Campbell Alden
CS 4500 - Software Development

Link to video of study: https://youtu.be/NeRsvQo6VqE

Task 1 - Add An Affiliate Code
For the first task, the participant was asked to enter an affiliate code for an existing movie. Unlike the flow for participant 1, participant 2 was given a direct link to the affiliate code form instead of a search menu. This flow was somewhat more confusing for the participant because they were unsure where to enter the name of the movie. The participant was able to enter the information and submit the form without any difficulty after he realized that he could enter the movie title at the top of the form.

Takeaways: The search step was clearer than going directly to the affiliate code form.

Task 2 - Review a Flagged Case
The second task was to select and review a flagged user comment. The participant was immediately able to locate the correct review by id and followed the review link. When he reached the first details page, he decided to make a judgement about the user case without following the details link to learn more about the user. He chose to delete the comment and suspend the user account.

Task 3 - Add a New Movie
The final task was to add a new movie to the database. From the homescreen, the participant immediately selected "Add New Movie" from the control panel. On the Add New Movie page, he understood how to add all of the information relating to the movie. He was confused, however, about what the streaming service field was and what it was for. After explaining that it was for linking to content on external sites, he understood.

Overall, the participant said the flows for each task made sense and at no point did he feel lost.