Transcript of user testing of ‘MyShine website

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*This transcript was originally recorded using pen and paper during the test. It was later written up to this document. The original inscription was made with the aim of being as accurate as possible. Please forgive any unprofessional language.*

# Test 1: Turning on garage light

Nnamdi is sat at the desk, with the test apparatus (Laptop) open on the MyShine dashboard. He asked to use a mouse and brought his own, which he connects to the laptop.

Marwan – Okay, that’s for agreeing to this. The research method is called ‘Think aloud’, which basically means I would like you to verbalise your thoughts and reasoning while trying to attempt the task. Do you have any questions?

Nnamdi – Nope, I understand.

Marwan – Great, your task is ‘to turn on the garage main light using the MyShine website’.

Nnamdi – Okay, this is really nice, I like how its structured.

Nnamdi – Okay ha-ha, I’m going to take a shot in the dark and assume it’s in this area.

Nnamdi circles the cursor around the ‘control your lights’ section/title, grinning.

Nnamdi – So, I can see ‘Living room light’… Wait which light did you want me to turn on again?

Marwan – ‘Garage Main Light’.

Nnamdi – Ah okay I remember now.

Nnamdi – Okay I see the living room chandelier and lamp. Where is garage…Oh there are arrows on the side. Oh, I found it.

Nnamdi clicks on the right arrow once and finds the ‘Garage Main Light’ device.

Nnamdi – Okay, there are toggle buttons under the pictures. I am going to assume this turns on the light as it literally says off.

Nnamdi presses the status button under the garage main light section. The toggle button turns to read ‘ON’ and an audio que is played. He finds this funny and plays with the button switching it on and off.

Nnamdi – I guess that’s it right?

Marwan – Yeah you did it. Can you tell me how you found that? What did you like? What didn’t you like?

Nnamdi – Well umm… I really liked how easy it was to find the light I wanted. I didn’t even have to use my scroll wheel, its literally just there like where your eyes are already looking when you open the page. The theme is really cool, it doesn’t strain your eyes and fits the you know sun theme.

Marwan – Thank you, I appreciate that. What did you find difficult or didn’t like?

Nnamdi – Um to be honest, I didn’t really find anything difficult to navigate or use. I guess one thing I did notice is that you know the click sound that plays when you turn on the light. I noticed it doesn’t play when you turn off the light. It’s not a massive issue but it would be cool if it also got played when you’re turning it off too.

Marwan – Okay that you so much that was very helpful.

End of Test.

# Test 2: Submit a UI suggestion

Nnamdi is sat at the desk, with the test apparatus (Laptop) open on the MyShine ‘contact us’ page.

Marwan – Okay, now you know exactly how this works. This test’s user goal is to send a UI suggestion of your choice to the MyShine team. Do you have any questions?

Nnamdi – Yep, got it.

Marwan – For this test, please be more vocal of what you are currently doing and seeing. For example, I can see a search bar at the top of the page, I am guessing this allows me to search for a thing of my choice.

Nnamdi – Okay, ill try to be more detailed. I am on the contact us page. At the top of the page, there is a section explaining the story behind MyShine. The Section below is titled contact our team. The section has a few fields which are name, email, subject and message.

Nnamdi found the contact form very quickly and instantly understood what data the fields were asking for.

Nnamdi fills in the name and email field.

Nnamdi – what should I put for the subject?

Marwan – Do what you think is correct.

Nnamdi – The subject only has options for product support, sale inquiry and other. I want to send them feedback on their website and there is no other specifically for that so I guess I’ll pick other.

Nnamdi selects ‘other’ as the subject. He enters a short message stating ‘I love the website blah blah blah’.

Nnamdi – Okay I am done. I am now going to press the send message button.

Nnamdi clicks the ‘Send message’ button. This loads for a second stating ‘sending’. After loading it is revealed the message failed in a large red result box, prompting the user to try again.

Nnamdi – Oh it failed. I can see that it says to try again.

Nnamdi clicks the ‘Send message’ button once again. After loading, there is a large green box stating ‘Message sent’ with a green tick, confirming the action has been complete.

Nnamdi – It worked this time.

Marwan -Yep, you’ve completed the goal. How did you find that? Positives Negatives?

Nnamdi – I really like this page, the our story section at the top was really wholesome. The contact the team bit was really easy to navigate and It was obvious what to do. The only thing I didn’t think was great is that the options for the subject field was a little limited. I feel like feedback is a pretty common thing to be talking about but its not a huge deal.

Marwan – Thank you so much. I know how to improve now.

End of Test.