QUALITATIVE DATA ANALYSIS TOOL
AFFINITY DIAGRAMS

CPSC 544 FUNDAMENTALS IN DESIGNING INTERACTIVE COMPUTATION TECHNOLOGY FOR PEOPLE (HUMAN COMPUTER INTERACTION)
WEEK 4 – CLASS 7

© Joanna McGrenere and Leila Aflatoony
Includes slides from Karon MacLean and Jessica Dawson
TODAY

• Affinity Diagram
• In class activity
  • make an affinity diagram
• Discussion of readings
WHY AFFINITY DIAGRAM?

• When we use Affinity diagram vs. Thematic analysis
  • Lighter weight method
  • Physicality
  • Team interaction and higher quality result

“You can read a good affinity from beginning to end to see every issue in the practice and everything the team has learned so far, all tied to real instances. There is no better way to see the broad scope of the problem quickly…”  

Holtzblatt, K., and Beyer, H., 2016
AFFINITY DIAGRAMS

- a tool for organizing field data and consolidating insights from collected data.
  - common technique to find recurring patterns/themes
- Arranges the notes from interpretation sessions into a **hierarchy** that reveals common issues across all users.
- can be used for many purposes (including analysis)
  E.g., - brainstorming about design ideas
    - comments from users
    - problems observed/reported by users
AFFINITY DIAGRAMS

CONSIDERATIONS

The Affinity is built bottom-up.

- We don’t start with known categories such as ‘Quality’ that might be familiar to the team.

Keep group notes small: 4-6 notes per group

- Make more groups, finding more issues or more insights

Label each group in different color

- Group into hierarchical structure that breaks the data about the topic/user into manageable chunks.

Larger group

- Wider range of perspective
AFFINITY DIAGRAMS

PROCESS

Important:

• to start with the *project focus*.
  The meaning a team reads in a note and the way they group them are driven by the project focus.

• to *let groups emerge*, rather than start with predefined groups.
AFFINITY DIAGRAMS

PROCESS

Record each idea/observation/problem/etc. on an individual card or sticky notes (in random order).

In team, arrange the notes into a hierarchy.

- Look for notes that seem to be related.
- Sort notes into groups until all used.
- Give them a label representing the insight suggested by the group.
  - The label is the synthesis of the detailed data
  - Labels will drive design
- Sort and resort into larger clusters subgroups as necessary

Note: Place notes one at a time; As each note is placed, other participants may add similar notes in close proximity.
AFFINITY DIAGRAM

Holtzblatt, K., & Beyer, H., 2016
AFFINITY DIAGRAM

We plan our trip together

We share the job of researching where to go

We plan the trip as a group

I take responsibility for booking all or just part of the trip

T01-26 After a conversation about pros and cons of Victoria and Vancouver, decided Victoria would not work out and returned to their original plan to go to Vancouver.

T01-45 The closest friends-in the core team do all the planning and define the date. The second tier (people invited often by core team to come) get added to the email chain to work out details of when arrive, where stay, and overall logistics after the date is set.

T05-34 Because the AirBnB profile contains her boyfriend’s email and personal info, he does most of the research and all of the contact with the owners through the site.

T01-24 Over several days researched Victoria compared to Vancouver. They emailed each other from work with additional details and links and called each other on the phone after emails to discuss. The pattern of research, share, and talk was repeated when they were not co-located.

T01-62 Emails his friends to see if they want to do a ride on the last morning of the trip because if they do he will take the later flight, otherwise he will book an earlier flight that gets home at a better time.

T05-48 Boyfriend had to stay in constant contact with AirBnB owners (using AirBnB website messaging) to make sure they’d have a place to stay in each of the cities they were visiting.

T01-27 After they decided to book the trip to Victoria.
HOW FAR DO YOU TAKE ANALYSIS?

as far as is helpful for your needs

• useful until you have uncovered with some rigor, e.g.,
  • what are the most important activities/tasks to support
  • where task dependencies occur
    *people, resources, order*
  • what is essential vs. nonessential in an implementation
  • ….etc.
  • → from here, key elements for design begin to emerge
WHAT MAKES A GOOD AFFINITY

Hierarchical structure
Clear language of the labels
  • Short, succinct, invite immediate understanding

Story language
  • moving through data quickly so that the mind can be free to generate ideas

Communicative
  • Bridges the gap between data and design
EXAMPLE

Using the team room to create an immersive experience.

Beyer, H. and Holtzblatt, K., 2012
**ACTIVITY [30 MIN]**

**MAKE AN AFFINITY DIAGRAM**

Imagine you are designing an interactive system to help children improve quality of their handwriting.

*Individually:*
1. Review the transcript and your own notes
2. On post-it notes: write down each example of a problem/situation that you observed in the video

*In your group:*
3. Organize the post-its into categories using an affinity diagram

Be prepared to share the categories you find
DISCUSSION ON DATA ANALYSIS READING [10 MIN]

Get into group of 3-4 answering the following questions:

• What surprised you? or
• What you disagreed with?
• Others?
PROJECT QUESTIONS?

• Please signal to us posts to Piazza that are intended for us to look at/review with “Joanna/Leila”.

• Importance of using summary label for their milestone posts.

• Milestone documents are due before class

• Format for Tuesday’s design reviews
  • One person from each team must arrive by 10:40 am to test their own laptop or to transfer their presentation to Joanna’s laptop.

• Any other questions?
ON DECK...

Next class (Tuesday) ...

1. No Reading
2. First Project milestone: Empathy
   ✧ due on Tuesday Oct 3rd
REFERENCES