UserSense: A Tool and Method for Physiological Assessment of the User Experience

Athina Bosta, Spyros Vosinakis

Grant Agreement 101094998

HERITACT PROJECT

HeritACT is an European funded project that activates heritage through engaging experiences towards sustainable development by introducing innovative architectural design solutions and cultural practices to enable common action.

14 partners from five European countries

9 solutions and 7 digital tools for a better integration for inclusive and sustainable heritage

3 pilot locations: Milano (IT), Ballina (IR) and Elefsina (GR)

Alignment with the New European Bauhaus

3 years project

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HERITACT Toolkit

1. ParticiMap tool
2. SustainACT tool
3. UserSence tool
4. DesignYourHeritage tool
5. HERICraft tool
6. Fund4Act tool
7. NegoDesign tool

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Do we need the Usersence Tool?

Measuring **User Experience** can be accomplished in a range of methods.

User Experience **metrics** are about the participants, their behaviour and perspectives.

The Physiological Measurements based methods do not replace the Self-Report ones, but provide additional information.

- Wearable technologies collect and analyze User Experience data.
- Physiological measures hold insights into aspects of the Emotional Experience (Affective Computing).
- Subjective vs Objective Data

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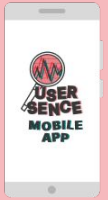
UserSence In a Nutshell:

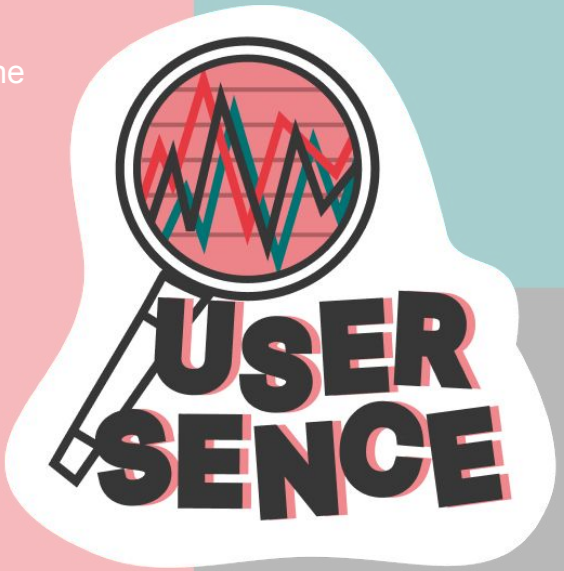
Software

Analysis
Command Line
Application

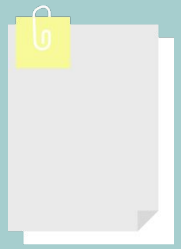
Visualization
Application
(Experience
Chart)



Mobile
Application



Documentation



User
Manual

Devices

*Electroencephalography

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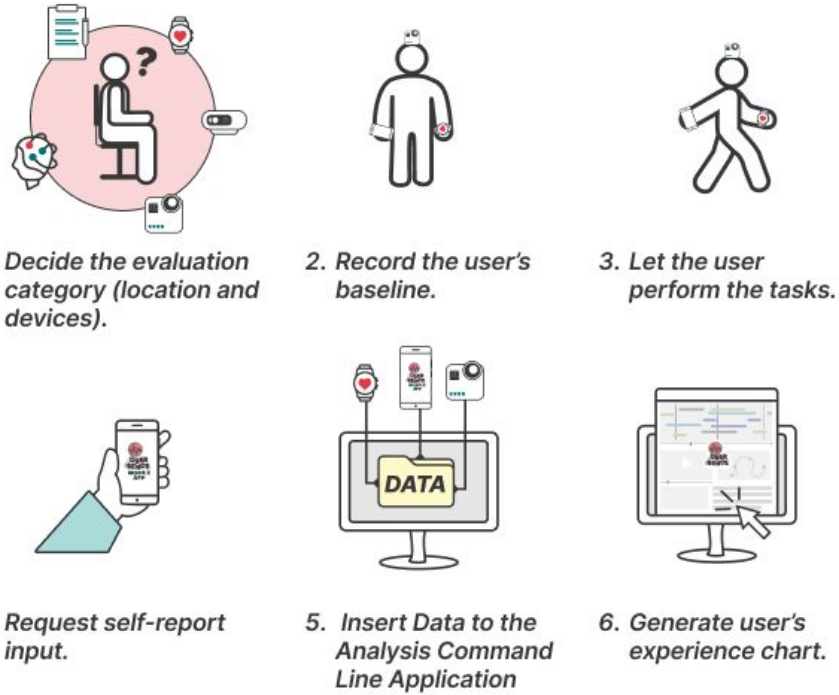
UserSence Evaluation

- Shaping a method for UX Evaluation utilizing the UserSence Tool
- Monitor the User Experience
- Gain valuable insights into user feedback and system performance.



(Standard Usersence Evaluation Protocol Steps)

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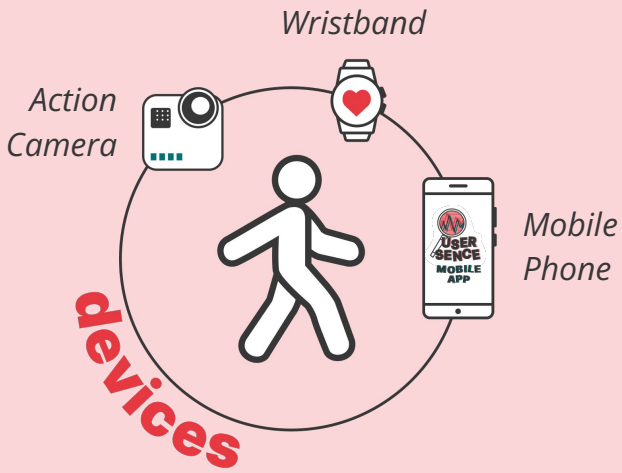
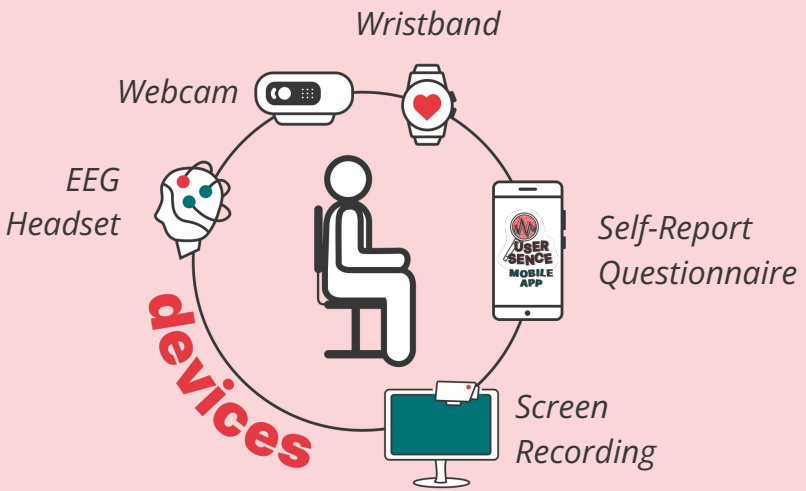
In-Field Evaluation



In-Lab Evaluation



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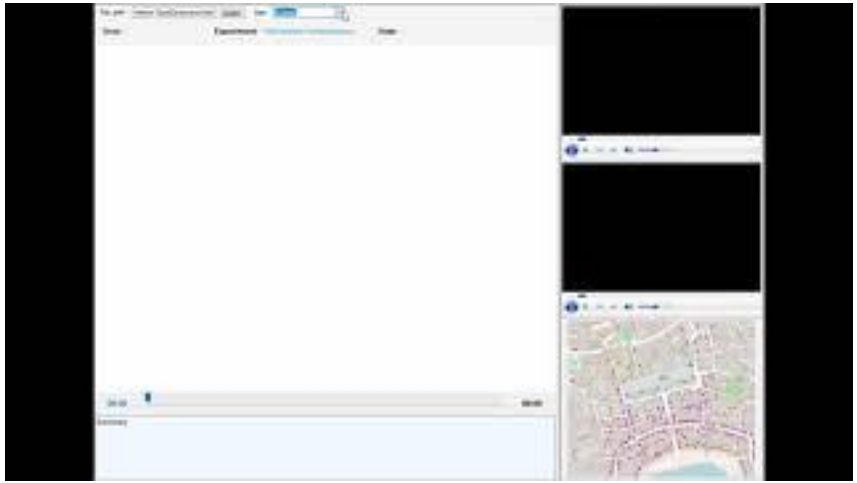
Insights: The Experience Chart



Watch the Video Here

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Before Saying Goodbye

Challenges, reflections, and what's next...

Visit HERITACT's website

- Raw Data are hard to get.
- More **Open Source Tools** are needed.
- Keeping up with the Data Scientists.
- Better safe, than data leakage.
- Biometrics = Ethics.
- Conduct UserSence Evaluations in Pilot Sites.

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