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Usability Test Plan Protocol: Billiards Trainer

Introduction

(After Screening and completing Informed Consent Document) Thank you for your participation. For the next 30 minutes, we will be looking at a website to gain insight into how you would use this site and how to make it more convenient to use. Note that this is an evaluation of the website, not you.

When you are using this website, we would like you to use the "think-aloud protocol" where you will let us know about your thought process, what confuses you, what doesn't, what are doing and thinking and what you like or dislike.

Background

Do you have experience in learning a new sport? How did you go about learning it?

How did you first become interested in learning the game of Billiards?

If you have played Billiards before, when was the last time you played?

Where would you prefer to play Billiards and if you are an active player, where do you play the most?

Tasks

Task 1:

I would like for you to imagine that you want to show someone your personal statistics from games you've played previously. Walk me through how you would go about it.
Note: order of navigation/features used AND mistakes or backtracking

☐ Able to Login
☐ Able to Navigate to profile page.
☐ Task Completed

Task 2:

I would like for you to imagine that you want to learn more about a basic introductory course covering a few fundamentals on Billiards. I would like you to walk me through your process and give me your feedback on your feelings on the page. (AT FUNDAMENTALS PAGE) If you were at a pool table right now how would you go about executing this drill?
Note: order of navigation/features used AND mistakes or backtracking

☐ Able to Navigate to Drill List
☐ Gives Feedback on Drills page
☐ Task Completed

Task 3:

Now imagine that you were playing Billiards with your friends and they told you about the local bar. The Oasis shares information on Billiards Trainer, walk me through where you would find this information.
Note: order of navigation/features used AND mistakes or backtracking

☐ Able to navigate to the news section
☐ Able to search by author for information
☐ Task Completed

Wrap-up

After using the website, we would like to know more about your thoughts on it.

What do you like about it? What do you dislike about it?

Looking back at the "Drills" page, what are your thoughts on it? What did you like or dislike about it?

Have you ever used a product like this before?

What additional features would you like to see?

Any last comments or thoughts?

Thank you again, your feedback will help the team improve the website!