

Think Aloud Test

Tasks

1. Suche dir einen möglichst aktuellen Film aus, sehe ihn dir an und bewerte ihn
2. Suche den Film „Terminator“
3. Pinne eine beliebige Kategorie zu deinen Favoriten
4. Wechsle in den neu entstandenen Tab und fahre mit der Wiedergabe eines beliebigen Films (oder Serie) fort
5. Setze die Wiedergabe einer beliebigen Serie fort

Protocol

1. Search for a recent movie, watch it and then rate it.
 - *start screen*
 - slides the recent movie bar to see the different movies (comment: "maybe not so good for computer devices, but for touch devices")
 - *movies are sliding*
 - wants to watch Django unchained
 - clicks on the movie to watch it
 - view switches to movie view for Django Unchained
 - notices that many people rated it, it seems to be good
 - wants to watch → clicks on the "watch" button ("quite simple i would say")
 - *movie player overlay*
 - hits fullscreen
 - *fullscreen mode appears*
 - watching time !!!
 - double click on movie (apparently to close/minimize it)
 - *options overlay appear*
 - closes the movie (X close)
 - *back to the movie view*
 - wants to rate movie (really good)
 - finds a little button where he could add a review, clicks it
 - *small overlay for adding review appears*
 - writes "Toller film!!"
 - hits save
 - *review is saved and view is exited*
 - finds the rating stars , hits the fifth star
 - *computer lags(lost the star paper), five star rating is added, di di di*
2. Search the film "Terminator"
 - "I am still at Django, I go back" (hits back)
 - *the main view appears(everything is being sorted)*
 - hits find (because i want to search)
 - *search view appears*

- types terminator
 - *the results (Terminator, movie and Terminator, series) appear*
 - clicks on terminator movie
 - *computer makes strange noises, then switches to terminator movie view*
3. Pin an arbitrary category to your favorites
 - I switch back to the main menu → hits back
 - *switches to search view*
 - Let's go directly to my favorites! → hits the favorites tab
 - *error message (no favorites yet) appears*
 - hits back
 - Okay let's Maybe i can take that category and Drag it into my favorites (clicks on popular category tab and drags it into favorites)
 - *Category popular is added to the favorites*
 - To test it I click on the favorites tab → clicks on favorites
 - *Switches to favorites view*
 4. Switch to the newly Created tab and continue watching an arbitrary series/movie.
 - Is already in tab
 - clicks arbitrary movie
 - mouse over appears (was supposed to appear sooner but lagged)
 - "ah ok" *clicks watch on mouse over*
 - movie player is opened "we know this window" *clicks play and fullscreen*
 - (remarks that he always wants to watch movies in fullscreen)
 5. Continue the playback of an arbitrary series.
 - double clicks to exit fullscreen
 - is unsure if he can click series because of graphical errors (semi hidden elements)
 - *clicks Serie*
 - *chooses and clicks "game of thrones"*
 - movie view opens
 - is happy to find a progressbar indicating the point where playback stopped
 - *clicks the bar*
 - the player opens
 - *"nice"*
 - wonders what would have happened had he clicked the regular "watch" button
 - *tries it* and it also continues playback from the last position

Test Outcome

Obstacle	Weight (Importance, Generalizable)	Fix- ability	Conclusion
double tap when watching a movie only shows overlay (intention of the user: close the full-screen /close the movie)	important for advanced/experienced users	good	users are used from tablets that double tap maximizes/minimizes → intuitive gesture; double click in full-screen mode does not show the overlay but exits the full-screen
Rating button is not really visible ("Ah, ja, hier, ich finde einen kleinen Button")	less important	good	make the button bigger or visual more prominent
rating by star was difficult to find (after the written review)	not important	good	could easily be fixed by rearranging the layout. make rating more distinct
search button was too small to find	important for all users	average	make the search button a little bigger and maybe move it to the right side (search bars are often on the top right side)
person clicked on empty favorites tab, since it was not clear from the beginning that all kinds of tabs/movies could be dragged on to there	less important	good	Overlay/Wizard for first time users which explains the functionality on how to add favorites/watch lists
person wanted to drag movies on to favorites, was confused that only tabs/categories were draggable	very important for all users	good	enable single movies to be dragged on to favorites tab.
Person wanted to create new custom tab and change the name of the tab	important for experienced users	good	add visual clues / signifiers for the user on how to add a new tab (e.g. plus icon like seen in modern browsers). Make custom tabs and 'Favorites' editable e.g. by clicking on the label
Person was confused by the settings menu when trying to set age restrictions: He assumed that Parental Control was a Sub-Tab of (and thus dependent on) a user account due to visual proximity and order. He also assumed that to add age restriction he would have had to add a new account.	important for users with family / kids	good	2 separate settings for age restrictions seems to be confusing. Thus discard global Parental Control Menu. User will add age restriction via user account settings, which automatically will track the account's age if enabled and filter out inappropriate content.

Pictures



