

# Think Aloud Testing:

## Interview 1:

User 1: "Being the website critic that I am, we have 6 boxes and the spacing is a little bit interesting."

Interviewer: "So how would you improve upon that?"

User 1: "I would probably use some sort of grid system, just so that there's an equal number of boxes in each row when the screen is larger."

Interviewer: "Ok, that's helpful. So now intuitively what would you do to use this website?"

User 1: "Well, if I'm trying to connect some sort of heart rate device... First, I see Bluetooth is supported so I'm just going to go ahead and press one of these connect buttons. I'm also going to start the broadcast from my watch, one second."

Interviewer: "Yep, go ahead."

User 1: "So I'm going to press this green connect button. It gives a pop-up box and we are currently scanning for devices. Yep, there it is, "Forerunner". It is pretty cool that it can pair with any Bluetooth heart rate device like my watch."

Interviewer: "Yeah, the proper use case is with a band, but it's great that it can work with watches too."

User 1: "Ok so I see it, here we are. 62 BPM. I don't know what P1 means, but it says connected and shows the watch name. Is P1 like the first device connected I'm guessing?"

Interviewer: "Yes it's the default name for this user."

User 1: "Um, I also see a download button."

Interviewer: "Yes, before we get into that I'd just like to say, so it was not intuitive for you that you can change the P1 name?"

User 1: "Right, it is not."

Interviewer: "Now that you know that, can you try to change the name?"

User 1: "I'm not sure how. Let me think. Oh there. I was clicking on it before, but I guess it didn't register it. You might want to have the mouse change when you hover over it or

a title that says edit name just because it wasn't obvious. I would probably do something to update that."

Interviewer: "Ok that's very helpful. Which method would you prefer?"

User 1: "I think like some sort of animation when you hover over it like a button would do."

Interviewer: "Perfect yes that can be done. So say now you would like to download your data how would you go about doing that?"

User 1: "I would click this download button. I see I have a CSV in my downloads now. Pretty simple. I can open it and I see data here yep. That is pretty cool."

Interviewer: "Thank you. I think that's pretty much all we need. If you wanted to leave you can just exit the page or turn off your heart rate device and it will automatically disconnect and return to the connect button view."

User 1: "Oh nice yes I see it's worked."

Interviewer: "Alright we'll end it there. Thank you very much for your time."

User 1: "No problem. Great website, just those few changes but everything else is great."

## Interview 2:

Interviewer: "What do you think intuitively you would do to interact with this website?"

User 2: "Well to be honest, I have this page and there's six boxes that all say connect. I don't know which box to choose?"

Interviewer: "You can choose any box you'd like."

User 2: "Ok, but that's my first thought."

Interviewer: "Yep, that's totally valid."

User 2: "Ok so I'm clicking connect now."

Interviewer: "Perfect and what are you seeing?"

User 2: "It says no compatible devices found and then it says scanning and there's a little circle."

Interviewer: "So your device should pop up there if it's working correctly."

User 2: "Alright so I'm now seeing "Forerunner is paired"."

Interviewer: "So you see your device in the drop down, correct?"

User 2: "Yes, so I click on it right?"

Interviewer: "Yep"

User 2: "Now my info is in the middle one yep."

Interviewer: "So now what are you seeing?"

User 2: "I'm seeing a little chart, my heartrate the same as it is on the watch. I'm seeing P2, I don't know what that means. And I'm seeing Forerunner connected."

Interviewer: "Ok so P2 is the name of the user. Let's try now connecting another device. So, if you go into the first box, try connecting again."

User 2: "It connected, and it says P1."

Interviewer: "Exactly so that's just the name of the user that I've given it by default. Ultimately there will be about 6 devices and you'll want to know the names of who's

participating. Alright so say you want to change that name; you don't want to be called P1 or P2 you want to be called your name. How would you do that?"

User 2: "I would click on that where it says P1. Click right on that."

Interviewer: "So yeah give that a go."

User 2: "Ok I changed it to my name."

Interviewer: "Perfect so how did you do that?"

User 2: "I clicked on it and entered my name."

Interviewer: "And how did you exit?"

User 2: "I clicked on the screen somewhere else."

Interviewer: "So that was pretty intuitive for you right?"

User 2: "Yes definitely."

Interviewer: "So now say you've been using this for a little while and you would like to download the session data, how do you think you would do that?"

User 2: "Well, I don't see a download option for my box."

Interviewer: "Right, sorry, I should have worded that better. Say you wanted to download data from all the boxes, where you had multiple people connected and using this platform."

User 2: "Oh I want everyone's data, not just mine?"

Interviewer: "Yes exactly."

User 2: "Oh then in the top right corner there's a downloading thing I see. That must be for everything."

Interviewer: "Yeah exactly. So now what happens if you click that?"

User 2: "It opens up my downloads folder here."

Interviewer: "And is there a file there?"

User 2: "Oh yes! Heart rate data. A CSV file in excel."

Interviewer: "Ok great so that's pretty much everything. Is there anything that you thought was not straight forward or you would want changed?"

User 2: "I mean it's all pretty straight forward. The only thing was I wasn't sure which box to connect to originally. Maybe a message would be helpful?"

Interviewer: "That's a good suggestion. Thank you."

### Interview 3:

Interviewer: "So intuitively think aloud and tell me what you're doing on the website."

User 3: "Well, I guess I'm going to try to connect to one of them. So I'll connect to the top middle one. And it says, "forerunner paired" and "scanning"."

Interviewer: "So the pop up is a list of the devices available to connect to."

User 3: "Because it's still saying scanning, I wouldn't have known that I should be pressing that. It's not intuitive. So I will click on the device now."

Interviewer: "Ok thank you, that's good to know."

User 3: "Yeah I would say something like choose your device."

Interviewer: "Ok noted. So what are you seeing now?"

User 3: "I'm up and going. Ok so now I'm seeing in the middle my heart rate and the minimum. I see P2, what does that mean? I also see the name of the device the Forerunner. Is it possible to have the brand of the device as well, so like Garmin forerunner?"

Interviewer: "That device name is what I get broadcasted from the device itself, so I'm just showing what its internal name is for itself. P2 is the default name that I've given for the box or the user of this box. But say you wanted to change the name for this box from P2 to something else. What do you think you would do?"

User 3: "So let me try. I'm going to call this position 2. So I typed position 2. I typed in the name and wasn't sure if I should hit enter or click somewhere else and I tried both and it worked."

Interviewer: "Perfect"

User 3: "Ok so I'm watching my heart rate and it's moving around. And yeah it's staying connected. The chart is a little small but I can see it's moving up and down slightly."

Interviewer: "So great you have some data now. Say you had a few devices connected and you wanted overall data from all the devices. How would you do that?"

User 3: "I think I would click the download button on the right. Top right. Can I try that?"

Interviewer: "Yep"

User 3: "Oh excellent. It gave it to me in a CSV which is what I would expect. I'm going to open it. And ok interesting. I see. So there's exact time every 5 seconds and it's giving me the 6 positions with an id and heartrate. There's my numbers. It's right up to date to when I clicked the button."

Interviewer: "Great. That's everything thank you!"

User 3: "Really cool!"