ready hi my name is Jackson I'm gonna be

00:03

walking you through this session today

00:04

before her again I have some information

00:06

for you and I'm gonna read it to you to

00:08

make sure that I cover everything you

00:09

probably have a good idea of why you're

00:11

here but let me go over it briefly we're

00:13

asking people to try using a website now

00:15

we're working on two so we can see

00:17

whether if it works as intended

00:18

the sessions should take roughly 30

00:20

minutes the first thing I want to make

00:22

clear right away is that we're testing

00:23

the site not you you can't do anything

00:26

wrong in fact it's probably the one

00:28

place today where you don't have to

00:29

worry about making mistakes as you used

00:31

to say I'm going to ask you to think out

00:32

loud as much as possible say what you're

00:35

looking at what you're trying to do and

00:36

what you're thinking this would be a big

00:38

help to us all so please don't worry

00:40

that you're gonna hurt our feelings

00:41

we're doing this to improve the site so

00:43

we want honest reactions if you have any

00:45

questions as we go along just ask them I

00:47

may not be able to answer them right

00:49

away since we're interested in how

00:50

people do when they don't have someone

00:52

sitting next to them but if you have any

00:54

questions I will try to answer them can

00:56

you take a break let me know you may

00:58

have noticed that we're recording with

01:00

your permission we're gonna record what

01:01

happens on the screen and our

01:03

conversation so recording will only be

01:05

used to us figure out the site and it

01:07

won't make seen by anybody else except

01:08

for us what you'll on the project it

01:10

also helps me because I don't have to

01:11

take any notes hey you have any

01:13

questions feel powerful nope okay before

01:15

we look at the site here's a couple of

01:17

questions just before we start what's

01:19

your occupation and what do you do all

01:20

day

01:21

I'm a full-time student and part-time

01:23

farmer okay roughly how many week hours

01:29

a week altogether just like an estimate

01:30

would you say that you use the Internet

01:32

including web browsing and email Wow

01:35

like 14 15 what would you say the

01:39

percentage is between the two how much

01:41

is web browsing and how much is you know

01:46

20 30 % email no yeah and what kind of

01:54

sites do you look at when you're on the

01:55

web supposed to meet social media is

01:58

school stuff and you have any favorite

02:03

web sites you go to no all right we're

02:06

done with questions so let's start

02:07

looking at things um okay I just want

02:14

you to look just glance at this screen

02:16

right here in the beginning okay um I

02:19

want you to just kind of think about it

02:21

don't say anything quite yet but like

02:22

think about what strikes you about it

02:24

immediately when you first look at it

02:25

and just look around what kind of the

02:28

basic of the page but don't click on

02:30

anything and you can have full control

02:31

the computer here just focusing on just

02:37

this part just for a second yeah just to

02:39

kind of see the screen what do you think

02:42

when you see the screen oh it's just

02:43

super standard I'm familiar with

02:46

everything on their books you know it's

02:47

nothing foreign I like I like that you

02:57

know I do forget a username or password

02:58

it's just right there I don't need to go

03:00

searching around through where that

03:02

week's gonna be okay cool

03:06

all right so I'm gonna give you some

03:07

specific tasks to do with this website

03:09

that we've created kay I'm gonna read

03:12

one each out loud that'll give you the

03:13

coffee suit if you want to when you're

03:14

going through look at it again much as

03:16

possible try to think out loud of every

03:18

kind of click you're doing there can you

03:20

see okay and let's begin first you are a

03:25

student here at snow college and you

03:27

were just assigned a group project you

03:30

are given the task of reserving a study

03:32

room in the library your group wants to

03:34

meet November 21st at 3:00 3:30 p.m.

03:37

there are five of you in the group so

03:39

you need to find a room with at least

03:40

five chairs they also want you to have a

03:42

TV or projector in the room you also

03:44

need to send invites to your group mates

03:46

okay

03:47

so I'll give this to you here any text

03:49

boxes that you say just say out loud

03:52

what you would say instead of typing it

03:54

okay sounds good so I put my username in

03:56

put my password in alright

04:04

I'm just reading taking everything in

04:12

so I'm just going to create a new

04:16

reservation so this is what I think to

04:17

click on the Add button I'm guessing

04:24

this is where anything that we I my

04:27

reservations are gonna pop up in yeah I

04:31

can search by date and time building and

04:35

then I can apply it at the bottom after

04:36

everything's checked in so what did you

04:38

say I'm gonna put it in the twenty first

04:40

3:30 building I think just hit the

04:45

little library so I put in the library

04:47

there the room you weren't specific on

04:52

the room so

04:57

well I don't know what hmm kind of

05:01

confused there on if there's just any

05:03

room selection or what there's no

05:06

drop-down is there that is a drop-down

05:08

but can I actually drop it doesn't work

05:10

but yeah it doesn't actually work

05:12

suppose it's right now okay bring the

05:15

number of people up five and

05:24

click on projector but I do not see how

05:28

to make sure there's five chairs sound

05:32

system my projector but no chairs so hit

05:36

apply and ok it's not gonna select the

05:44

actual room as our NHL's

05:51

bringing number building capacity all

05:54

that stuff and I guess I like it so

05:57

reserve it my name in there but geez

06:02

I've assumed my priorities the top so I

06:05

know

06:09

and then for the reservation description

06:12

I don't know I'm supposed to put what

06:15

we're gonna be doing in there or you

06:17

know that's I don't know

06:26

I'm guessing the visibility is like this

06:30

is gonna I guess so if I hit public then

06:32

anybody can see who I am for a team

06:35

reserving the room or in just the

06:37

administrators can for a request and

06:44

then I can invite my friends so I just

06:45

put in all my friends emails

06:49

I could also go back to the dashboard or

06:52

logout if I didn't want to do that but

06:55

we're going to invite them awesome cool

07:00

okay awesome let me just switch

07:02

something right here for us for our next

07:04

thing and ask you a couple questions

07:07

about what we just do on the last one

07:10

okay so did you feel like that task was

07:14

reasonable to complete yeah okay is

07:17

there anything you would change about

07:18

the process of the task maybe a little

07:21

bit a little less clicks I don't know I

07:23

think I guess if I was in a hurry to

07:26

reserve a room I'd like to be like a

07:29

quick option just you know I don't

07:33

maybe the for the program are you guys

07:36

making the program to just assume some

07:37

stuff for me you know like I don't know

07:40

so okay cool well your overall

07:43

impressions of the website I liked it

07:47

okay if you had to give um just this

07:51

task in general a grade A through F what

07:54

would you give it Oh B+ or A-

07:58

all right let's move on to our next task

07:59

here let's take that from you okay

08:02

here's our next task I'll read it out

08:03

loud again like we did before okay okay

08:05

you are now a manager for Snow College

08:08

part of your responsibilities include

08:09

handling requests students have

08:11

submitted to override an existing

08:13

reservation today we need you to resolve

08:16

one of these conflicts academic meetings

08:18

are given priority over extracurricular

08:21

activities okay okay and again any text

08:26

boxes or buttons say what you would do

08:28

so if I was an administrator I put in my

08:30

information I'd log in you building

08:35

conflicts

08:37

I'm just taking everything and I know to

08:39

so I can see all the upcoming

08:41

reservations notifications pending room

08:44

that's building conflicts user reported

08:49

feedback

08:56

well

09:00

I was at first thinking going to just

09:02

view the building conflicts but I'm

09:03

going to pending issues

09:08

and there is a lot of them and you said

09:09

just do one I think

09:13

we're gonna do the top one issue 110

09:16

either a faculty room is few light bulbs

09:20

wasn't it

09:29

that's on the conflict request that's

09:31

just a pending issue so kind of confused

09:37

hmm can I go back you can

09:42

that's your access right there

09:57

so we have an existing reservation the

10:00

faculty in a new reservation with the

10:02

student we're just gonna keep the

10:05

existing reservation so wait I didn't

10:10

see I just barely like noticed as well

10:13

as clicking another one I saw that there

10:15

was one of us for academic and I didn't

10:17

see the Holy Ghost for it so I just

10:18

assumed I can click this extra okay so

10:25

we're gonna override it cuz I'm assuming

10:27

that's gonna get to the student

10:36

perfect

10:37

awesome thank you thank you I'm gonna

10:40

ask you this but similar questions if

10:42

that's okay on there okay what do you

10:44

feel about this task would be reasonable

10:45

yeah okay for sure what about the

10:48

process company in the desc

10:50

I got a little confused between like

10:51

pending issues and what are your overall

10:59

impressions of the task and this site

11:01

it's a little bit different than what

11:03

you looked at with a student I think

11:07

it's really clear and easy to see if

11:09

someone was having to manage this stuff

11:10

I think okay cool and this site is

11:15

specifically this dashboard of things

11:17

and a task from would you give it as a

11:19

great at this time 10 or an A yeah sorry

11:24

okay let's go on to our final task

11:35

alright ok here's our last task alright

11:39

you are a system administrator for the

11:41

college part of your responsibilities

11:43

include handling reservations by outside

11:45

businesses today we need you to make a

11:47

reservation for one of these outside

11:49

businesses the business has requested a

11:51

room to see at least 20 people and has a

11:54

projector

11:54

hey they need a projector they will have

11:57

one of their they will have a one-hour

11:58

meeting at 6 p.m. on December 24th they

12:02

are paying for the room so they have

12:03

priority over any existing reservations

12:26

a Doran's building schedule

12:31

so we're going schedule something

12:36

December 4th

12:40

so

12:42

okay then switches to the next month

12:46

okay I just assumed you could click on

12:53

the fourth but I'm going to add so we're

12:59

gonna put in the date the time six

13:01

o'clock the building I don't think they

13:07

specified they just wanted 20 people and

13:10

projector

13:12

so yes we'll just leave it blank for now

13:15

and gather the rest 20 people projector

13:21

I apply not can see they built rooms and

13:23

I'm assuming probably multiple buildings

13:25

for the specified click on one great

13:36

business the priority is gonna be top

13:39

priority for a business that paying for

13:42

it

13:43

probably put a little bit of this

13:45

information in their academic and the

14:04

business getting in the way of it so I

14:07

don't know I it's kind of annoying

14:10

because back a couple pages that had

14:13

available rooms for that time so I don't

14:17

know that's there I'm missing part but

14:20

we're just gonna override it anyway

14:27

okay that's it for that task awesome

14:30

okay

14:31

last few questions about this task and

14:33

then about the website in its entirety

14:35

okay okay do you what do you feel about

14:37

this task was a reasonable was it

14:39

confusing that's great okay is there

14:41

anything you would change about the

14:42

process of completing this task

14:44

um as far as like I don't know I think

14:53

well it gave me a list of available

14:56

rooms and I clicked on one and then it

14:58

after like you know two pages later the

15:00

page later it said there's a conflict so

15:02

I feel like that shouldn't even have

15:03

been an option for me but that's great

15:06

any other things from it no if you had

15:10

to give this task and this new little

15:12

layout a grade what would you give it

15:15

I'd give it an A except for that one

15:16

part okay perfect um what about the

15:19

entire site in its entirety I liked it

15:22

okay what would you give it as a for the

15:24

whole thing as a great experience

15:25

Probably an A what are three words or

15:29

characteristics you can use to describe

15:31

this this website easy quick and clear

15:37

that's great

15:38

what about the three things you liked

15:40

best when you're doing all the tasks

15:44

there wasn't I like that there wasn't a

15:46

whole lot of ambiguous links to click on

15:48

you know I just about every page in you

15:51

exactly where you're gonna go okay yeah

15:55

things you liked about it know in

15:57

specifics that's okay okay what about

16:00

you like the least

16:01

what's something that bug yeah I think

16:05

I've mentioned everything that's as it's

16:07

come up so no that's great if you can

16:09

make one significant change what would

16:11

it be you know I I like it so I don't

16:17

want to go like changing anything other

16:19

than the fact that there should probably

16:20

be some validation checking on washrooms

16:22

okay perfect or suggested that's perfect

16:26

would you return to this website on your

16:28

own oh yeah

16:29

why would you it beats the system we

16:33

have now

16:34

okay perfect okay would you recommend

16:36

recommend this website to like a

16:37

colleague or a friend here for sure

16:39

awesome do you have any other questions

16:41

for comments about the site in its

16:43

entirety no okay thank you very much for

16:46

helping us out thank you guys