

Think Aloud Sprint 3

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 UI?
 - Are they feeling overwhelmed by the amount of information shown?
 - Do they think there are specific dashboard elements that feel cluttered?
 - Are there any specific grant dashboard elements that they do not understand? (Is anything hard to read?)
- What does the user think of having the option of a download feature for the grant dashboard? (Would this help in terms of reporting grant information?)
 - Is the user able to actually download rows from the datagrid?
 - Are the rows accurate in terms of the data if there are filters applied?
- Figure out what our user thinks of the overall design of the calendar (Do they represent the data in a way that would be helpful to them?)
- Figure out what our user thinks of the grant show page?
 - Do they like the transition between the different tabs for a specific grant?
 - Are they able to see a calendar view for a specific grant?

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: Log into the system (username/email - admin@email.com, password - cats123)

Task 2: View items on the Dashboard and filter using contain (PI, grant name, etc)

Task 3: Export data on the dashboard when a filter is applied as a CSV or Excel file and view it

Task 4: Remove any filters and export data on the dashboard as a CSV or Excel file and view it

Task 5: Remove any column from being viewed and add it back

Task 6: Go to grant show page view and view the information about and grant and view the calendar

Task 7: Logout

Record (Notes) (Insert link here)

<https://youtu.be/CPQeytyEzP4>

Debrief

- What is your opinion about the global filter feature on the grant dashboard?

At first the user was confused by filtering by value but figured it out with time.

Recommend that a drop down by menu items similar to a toggle could be an improvement.

- Did you feel like it helped you with filtering specific data?
- What is your opinion about the progress bar on the grant dashboard page?
 - Did you feel like this component was difficult to read or interpret?
- What is your opinion about the ability to remove and re-add columns from being viewed on the grant dashboard page?
 - What did you like about it?
 - What did you dislike about it?
- What did you think of our grant show page so far?
 - How did you feel about the aspect of calendar view on our website? Did you feel like it helped you get a better understanding of a specific grant?
 - What is your opinion about the way we intend to transition between the different tabs for a specific grant?
- Did you ever feel like you were overwhelmed by any elements of our UI? 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?

Overall, we believe that this think aloud went pretty well as our user had good remarks to say about our project. When it comes to aspects that went well, our user was able to successfully filter rows (before attempting to remove the filter through the “X” button on the filter component), export filtered rows in an CSV or Excel format, and export all rows when no filter was applied. Furthermore, our user was able to successfully remove and re-add columns through the column button in the dashboard's toolbar. Finally, the user was able to access the grant show page and view the calendar feature within the grant show page.

What did you learn about your system?

One thing we learned about our system from our think aloud is that our user believed that the filter button in the toolbar was confusing to understand at first, but after fiddling around with it for a little they understood it. They recommended putting a dropdown menu for all possible values for a filter instead of typing it in order to improve our filter feature.

Were there any surprises?

One surprise that we saw was that when the user had a filter applied and deleted it from the value field by pressing on the X button of the filter component an error would be displayed due to the fact that the base value of filter component is an undefined value when the value is blank. This is something that we will have to fix.

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 do some more extensive testing to ensure that no errors pop up when our user tests out our web app. Additionally, although we had considerably more to show our user for this think aloud, we think it would be great to have features in place where our user can input their own data so that they can feel like they are directly interacting with our web app.