Goals

- What are the key difficulties users encounter when using Earthdata Search Client?
- How important is discoverability and relevance, given user search patterns?
- Are the map and timeline useful and intuitive tools, given user search patterns?
- Is the “download all” paradigm sufficient as opposed to positive selection?

Process

Qualitative Approach
There is great value sitting in a room with someone watching them use an application. Hearing deep breaths, watching facial expressions, and many other non-verbal communication points provides a deeper level of insight than solely relying on metric gathering. We have found that the opportunity to observe these feedback points as well as the opportunity to discuss underlying issues or desires with participants allows us to better understand how to move the application forward to meet user needs.

Lessons Learned

- Conduct studies in user’s own space
- Ensure a wide variety of testers
- Reserve time for unstructured use
- Users prefer familiarity
- New features can generate excitement