Think Aloud Feedback from Lucas Hinkle ([lwhinkle@memphis.edu](mailto:lwhinkle@memphis.edu))

**1. Goals:** New User can navigate between product and bend pages with minimal explanation. This will measure how intuitive the UI is for users (especially new). Navigation is an essential part of the user experience.

**2. Script:** I will introduce the think aloud with minimal instructions and background on the app. The CD Plastics Cold Form Setup Tool is made of a series of products with each having a series of steps to complete. Currently we have the layout for the product index page and product bend show pages. The product index pages show every single product and a search function to filter them. The product bend pages show an introduction to the product along with every bend for the product along with their attributes.

**3. Prompt:**

**Perform Following Tasks:**

**Simpler tasks:**

Access the Spray Guard Bends Page.

Access the first bend page for Spray Guard.

Cycle through images for Spray Guard bend 1 page.

Access the second bend page.

Access the third bend page.

Access the fourth bend page.

Go back to the Product Screen.

**Advanced tasks (not gradual):**

Navigate to the second image for bend 1 of Sample 2.

Search for Sample 3 and navigate to bend 1 of Sample 3

**4. Record Notes and Video:**

Video should be in GitHub.

Overall, he navigated the page with ease as seen in the video.

**5. Debrief:**

**His responses (in video as well)**

**Were the pages intuitive to navigate?**

They felt pretty good to navigate and well organized.

**Did the information presented seem easy to read/good placements?**

Yes, easy to read. Informative.

**What would you add to improve the user experience?**

Really like the setup. More things for product description. A next button.

**Are there any changes you would suggest be made to the pages for easier navigation?**

Sample data should be changed.

**Were my tasks easy to follow?**

Yes.

**6. Reflection:**

**Answer the reflection questions:**

**What went well?**

I'd say that everything went pretty well. Lucas was able to navigate the system without my help, and he stated that the UI was easy to follow.

**What did you learn about your system?**

I learned that my system is mostly stable with some glaring picture loading errors that will need to be addressed.

**Were there any surprises?**

My biggest surprise was that everything worked decently well. PowerApps has been a struggle for me to work my head around. For example, the “next” button I had implemented before showcasing (scrapped due to being broken) would not work despite the code being right: (had to press it twice to move).

**If you had a do-over, what would you change about your behavior?**

I mainly wish I had more to show off. In terms of behavior, I wish I was quieter, but I did end up talking about the system to him. (NOT HOW TO USE IT, but how I made it during think aloud). I also wish I had better questions to ask but that ties back to having not much to show off to him.