

Think Aloud Sprint 4

Goals for Think Aloud

- Figure out what our user thinks of our redesigned dashboard UI design
 - What does the user do first when interacting with our grant dashboard UI?
 - Are they feeling overwhelmed by the amount of information shown?
 - Do they feel like any information is missing due to the simplified design?
 - Do they feel like any of the grant dashboard elements are unclear or confusing?
- What does the user think of the process of creating a grant?
 - Is the user able to successfully fill out the form to make a grant?
 - Are there any fields in the form that they do not understand?
 - Is the user directed to the grant dashboard page after creating a grant?
- Figure out what our user thinks of our redesigned grant show page design?
 - What does the user do first when interacting on the show page for a grant?
 - What does the user think of having the delete button on the main page of a grant?
 - Are they feeling overwhelmed by the amount of information initially shown?
 - Are they able to go to the different tabs on a grant show page?
 - What does the user think of the updated visual page for a grant?
- What does the user think of our new navigation speed dial menu?
 - Is the user able to go between the different pages provided by the speed dial navigation menu?
 - Are the icons for the speed dial too small?
 - Are they straightforward to understand?
- What does the user think about the process of changing their password
 - Is a user able to change their password successfully?
 - When a user logs out and logs in with the new password they just made, are they able to log in successfully?

Script

Before recording starts

Okay so just as base this will be recorded via both audio and video. Are you okay with that?

Additionally, we will be testing the software and not you.

During Recording

Hello, we are team Daron and Sons Development CO and we are here to introduce to you and perform a think aloud on our project about Grant Management. This project is all about the managing of grants or projects that have been done through proposals by principal investigators. When I say thinking out loud what I mean is that I want you to think out loud and tell me everything that you are thinking from the time that you start interacting with our website to the time that you stop.

Additionally, if at any point you stop talking, I will remind you to 'please keep talking'

If you have a question regarding something, feel free to say it out loud. We will not answer your questions while you are trying to interact with our website.

Please don't try to explain what you are doing. Just act as if you were alone, speaking to yourself as you are interacting with our website.

Do you understand what I am asking of you?

(If yes) - You may go ahead and begin.

Prompt. (What tasks will your user perform with the system?)

Task 1: Register for a new account for our website

Task 2: Once on the grant dashboard, create a new grant.

Task 3: Use the filter feature and filter by the grant that you just created.

Task 4: Export this filtered data as a CSV or Excel file and view it

Task 5: Remove any filters and export all of the data on the grant dashboard as a CSV or Excel file and view it

Task 6: Remove any column from being viewed and add it back

Task 7: On the grant dashboard, view the grant that you created earlier

Task 8: View all of the different tabs on a grant show page

Task 9: On the visuals tab, download the charts

Task 10: Delete the grant that you created

Task 10: Interact with the speed dial navigation menu and go to the change password page.

Task 11: Change the current password for the account you created to whatever you would like

Task 12: Logout and try logging back in with the password you chose

Record (Insert link here)

Attempt 1 - <https://youtu.be/64UFyJMuoww>

Attempt 2 - <https://youtu.be/FNek2sOpFts>

Attempt 3 - <https://youtu.be/9c42vsRUYNg>

Debrief

- What is your opinion about the new design of the grant dashboard?
 - If you could, please explain what you were able to understand about the grants given the information on the grant dashboard?
- What is your opinion about the speed dial navigation menu?
- What is your opinion about the new design of the progress bar on the grant dashboard page?
 - Did you feel like this component was difficult to read or interpret?
 - How did the progress bar help with your understanding of the management of grants?
- What is your opinion about the process of creating a grant?
 - What did you like about this process?
 - What did you dislike about this process?
- What did you think of our redesign of the grant main show page?
 - Did you feel like it was cluttered?
 - Can I get your thoughts about the visual page relating to a grant?
 - How did these visuals help you with understanding the management of grants?
- What is your opinion about the process of changing your password?
 - Was there anything you liked or disliked about this process
- Did you ever feel like you were overwhelmed by any elements of our UI that we showed you today? If so, please explain what element you found to be overwhelming.
- Was there anything else you wanted to add before we conclude about any of our elements we have shown you today or any recommendations you might have for us?

Reflect

What went well?

Even though we had to restart the think aloud twice due to an error that stopped the app from loading we think the third attempt at the think aloud was great as our user had good remarks to say about our general redesign of the entire UI. When it comes to aspects of the third attempt at the think aloud that went well, the user was able to successfully make a new account, complete all of their tasks related to the grant dashboard (which includes filtering rows, exporting data, and removing columns,), and interacting with the speed dial navigation menu. Additionally, our user was also able to create a new grant and view the grant that they made while also interacting with all of the tabs contained within. The user was also able to successfully delete the grant that they made. However, we would like to mention that our user was not able to complete all of the tasks assigned to them. The one task that our user was not able to complete was the task regarding changing their password as they did not remember the password they had originally made.

What did you learn about your system?

One thing we learned about our system from our think aloud is that our user believed that our redesign of all of the pages made them understand the concept of grant management in a better way as all of the information in the different grids and charts were clear. Additionally, the one thing our user liked most about our website was the new navigation menu as they mentioned that it was very clear, concise as to what each of the different icons would lead you to, and felt like it never interfered with any of the pages.

Were there any surprises?

From the three attempts of doing a think aloud, one surprise that we saw was that when our user was creating a grant and they put a very large number for either the end date of a grant or for the amount of money a grant had it would end up breaking the app from loading which caused us to restart the think aloud twice. In order to fix this issue we will have to put some sort of constraint on the max value that can be inputted so that the app does not break.

If you had a do-over, what would you change about your behavior?

If we were to do a do-over of this think aloud we think that it would be good to have some sort of system in place so that we do not have to restart the think aloud when an error occurs that stops the website from loading. We think having some sort of system like this would have allowed the think aloud to maintain its overall flow and would ensure that our user would not have to repeat tasks that they have already completed.