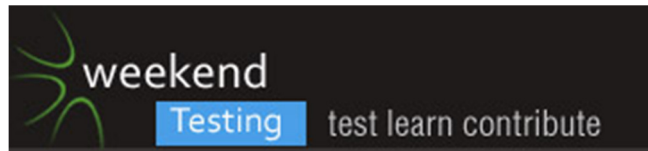
[12:24:49 PM] Adam Yuret: @Rahul: I'd consider that a nice feature. (#gleehater) ;)

[12:24:50 PM] Lalitkumar S. Bhamare: ABOUT tab can be brought up to the Upper Part of page instead of keeping it kind of hidden at the bottom corner

[12:25:02 PM] Rahul Vig: @Adam-lol

[12:25:10 PM] Michael Larsen: @Rahul. Really? I think Glee is one of our more "attentively focused on" shows, so that surprises me.

[12:25:13 PM] Justin Byers: @Dawn I believe the links are user submitted. But as a user, you can also report broken links.



[12:25:29 PM] Adam Yuret: 0 Search Results for 'Glee Season 1'

[12:25:35 PM] Adam Yuret: reproduced it here

[12:25:39 PM] Dawn Haynes: @Justin OK, maybe I wasn't understanding what I was seeing on the page.

[12:25:45 PM] Michael Larsen: @Justin, yes, because the links are user submitted, we often do have to go through and remove links that are blatant spam.

[12:25:49 PM] Adam Yuret: I'll pay to keep that feature. ;)

[12:25:57 PM] Rahul Vig: @Michael- 'glee season 1'.....

[12:26:14 PM] Adam Yuret: Unfortunately if you just search for "Glee" you get results.

[12:26:20 PM] Dawn Haynes: @Adam I also vote for the autoGleeRemoval feature

[12:26:31 PM] Michael Larsen: @Rahul, the links that were entered may have expired, or were considered piracies, so removed.

[12:26:47 PM] Mohinder Khosla: @michael the pages are very slow to load

[12:26:52 PM] Adam Yuret: The ads make testing the search field pretty hard.

[12:26:57 PM] Michael Larsen: Hey now, no hating on shows here (LOL!)

[12:27:07 PM] Justin Byers: @Dawn I agree it is frustrating to find broken links though. I wonder if they could write something that checks for broken links every night.

[12:27:09 PM] Perze Ababa: @Mohinder it's the opposite for me

[12:27:22 PM] Rahul Vig: @Michael-but I do get season 1 link on searching only for 'Glee'

[12:27:50 PM] Perze Ababa: then again, i'm on chrome sitting on top of a 20MBps connection

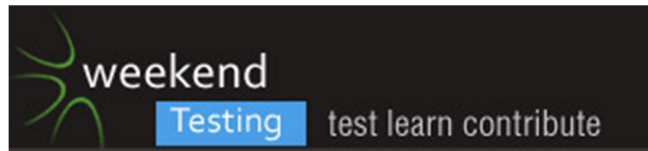
[12:28:16 PM] Mohinder Khosla: @michael some links are deliberately broken for some reason. Anything beginning with beginning with <http://www.sidereel.com/links>

[12:28:17 PM] Michael Larsen: @Perze, I think this is a case of "your location and your mileage will vary"

[12:28:20 PM] Adam Yuret: Seems like the search field defaults to a string.

[12:28:42 PM] Perze Ababa: @Michael, location based usability tests would be helpful in this case

[12:28:50 PM] Dawn Haynes: Regarding page design - I'm not a huge fan of needing to scroll my life away to get to the content of a page, and with all the banner ads and other graphics up top, most of the



time I had to scroll at least once to see anything. (I'm on a laptop with a teeny tiny screen. Hi-res, but none the less, dinky.

[12:29:01 PM] Adam Yuret: So it doesn't search for "Glee" or "Season" or "1" it searches for "Glee&&Season&&1"

[12:29:09 PM] Justin Byers: @Michael Do you currently perform much usability testing? Do you beta test major site changes before they are rolled out?

[12:29:27 PM] Mohinder Khosla: @Perze images are very slow to appear, even the top menu takes time to refresh

[12:29:49 PM] Lalitkumar S. Bhamare: @Dawn: Exactly my point. Even after getting search results it is displaying half page of ads and then Results of your interest

[12:30:11 PM] Perze Ababa: @Michael Mohinder's issues might be timeouts related due to network latency

[12:30:12 PM] Rahul Vig: @Adam-u r right. 'Glee Supernatural' yields nothing as well.

[12:30:22 PM] Adam Yuret: I tested with "Glee a" and it got nothing.

[12:30:46 PM] Michael Larsen: @Justin, we have been making strides in doing more in-house testing for interaction and usability since I've gotten there. I was hired in January and that's been a focus of mine.

[12:30:55 PM] Shmuel Gershon: @Michael, maybe the default for videos should be 'off' in pages, instead of 'auto-on'?

[12:30:57 PM] Perze Ababa: @Michael, is there a threshold on your page delivery before the backend returns a timeout?

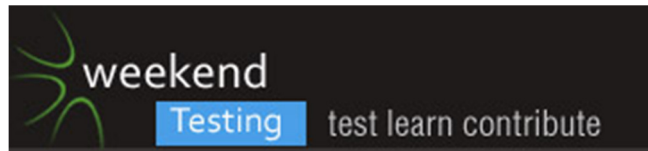
[12:30:59 PM] Adam Yuret: I also tried "Season 1 Glee" and "S1 Glee" and "Glee S1" nothing, I'd probably bug that.

[12:31:50 PM] Mohinder Khosla: @michael here is an interesting one for you <http://www.seesaw.com/TV/Drama/s-36192-Jonathan-Creek>

[12:31:57 PM] Michael Larsen: We have a very Test Driven Development team, so there is a lot of testing done on the unit and component level, but of course, with an organic site that grows over time, things that seem obvious to us or that we don't actively use, get lower in the focus.

[12:31:59 PM] Adam Yuret: I know we're pencil's down but I'm ADD About testing.

[12:32:31 PM] Perze Ababa: @Michael this might be a sensitive question but, at this point do you know what your bounce rate is? and which content types suffer the highest bounce rate?



[12:32:41 PM] Michael Larsen: That's why it's valuable to have fresh eyes on this stuff, and fresh perspectives. The simple fact is, many of the areas you have mentioned, I'd have not considered.

[12:32:43 PM] Adam Yuret: I would think TDD wouldn't have any impact on your testing efforts, My impression is TDD is a good way to ensure thoughtful "internal quality" code.

[12:32:51 PM] Michael Larsen: I've gotten used to the search being just for the show name.

[12:32:57 PM] Michael Larsen: 'Glee' appears in a search.

[12:33:03 PM] Michael Larsen: 'Glee S1' does not.

[12:33:03 PM] Justin Byers: @Michael Yah I think this definitely illustrates the power of having a varied testing team

[12:33:21 PM] Adam Yuret: But what if I suck at spelling? "0 Search Results for 'Glea'

"

[12:33:33 PM] Dawn Haynes: Hey Michael, I'm sorry to say that I must log off now. This was fun. Thanks for the opportunity and hope you got some useful feedback. Cheers, Dawn

[12:33:45 PM] Adam Yuret: Search seems too literal for a consumer end-user.

[12:33:48 PM] Justin Byers: Nice to meet you Dawn. Bye!

[12:33:49 PM] Mohinder Khosla: @michael I ran a scan of your site which doing UX testing and found some interesting find. Do you want stats from the scan

[12:33:52 PM] Michael Larsen: @Justin, without question, and it's one of the challenges for Lone Testers.

[12:33:57 PM] Dawn Haynes: @Justin Bye!

[12:33:58 PM] Michael Larsen: Thanks for participating, Dawn :).

[12:34:10 PM] Perze Ababa: Bye Dawn. Nice meeting you here.

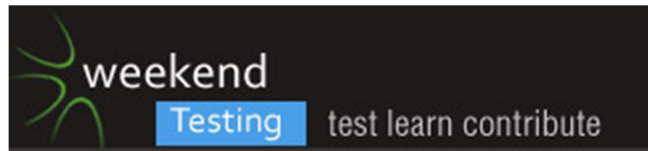
[12:34:14 PM] Dawn Haynes: @Michael My pleasure. Good luck.

[12:34:16 PM] Dawn Haynes: Bye all!

[12:34:17 PM] Albert Gareev: Bye, Dawn!

[12:34:18 PM] Michael Larsen: Hope to see you again at another session in the future

[12:34:56 PM] Adam Yuret: This Search field issue I'd consider a UX issue.



[12:35:28 PM] Perze Ababa: I Second Adam

[12:35:37 PM] Adam Yuret: As an end-user I don't want to have to remember if it's spelled "Macguyver" or MacGyvuer" I want to type in "McGyver" and see "did you mean?"

[12:36:08 PM] Adam Yuret: And then search results for the correct spelling. I don't want to click another link after "did you mean"

[12:36:16 PM] Adam Yuret: I think Google is a good oracle here since it's the standard in search.

[12:36:20 PM] Justin Byers: @Adam I definitely agree the search is one area that stuck out to me as using some work

[12:36:38 PM] Michael Larsen: @Perze and @Adam, I think yes, you are correct, and it's something I will discuss with the product team.

[12:36:48 PM] Justin Byers: Especially since "finding shows" is one of the primary use cases that Michael gave us

[12:37:10 PM] Adam Yuret: I would not consider it a "defect" though It's definitely a feature request" assuming the product team did not request that feature when they designed the stories for the search feature.

[12:37:50 PM] Adam Yuret: If the story included that functionality it's a bug. If not, it's a feature request. That's how I roll anyway.

[12:38:13 PM] Perze Ababa: No offense but it looks more like bad implementation especially with the underlying search logic

[12:38:58 PM] Mohinder Khosla: @micheal If you click This week in TV/select and select from video archive it takes you another site <http://reel.tv/sidereel.com/week-tv-premieres-finales-sports-060311> and there is return to home page.

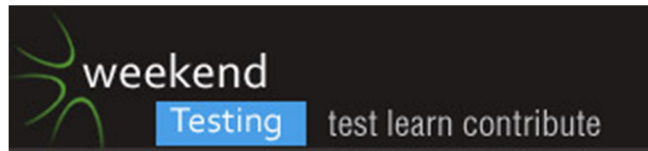
[12:39:13 PM] Adam Yuret: But it's exactly the kind of thing that would come to the surface in a story workshop. Michael would have asked the PM "Should it correct my spelling? Should it interpret my meaning?" "What if I search for 'That one show with the guy who fights crime using gum and tin-foil"

[12:39:30 PM] Perze Ababa: @Mohinder yes there is, at the bottom. it's very cute and tiny

[12:39:35 PM] Adam Yuret: "What if I search for 'Richard Dean Anderson TV show' is that supported?"

[12:39:54 PM] Lorenzo Urbini: cheers guys, I'm going.... see you the next time.

[12:39:57 PM] Rahul Vig: A @Perze-typical case of bad implementation



[12:40:07 PM] Justin Byers: Nice to see you Lorenzo. Have a good one.

[12:40:13 PM] Michael Larsen: @Mohinder, yes, reelTV is our site for original video, and each link that's listed on the site for shows takes you back to the main site.

[12:40:19 PM] Albert Gareev: Bye, Lorenzo!

[12:40:23 PM] Perze Ababa: Take care Lorenzo

[12:40:33 PM] Perze Ababa: Gracie

[12:40:51 PM] Adam Yuret: @Perze @Rahul I don't think it's fair to say it's "Bad" if we don't know what the Product Owner's vision was. It might be exactly what they wanted.

[12:40:54 PM] Michael Larsen: @Adam, I can say "nope, that would not work", but then I wouldn't expect it to from my experience with using the Search feature.

[12:41:02 PM] Michael Larsen: Thanks for coming, Lorenzo :).

[12:41:04 PM] Adam Yuret: It could be "Perfect implementation to the person who matters."

[12:41:37 PM] Rahul Vig: @Adam- Perfect utopian?

[12:42:05 PM] Adam Yuret: Right, Michael, I'm just saying those are the kinds of questions I'd ask in a story workshop with a product owner where we were specing out a "As a sidereel user I want to be able to search for media so that I can find media in which I am interested."

[12:42:17 PM] Perze Ababa: @Adam that's true but that should have been challenged when discussing the search stories. As you said earlier, google search is our oracle

[12:42:23 PM] Adam Yuret: @RAhul: To the product owner, it may be perfect."

[12:42:25 PM | Edited 12:42:32 PM] Michael Larsen: @Rahul, I think Adam means that it would be in line with the way that we would expect an average user to use the search feature on the site.

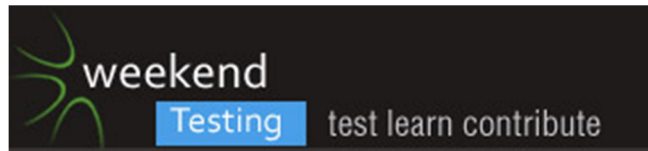
[12:42:57 PM] Adam Yuret: I mean it would be in line with the product owner's vision. And the product owner is usually the person who is representing the user in development.

[12:43:34 PM] Perze Ababa: then again, we might be deviating by discussing process

[12:43:36 PM] Adam Yuret: It's 'bad' for you and me, but may represent the ideal for the product owner who defined the business need.

[12:43:51 PM] Rahul Vig: @Michael- So user cannot make a season wise search?

[12:44:19 PM] Perze Ababa: @Michael define average



[12:44:42 PM] Michael Larsen: @Rahul, at this stage, I would say "no". But then that's because I would go to the show's page and see the seasons, open up the season, and then see the episodes that interested me.

[12:45:21 PM] Adam Yuret: I can't turn off caps lock :(

[12:45:22 PM] Michael Larsen: @Perze, the typical user of our site as perceived by our development team and content team as per the feedback and comments we have received and our analytics data.

[12:45:24 PM] Adam Yuret: weird

[12:45:32 PM] Michael Larsen: @Adam, say what?

[12:45:37 PM] Adam Yuret: anyway, that's a perfect example of why process matters here.

[12:45:42 PM] Rahul Vig: @Michael-Would a user be interested enough to search Glee again after 'Glee season 1' yielded nothing?

[12:46:23 PM] Perze Ababa: @Michael awesome, you covered all your bases there :)

[12:46:34 PM] Adam Yuret: As testers we have an idea what our users might want, but our product managers/UX team should be working with actual users and have the real insight. If the product owner tells me "Our users have been tested extensively and they don't care about search queries containing more than the name of the show." then there is not business value in changing that implementation.

[12:46:41 PM | Edited 12:47:25 PM] Michael Larsen: @Rahul, I get your point, and I think it's worth discussing. As for me, if 'Glee Season 1' didn't work, I'd just put in 'Glee' and see what happened next.

[12:47:22 PM] Perze Ababa: @Adam Ditto, our objective as testers is to inform

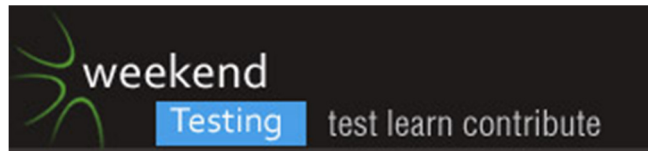
[12:47:24 PM] Adam Yuret: And that might be exactly the point.

[12:47:58 PM] Michael Larsen: As testers, we can say that these are things we would consider useful and or issues, but we don't have the final say.

[12:48:05 PM] Perze Ababa: but we were here as users, that's why we can complain all we want

[12:48:16 PM] Michael Larsen: Exactly :).

[12:48:24 PM] Adam Yuret: We don't make judgments such as "bad" we just say "I didn't care for how this worked for me." if the product owner says "Yeah our users like Michael typed "Glee Season 1" and got nothing so they typed "glee" and got what they wanted. They were not bothered by this so the cost of implementing a google level search feature far outweighs the benefits."



[12:48:30 PM] Michael Larsen: And hence the whole point of this session being focused on User Experience.

[12:49:07 PM] Michael Larsen: Having had this experience now, what can we take back to our own products and consider anew how we test and what we test for? I can say that I've been given a lot more things to consider :).

[12:49:35 PM] Adam Yuret: Happens to me all the time so I try not to be dogmatic and assume because I dislike something it means a non-profit administrator also doesn't like it.

[12:51:09 PM] Perze Ababa: this goes back to Jerry's definition of Quality

[12:51:19 PM] Adam Yuret: I think as a tester if I am going to do usability testing I'd want to spend some time as a fly on the wall during my product team's user testing and get a feel for who the users of my product are. If I can learn how they use the product I can more effectively put myself in their skin and come up with scenarios to test for usability.

[12:51:20 PM] Michael Larsen: In some ways, the next most dangerous thing to not focusing on UX at all is to give too much focus to it, or too much focus to certain areas. As was stated earlier, we may or may not be the target market for a particular offering.

[12:51:57 PM] Michael Larsen: We may think we understand what they are looking for, but then we may be missing some key factors.

[12:51:59 PM] Perze Ababa: it's like spending 30% of your resources fixing IE6 bugs. pick your battles

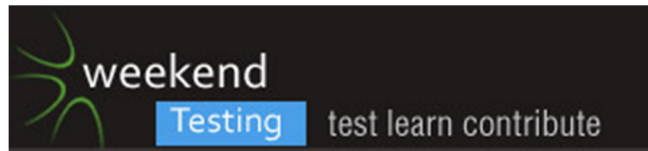
[12:52:09 PM] Mohinder Khosla: @michael one thing that can improve the UX in the window below menu option with left and right arrow by navigating with either you should be able to go around the list without having to switch to back or forward arrow

[12:52:43 PM] Michael Larsen: An example going back to Search... we could put a lot of detail into it, but what if our target user is someone who's using a mobile phone to search for shows. Do we want a sophisticated search algorithm?

[12:53:00 PM] Michael Larsen: Or do we want to focus on short items that would yield the best chance of success?

[12:53:03 PM] Adam Yuret: Also usability is highly subjective. If you look at the way Apple has developed their usability, you'd assume users would hate their products. Super-tight lipped and they create UI for products that have no customer. Who is an 'iPad user' pre-iPad? Nobody. So it' can be very tricky.

[12:53:11 PM] Justin Byers: I think the point I'm taking away from this is focusing strongly on understanding how a user might think or use the software. The software I currently test requires a lot of shipbuilding knowledge, which varies from country to country and can make it difficult to understand



how different users might use the software. So actually seeing how a user uses the software may help when it comes to usability testing.

[12:53:14 PM] Perze Ababa: deeper engagement always reaps rewards and search is a huge entry point

[12:53:16 PM | Edited 12:53:29 PM] Michael Larsen: Note, that's a total strawman on my part... I don't really know the answer to it :).

[12:53:34 PM] Rahul Vig: @Michael- There's no restriction on a mobile user. He/She can be even more specific in search.

[12:53:41 PM] Mohinder Khosla: @michael is it going to be available from mobile devices in future or it already is?

[12:53:51 PM] Shmuel Gershon: @Adam, I don't think you would assume user would hate. On the contrary. You just have to pick your users wisely

[12:53:53 PM] Michael Larsen: Suffice it to say it's a solid takeaway from this session and one I will personally be spending more time focusing on now.

[12:54:10 PM] Michael Larsen: @Mohinder, it's available for iPhone now.

[12:54:21 PM] Adam Yuret: Michael, I think the standard solution there is to have a mobile site and an app ideally

[12:54:34 PM] Perze Ababa: helper apps

[12:54:54 PM] Justin Byers: I've found reading Michael Bolton's twitter feed has benefited my UX testing, specifically when he is complaining about Quicken.

[12:55:04 PM] Adam Yuret: Tripit was the example used by Google's Tim Bray at the Android developer's meetup I attended the other week at F5 Networks up here in Seattle.

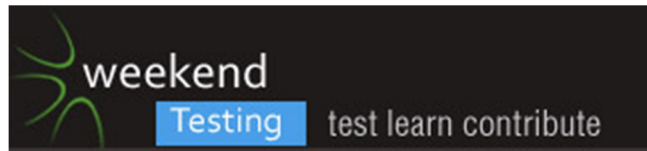
[12:55:08 PM] Perze Ababa: @Justin or printers

[12:55:13 PM] Michael Larsen: @Justin, haha, yes! I was thinking much the same thing as I was prepping for this session.

[12:55:20 PM] Adam Yuret: 3 bases, native Android App, Mobile Site, and Web site.

[12:55:25 PM] Rahul Vig: The people search result is leading to nothing fundamental. No images, no info

[12:55:40 PM] Mohinder Khosla: @michael do you know you have more than 165,000 links embedded in your site shows how complex the system is?



[12:55:50 PM] Rahul Vig: Sorry, i might be reporting bugs now. Sorry

[12:56:23 PM] Justin Byers: One problem I've had is making time for usability testing. It always seems to be the type of testing to get cut due to time limitations.

[12:56:39 PM] Adam Yuret: Of course mobile dev is a sticky business too, it's too large a market to ignore but the more platforms gain market share the more code-bases you have to maintain. Right now you can expect to have to maintain Android & IOS, but if WP7 takes off you may have 3 code-bases just for mobile.

[12:56:48 PM] Adam Yuret: But I digress, you kind of asked for it. ;)

[12:56:50 PM] Michael Larsen: @Modinder, oh believe me, I know the depth and the number, at least at a relative level. It's HUGE!

[12:57:37 PM] Adam Yuret: @Mohinder @Michael this seems like something for a UX team to tackle. That much complexity, i suspect, flies in the face of clean interface.

[12:57:42 PM] Perze Ababa: 165k seems a low number considering your content types but it's a very daunting number nonetheless

[12:58:06 PM] Shmuel Gershon: In regards to @Adam's comment. I just read an old Wired article called "The web is dead" that has a lot of information on moving from web to apps. If your product is a webpage, may be worth reading.

[12:58:33 PM] Mohinder Khosla: One thing good about your site is it mostly html based and not much CSS styles

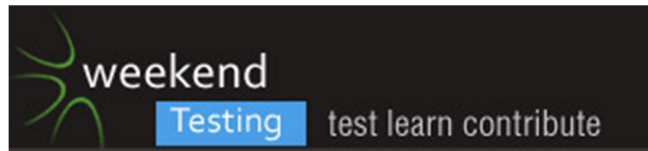
[12:59:00 PM] Adam Yuret: We have an iOS app, and I may dabble into developing an Android one, I don't think the web is dead, but it's small potatoes compared to mobile right now. I'll search for that app since I'm all excited about mobile after Tim's talk.

[12:59:04 PM] Perze Ababa: @Mohinder it does have a lot of iframes which is detrimental to your DOMs health

[12:59:09 PM | Edited 12:59:56 PM] Michael Larsen: @Justin, yes, making time for true usability studies can be a challenge, but there are ways we can do it that are not too intrusive. I like Stephen Krug's books "Don't Make Me Think" and "Rocket Surgery Made Easy" (although the second is more of a workbook than a text, but it's helpful in setting up UX sessions).

[12:59:36 PM] Perze Ababa: @Michael thank you for the book suggestions

[12:59:46 PM] Justin Byers: cool I will have to check those out



[12:59:58 PM] Adam Yuret: Michael, Justin: I firmly believe usability is a very complex art form. I also think it's extremely important.

[1:00:57 PM] Adam Yuret: You can argue that Apple makes overpriced, sometimes inferior products but it doesn't matter because they have an unbelievable cult of design worship. They're a great example of the importance of UX.

[1:01:10 PM] Michael Larsen: Again this session wasn't meant to be a pure User Experience session. It was meant to help us think along those lines, and I think in that manner it succeeded. As to more traditional User Experience testing options, we could pursue it, but it may have to be during a longer session.

[1:01:32 PM] Mohinder Khosla: @michael automating would be very expensive for site of this size. I am not sure whether there are dynamic links embedded on some pages

[1:01:44 PM] Adam Yuret: Oh no, Michael stopped typing and "Weekend Testers" started typing, we're gonna get kicked out. :)

[1:02:06 PM] Weekend Testers Americas: Sorry gang, but yep, it's that time.

[1:02:26 PM] Justin Byers: Thanks a lot for setting this up Michael

[1:02:27 PM] Shmuel Gershon: Go away WTA, bring Michael back!

[1:02:29 PM] Adam Yuret: Notice they never type at the same time (Clark Kent/Superman?) ;)

[1:02:45 PM] Weekend Testers Americas: Thank you for joining us for Session 12 of Weekend Testers.

[1:02:46 PM] Rahul Vig: @adam-lol

[1:02:49 PM] Shmuel Gershon: WTA! What have you done to Michael?

[1:03:07 PM] Perze Ababa: thanks everyone. it's a pleasure as always

[1:03:11 PM] Justin Byers: Take care everyone. Thanks for another great session!

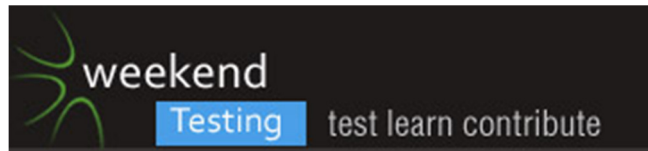
[1:03:13 PM] Weekend Testers Americas: We appreciate everyone's input, and encourage you all to read the experience report and chat session when they are posted.

[1:03:15 PM] Mohinder Khosla: Thank everyone. Nice working with you

[1:03:21 PM] Adam Yuret: Thanks for having me. :)

[1:03:52 PM] Mohinder Khosla: Bye for now everyone!

[1:03:58 PM] Rahul Vig: Great session. Awesome people. Thanks all.



[1:04:00 PM] Weekend Testers Americas: Also, as always, if you have an idea, a product, or a testing concept you would like to see us explore, please send an email to WTAmericas@gmail.com. We always look forward to new ideas and new territory to explore.

[1:04:02 PM] Justin Byers: Bye all

[1:04:17 PM] Michael Larsen: And a special "Thank You" from me to everyone!

[1:04:28 PM] Shmuel Gershon: Hey, he's back!

[1:04:34 PM] Michael Larsen: I really appreciate the constructive and focused feedback.

[1:05:02 PM] Michael Larsen: And who knows, your comments and suggestions may be "Coming Soon" to a web and mobile site near you" ;).