Leedan

Nathan

00:00

might not be able to answer them right

00:01

away since we're interested in how

00:03

people do when they don't have someone

00:04

sitting next to them as a health but if

00:07

you still have questions when we're done

00:09

I'll try to answer them then and if you

00:11

need to take a break at any point just

00:12

let us know you may have noticed the

00:15

webcam with your permission we're going

00:17

to record what happens on the screen and

00:19

our conversation the recording will only

00:21

be used to help us figure out how to

00:23

improve the site and it won't be seen by

00:25

anyone except the people working on this

00:27

project it also helps me because I don't

00:29

have to take as many notes do you have

00:32

any questions so far

00:33

you know actually okay

00:37

before we look at the site I want to ask

00:39

you a couple questions first

00:41

what's your occupation what do you do

00:43

all day I'm the student excellent and

00:46

roughly how many hours a week just a

00:49

ballpark estimate when you say you spend

00:51

using the internet web browsing and

00:53

email probably 30 and what kind of

00:58

sites are you looking at when you browse

00:59

the web video forums school related

01:06

stuff okay excellent

01:08

do you have any favorite websites

01:10

YouTube YouTube excellent okay great so

01:14

that's all with the questions you can

01:16

start looking at the site okay so I want

01:22

you to just look at stuff for a second

01:23

what do you see

01:24

tell us your thoughts I see the username

01:27

the password okay excellent so now we're

01:37

going to give you a task that's right

01:39

here we're gonna ask you to to go

01:41

through our site and this is what we

01:42

want you to do and we'll give you this

01:44

paper afterwards you are s no college

01:47

student who is just assigned to a group

01:49

project we are given the task of

01:51

reserving a study room in the library

01:53

your group wants to meet November 22nd

01:56

at 3:30 p.m. there are five of you in

01:59

the group so you need to find a room

02:00

with at least five chairs they also want

02:02

a TV or projector in the room you'll

02:04

also need to send invites to your group

02:06

mates

02:12

and the text box is just like a just

02:16

like okay if you will but you're saying

02:25

so I'm seeing the front page the first

02:29

thing that I saw was some of the

02:32

announcements and then I saw the

02:35

reservation on the screen and I'm

02:39

looking at the left side day start and

02:46

end time can't hit those because can you

02:53

tell us what you would do for this I

02:56

would put in the date that I want

02:59

November 21st I would put 3:30 p.m.

03:04

I would probably save about at least an

03:07

hour depending them what we're doing I

03:12

would change this drop-down to the

03:15

library and I would find a room that

03:19

would be available for five people and I

03:23

would put this and make it go up two to

03:27

five and then I would add a projector

03:30

and probably a whiteboard just because

03:33

and then I would apply to that and I

03:39

would look for an available room that

03:43

meets those requirements let's select

03:46

the room that I want I look at just to

03:50

make sure it has everything that I need

03:54

the description and I reserve that not

04:04

sure exactly but I guess I can what this

04:11

will do is just make it visible so other

04:15

people can use it or something

04:19

so then if I wanted to invite friends I

04:25

could send emails to them and invite

04:28

people and so you've just been promoted

04:47

Nathan we have another task free can you

04:51

reset his so now you are a building

04:58

manager for the college part of your

05:01

responsibilities include handling

05:02

requests students have submitted to

05:05

overwrite existing reservations today

05:08

you will need to resolve academic

05:12

meetings are always given priority over

05:14

extracurricular ones okay let's posit

00:02

all right so I need to be a building

00:07

manager so I am going to want to

00:16

override an existing reservation

00:20

I would go to pending issues probably I

00:27

would look at the description and the

00:31

user look to resolve the issue that's

00:35

not the issue that I'm looking for but I

00:37

think it might be okay it has a few

00:42

flickers I don't know if that's the one

00:44

I want

00:45

but that's where oh there's a pending

00:54

room request conflicts that might be

00:59

something ah yes we want to override

01:05

this so I will override that I do not

01:12

want to well maybe I'll just resolve

01:14

another one actually no let's not do

01:17

that and I think that's it

00:00

right okay so I will flick rooms that

00:07

doesn't work but I'll click the schedule

00:09

here and see the date will add me

00:15

reservation put in the information and

00:19

apply and I'll select one of these times

00:24

weren't these rooms and reserve it and I

00:28

don't need to do that I guess this one's

00:32

an outside business and this one is a

00:36

faculty but I want to override it so

00:38

I'll click override and I don't want to

00:40

buy any friends business go back to the

00:43

dashboard

00:01

so in conclusion we want to ask you a

00:03

couple questions first do you feel that

00:06

the attacks we gave you were reasonable

00:08

to complete yes are there any things

00:12

that you can think of specifically that

00:14

you had change about the process of

00:15

completing the tasks I kind of got

00:19

tripped up on the second one a little

00:21

bit when I was trying to figure out how

00:23

to I don't remember exactly what it was

00:26

yeah resolving the result the room

00:29

conflict I couldn't find it at first but

00:32

I did eventually find it but yeah okay

00:37

and then just in general like you have

00:39

to give our site a grade from A to F

00:41

where a was exemplary and F was failing

00:44

what grade would you give it and why I'd

00:46

give it a solid B okay and why because

00:49

it's good it's easy to use I know for

00:54

the most part what there is but also

00:56

there's also a lot of things and I guess

00:59

I would just come with like actually

01:00

knowing how to use it to like see some

01:04

of those things but some of those other

01:06

options like I'm not really sure about

01:12

could you give us three words of

01:14

characteristics that you think described

01:16

the website it was fast was easy and

01:27

efficient if you can make one

01:32

significant change to the website what

01:35

change would it be I would probably make

01:41

the reservation button a little bit

01:45

bigger it took me a couple of seconds to

01:48

find it but I did would you return to

01:55

this website on your own in the future

01:57

yeah and also would you recommend it to

02:05

a colleague or a friend yes do you have

02:09

any other questions or comments about

02:10

the website or your experience today

02:13

well I know there was not like text but

02:16

some sort of like text would have been a

02:18

little bit nice just to know exactly

02:21

what I wanted to click on some of the

02:24

reasons that I was trying to reserve or

02:26

something like when I reserved the for

02:31

the business I didn't know what I was

02:34

exactly doing when I was reserving the

02:36

room because I didn't know if it was

02:37

like if it was the business that I was

02:41

reserving the room for okay so fantastic

02:47

so thank you for your time

02:49

before you leave we're gonna have you

02:50

take a quick survey okay