Jackson

Ty

00:00

outside okay you ready ready hello ty my

00:08

name is Jackson I'm gonna be walking you

00:09

through our session today

00:10

before I begin I have some information

00:12

for you I'm gonna read it so I make sure

00:13

I cover it all okay you probably already

00:15

have a good idea of why you're here but

00:17

let me go over it briefly we're asking

00:18

people to you start using a website we

00:20

are working on so we can see whether it

00:22

works as intended the session should

00:23

roughly take 30 minutes or less the

00:26

first thing I want to make clear right

00:27

away is that we're testing the site and

00:29

not you you can't do anything wrong in

00:31

fact this is probably the one place

00:33

today where you don't have to worry

00:34

about making mistakes okay as use the

00:37

site I'm gonna ask you to think out loud

00:38

as much as possible say what you're

00:40

looking at what you're trying to do and

00:42

what you're thinking this will be a big

00:43

help to us

00:44

all so please don't worry you're gonna

00:46

hurt our feelings we're doing this to

00:47

improve our site so we need your honest

00:49

reactions if you have any questions as

00:52

we go along please ask them I may not be

00:54

able to answer them right away but since

00:55

we're it should how people will do

00:57

without someone sitting next to them but

00:59

if you have any questions when we're

01:00

done I'll try to answer them if you need

01:02

take a break just let me know you may

01:04

have noticed that the camera with your

01:06

permission we're going to record what

01:07

happens on screen as well as in the

01:10

conversation okay

01:11

the recording will only be used to help

01:13

us figure out what how to improve this

01:15

site and it won't be seen by anyone

01:16

except the people working on the project

01:18

and it also helps me because I don't

01:19

have to take as many notes you have any

01:22

questions so far

01:25

Nope okay before we look at the site here are

01:28

a few general questions to kind of see

01:29

what you do on the Internet

01:31

what's your occupation web developer

01:34

okay and what do you do all day go to

01:37

school currently go to school how many

01:39

hours a week altogether just an estimate

01:42

would you say you've spent on the

01:43

Internet including web browsing in email

01:44

and at work and at home

01:46

per week it's just a ballpark estimate

01:52

150 okay

01:54

what's the split between email and

01:56

browsing like what's the difference yeah

02:00

like give me a rough percentage

02:03

probably like 5% email

02:08

the rest is just browsing okay cool what

02:12

kind of sites do you look at when you're

02:13

on the level

02:17

dank meme sites zing comedians and then

02:21

I also do a lot of self learning stuff

02:24

learning cool so kind of teaching

02:26

yourself Thanks code Academy usually

02:28

okay well Joe many favorites any

02:31

favorite websites YouTube YouTube

02:35

alright we're done with these questions

02:37

so let's get started good name alright

02:41

I'm gonna ask you to look at just this

02:43

for this front page okay please tell me

02:45

what you think strikes you about it

02:47

the hoos site this is what you can do

02:49

and what it's for look around and give

02:51

me a little bit of a narrative but don't

02:53

click anything good so obviously for a

02:57

simple web page not hard to get lost

03:08

it looks like it's linked to the snow

03:11

college back-end says it says to use

03:13

your snow calls login details so I'm

03:14

assuming that I can login to the

03:16

scheduling system using just the login I

03:20

would use to log into anything else on

03:21

campus but it also says it's licensed so

03:25

I'm guessing that the raw back-end could

03:29

be used by any company that would change

03:31

their logo

03:33

that's where the thing

03:36

yeah that's pretty straightforward

03:37

awesome okay now I'm going to ask you to

03:40

do three specific texts okay we're gonna

03:42

go through them I'm gonna read each one

03:44

out loud and then give you the copy so

03:45

you can refer back to it and again much

03:47

as possible say everything you're

03:49

thinking out loud so we can kind of see

03:51

the process that's going on in your head

03:52

okay

03:53

also any text boxes or any drop-down

03:57

boxes or click boxes just say what you

03:59

would do don't actually try to click

04:00

them okay okay buttons you can click

04:04

okay the first tax gonna give you is as

04:07

a student you are a snow college student

04:09

who is just assigned a group project you

04:11

are given the task of reserving a study

04:12

room in the library your group wants to

04:14

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

04:17

there are five of you in the group so

04:19

you need to find a room with at least

04:20

five chairs they also want an TV or

04:22

projector in the room you also need to

04:24

send invites to your group mates

04:34

hey so go ahead and start it sounds good

04:36

so on this page I would just see when I

04:38

type in my username and password that I

04:39

would used to log into a school's

04:42

computer

04:47

so this looks like a just mainpage

04:51

splash where I come to looks like I

04:56

already have upcoming reservations looks

04:57

like I was invited to one I'm assuming

04:59

that I could click on little people icon

05:01

they would say who I invited me and who

05:04

and I could accept her to clean it these

05:09

ones like an edit so I'm assuming I

05:11

could change the room if I can change

05:13

the time if it's available request new

05:16

like materials in the room if I needed

05:19

them and I forgot them create a new

05:21

reservation here with the plus look at

05:26

announcements reservation updates and

05:28

feedback

05:30

I last sure what the feedback would feed

05:34

back to if it would be a feedback about

05:36

a room I've stayed in or if it would

05:38

just be feedback to the company that

05:39

created this like that sort of thing I'm

05:45

assuming this is just a logo looks like

05:48

it goes back to something but I'm not

05:50

sure what I would go back to because I

05:53

would feel like this would be the main

05:54

page that it should go back to

05:59

you are more than welcome to click on

06:01

anything you'd like south

06:03

so I need to create the reservation

06:11

it's like some f@#$# high

06:14

[Music]

06:16

a lot of stuff on the side but it seems

06:18

fairly simple but that's work site

06:20

design websites that know that layout so

06:25

I choose a date I type in or since it's

06:28

calendar select go in and select

06:30

November 21st assuming this year type in

06:34

the start time of 3:30 I don't know how

06:39

long we'd want to go for so it's just a

06:42

safe estimate I do two hours and go 5:30

06:47

here for the building I'd select the

06:50

library and the room I just find an

06:53

available study room that has TV or

06:58

projector doesn't look like there is a

07:03

TV option but then here I type in 5

07:06

people and then hit apply

07:12

oh it shows me the Rings okay s#%$ shows

07:16

me the available rooms and I guess I

07:19

would just select one that would match

07:22

our criteria and time

07:28

any room details and I'm guessing this

07:29

is kind of like just a little

07:30

confirmation box like this is what

07:32

you've chosen the description some

07:34

assets your syntax here looks like

07:39

angularjs but I guess would work really

07:42

well for this sort of system and as long

07:45

as it's correct

07:46

then I'd reserve it I guess I put in my

07:52

name real priority I think I'd be able

07:57

to figure this out if there was like a

07:58

little bit of a drop-down saying I

08:00

absolutely need this one it cannot be

08:02

changed and I need it like desperately

08:04

act like you click on the drop-down boom

08:06

extra curricular and academic okay yeah

08:09

so this would probably be academic

08:10

because it's a group project so based on

08:13

those two descriptions I would assume

08:15

that if an academic group needs the room

08:18

that they have precedence over it and

08:21

then just type in what we're doing

08:23

visibility I'm fine with it being public

08:28

I don't know why you'd want it to be

08:29

completely

08:31

unless the hidden is just to hide the

08:34

name of reservation whatever but still

08:36

shows that is reserved that looks fine

08:43

and then all of the balloons invite

08:47

friends I just enter the email of my

08:49

friends

08:57

okay so go ahead and do that

09:02

awesome that's the end of that task

09:04

sounds good okay ask you some questions

09:08

okay okay do you think this task was

09:13

reasonable to complete oh yeah it seemed

09:15

pretty standard something that you make

09:19

sense that if there is anything that you

09:22

could change about the process what

09:23

would you change

09:24

um the actual process of choosing rooms

09:30

seemed confusing because when I first

09:31

opened up the page I could see that I

09:34

was choosing a whole bunch of stuff but

09:36

then when I had going and showed all the

09:37

available rooms I wasn't expecting that

09:39

per se I was expecting to be able to

09:42

choose a room from the drop-down that

09:43

was there but I'm guessing that

09:45

particular drop-down now that I've done

09:47

it would be like just a type of room so

09:51

we will select study room rather than

09:53

conference room sort of thing it isn't

09:55

specific ones

09:58

and then the only other thing is when

10:00

you're inviting friends having social

10:02

media attached to it what are your

10:06

overall impressions of this site

10:08

this site for this task it's good if you

10:13

had to get this task and this layout

10:15

that you've seen right now a grade from

10:17

A to F what would you give it probably

10:20

A - cool all right let's move on to

10:24

the next task

10:25

okay it's gonna be similar but just a

10:28

little bit different so let me change

10:29

our screen real quick here you are now a

10:38

building manager for the college all

10:40

right party responsibilities include

10:41

handling requests students have

10:43

submitted to override existing

10:45

reservations today we need you to

10:47

resolve one of these conflicting

10:50

requests academic meetings are given

10:53

priority over extracurricular activities

10:55

okay here's that for you and go ahead

10:57

begin cool so I'm guessing it's login

11:00

with the credentials whatever and I'm

11:02

assuming it would know just by logging

11:04

in Who I am

11:09

so it looks like just by typing it in it

11:12

changes it completely so it's a new

11:14

dashboard

11:21

upcoming reservations notifications by

11:24

your capacities a reported feedback so

11:27

I'm guessing that from the main page

11:29

you'd get feedback and go here so let's

11:32

resolved being at the last pending

11:37

issues I'm assuming

11:47

lots of descriptions lots of thoughts

11:49

issues

11:56

and this isn't

12:06

constructing requests this is just an

12:08

issue

12:13

schedule

12:26

pending request resolve conflicts

12:31

okay

12:36

I am too

12:38

well

12:45

yes

12:49

that's just once that's it the task

12:53

awesome thank you sir all right was this

12:59

reasonable task yeah what would you

13:02

change about the process um I think

13:08

overall and this is gonna be like kind

13:11

of a hindsight bias but I feel like if

13:15

these weren't just squiggles I could see

13:17

what the actual conflict was I would

13:18

have known way faster like conflict with

13:21

like a academic versus I should work

13:23

Euler or something to that effect and I

13:25

would have known to click there first

13:27

because what it sounded like

13:30

is it was just a pending issue and I'm

13:34

guessing it would also show there may be

13:38

but my first instinct was to hit there

13:41

perfect okay that's awesome it's good

13:44

that's great feedback okay what about

13:46

this task in this in this new dashboard

13:48

what would you give as a great from A to

13:50

F um

13:51

I mean as far as like layout of the

13:53

dashboard it's an a-minus again it works

13:56

really well

13:57

but yeah just the squiggles that's just

14:00

a prototype that is wonderful thing

14:02

wonderful feedback

14:04

all right let's go on to our final task

14:07

he's still good yeah here's our final

14:13

test all right

14:14

you are now a system administrator for

14:17

the college okay part of your

14:19

responsibilities include handling

14:21

reservations made by outside businesses

14:23

today we need you to make a reservation

14:25

for one of these outside businesses the

14:28

business has requested a room to seat at

14:30

least 20 people and has a projector okay

14:33

you also have a one-hour meeting at 6:00

14:37

p.m. on December 4th that's part of that

14:39

reservation country they are paying for

14:40

the room so they have priority over any

14:42

existing reservation ok so just based

14:47

back on the login screen

14:49

I'm guessing soon as I type in my admin

14:51

information it'll take me to an admin

14:52

dashboard like the other to have for

14:55

their ones yeah is the administrator

14:56

dashboard

14:57

[Music]

15:02

that's a couple of the other things so

15:03

I'm guessing that different people will

15:05

have some of the same things that they

15:08

can see

15:12

we make a reservation for one of those

15:13

so I'm going to

15:16

schedule

15:20

nation

15:27

so

15:34

and I don't know if I can but I would

15:37

think that there would be an option for

15:39

a building that would be any awesome so

15:42

that I could select any building so that

15:44

when I hit apply it'll show me any room

15:46

with the other criterion that I need so

15:48

i type in december for 6 p.m. to

15:50

whenever we made it to be 20 people with

15:53

a projector

15:57

and then select one of these rooms and

15:59

I'm assuming these would be anything so

16:04

I choose one

16:06

serve

16:08

type in the name of the reservation and

16:10

I'm guessing in room priority Oh would

16:12

be like the highest I I would even

16:13

assume that instead of just high there

16:15

might be even a business priority so

16:18

that you know that it's being paid for

16:19

and put in the reservation description

16:22

something you like this is a paid

16:23

reservation whatever and just keep it

16:24

hidden because students don't need to

16:26

know what the business is doing and then

16:28

to firm that

16:32

and yeah we allow the override because

16:34

it's a business that looks like it would

16:36

set it as high a business priority might

16:40

make that easier to understand

16:47

and then I don't think we need to invite

16:49

any friends for this

16:55

so punch okay some general questions for

16:57

this task and then for the site and its

16:58

entirety okay

16:59

for this task how was what was it was it

17:02

reasonable to yeah yep what would you

17:05

change about this process nothing

17:12

okay cool what are your overall

17:14

impressions of the administrator

17:16

dashboard this one's a lot it's like

17:19

it's very intuitive it's easy to

17:21

understand awesome if you could give

17:23

this task and this new site for the

17:25

administrator look great from A to F

17:27

what would you give it an A alright for this

17:32

for the entirety for the site now okay

17:34

so from all three tasks that you've

17:36

looked at okay if you had to give the

17:39

entire site upgrade what would you give

17:40

it A- what our overall impressions any

17:48

thoughts you have after you've used this

17:50

or you've seen it um I like it there's a

17:56

couple things here and there as far as

17:57

like selecting things and how it flows

17:59

that I think I would change but I'm

18:04

guessing a lot of those issues would be

18:05

solved once there's a real data in it

18:07

because then you can see immediately oh

18:09

this is what this conflict is or oh this

18:11

is what I'm choosing when I choose a

18:13

room and it makes it a lot clearer and I

18:15

think

18:16

that way as well okay can you give me

18:19

three words or three words or

18:23

characteristics that describe the site

18:25

to you

18:30

simple

18:37

words

18:42

intuitive

18:46

friendly friendly awesome okay what are

18:49

some things you liked best about this

18:51

website it's so simple I mean so many

18:56

people try to make the website so like

18:58

full and flashy it's just hard to read

19:01

but this one is very simple lots of

19:04

white space

19:05

it's very text oriented but it still

19:07

looks good and the the links work

19:12

overall it makes sense what each button

19:14

would do what did you like least

19:17

anything that really stood out do they

19:19

just like Just the squiggles no that's

19:24

good hey if you as this user right now

19:29

can make once significant change to this

19:31

website what would it be just one

19:38

the second task person okay the manager

19:43

the manager his dashboard was little

19:45

confusing hard to understand hard to

19:47

read and so I would either label things

19:49

differently or like on this one you have

19:55

a lot more description on these buttons

19:57

now the other one it had a description

19:59

but it wasn't complete I don't think so

20:01

if you were to revamp your buttons a

20:03

little bit in their descriptions

20:06

fantastic awesome would you return to

20:09

this website in the future yeah and why

20:12

Oh like being a having been a club

20:18

president before I need to reserve rooms

20:20

it is a nightmare on the current system

20:22

and something as simple as this is going

20:24

and say yeah I need to reserve this room

20:26

in the library for 30 people and these

20:28

type of projector we're gonna be

20:29

watching a movie blah blah blah say it's

20:31

actually curricular and then reserve it

20:32

and it's done and I can be anywhere on

20:35

campus like I can probably be off campus

20:38

and still log into this while I'm

20:40

meeting with club presidents and

20:41

community members and make the

20:43

reservation that way as well well would

20:47

you recommend so I recommend this

20:48

website so let's say like you were

20:50

mentioned at the beginning how this

20:52

could be ported somewhere else would you

20:54

recommend it to a colleague or to a

20:55

friend yeah yeah

20:58

do you have any other questions or

21:00

comments from this website in general

21:11

really it's pretty straightforward do

21:15

you mind if I ask you a specific

21:16

question on one of our um things you

21:19

clicked on Sam okay okay so this is on

21:22

the administrator dashboard today the

21:24

task asked you to reserve a room how did

21:27

you know where to go to reserve room

21:31

schedule and like we were talking about

21:33

the buttons in their descriptions it

21:35

says add reservations awesome things I'm

21:37

like just okay will you click on that

21:39

for me here

21:44

what made you lead you down to that

21:46

button at the bottom

21:47

oh that's cheesy as it is Oh like phone

21:53

apps in video games you want to add

21:54

something it's a little it's something

21:58

you know intuitively yeah it's something

22:00

that I've seen before I mean this

22:02

website isn't anything like brand new as

22:05

far as layout it's it follows a pretty

22:08

structured pretty well tested layout

22:10

that most other web apps use so here's

22:12

my question

22:13

if this button was going how would you

22:15

add a reservation on this page

22:18

my first impression would be to hit the day

022:21

okay yeah that's all I wanted to know

22:23

okay that is it for this session and

22:25

thank you for doing that for us we

22:27

really appreciate it

22:28

I'm have you fill out a brief survey but

22:30

we'll turn up to work