Think Aloud Sprint 2

Goals for Think Aloud

- Figure out what our user thinks of the overall UI design

    - Is there a specific UI element that they do not quite understand?

    - Are they having trouble trying to navigate around the website?

    - Do they think there are specific UI elements that feel cluttered or out of place?

- Figure out what our user thinks of the overall design of the charts (Do they represent the data in a way that would be helpful to them?)

- What does the user think of having a download feature for these charts? (Would this help in terms of reporting specific grant information?)

- Figure out how the user interacts with our website during the registration?

    - Is it a smooth process or is it tedious to get through?

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 as a new user and log in

Task 2: View items on the Dashboard and filter as you see fit

Task 3: Interact with the sidebar

Task 4: Download charts as a pdf.

Task 5: Logout

Record (Notes) (Insert link here)

https://youtu.be/NA3Pw6Manlc

Debrief

- How did you find filtering out certain aspects of the dashboard to be for you? Was there any part that you found to be confusing?

- Did you ever feel like you were lost when using our website? If so, could you explain that?

- How did you feel about the aspect of charts on our website? Did you feel like it helped you get a better understanding of grants?

- Did you ever feel like you were overwhelmed by our UI? If so, please explain what element you found to be overwhelming.

- Are there any design elements that could potentially be reworked or added that could help with functionality? Please explain.

Top of the screen for download button

- Are there any design elements that we should include that would be beneficial that we have not thought about? Please explain.

Reflect

What went well?

Overall, we believe the think aloud went pretty well as our user had good remarks to say about our project so far. Additionally, the user, never really felt like they were overwhelmed by our UI and did not feel lost when interacting with our website.

What did you learn about your system?

One thing we learned from our think aloud is that our user believed that the download button should be placed at the top of the screen rather than the bottom as that is where they had looked at first.

Were there any surprises?

One surprise that we saw was that when the user was trying to click on the links in the dashboard to take the user to a different page, it would only take them to a specific page if they clicked on the actual text. 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 I think I would encourage my test user to speak more while doing their tasks and to maybe encourage them to take longer to complete that task. We also think it would be great to have more features to test so that we can have more debrief questions to ask our user.