Transcript:

R - Researcher. U - User.

R: Ok, so, as you read, you’ll be given a series of tasks to complete within our app. And while you’re trying to complete the tasks we ask that you think aloud when navigating our application and whatnot. Do you have any questions?

U: No.

R: Alright. So, the first task is to select the new game Call of Duty to add to the vote for group Warzone Squad.

U: Ok. I am putting in my username.

<Skips some audio due to technical difficulties>

U: Alright, I am logging in. And I’m supposed to go to Warzone Squad and vote for it, so I’m voting for it. Picking game Call of Duty. Confirm choice. And then I leave the thing.

R: For the next task we ask you to start a one hour forty-five minute game timer.

U: Ok, I’m clicking on game timer. I am doing the hour slider to one. One hour and forty minutes you said?

R: Yes.

U: Im taking the minutes down to forty. Kind of hard to do with a mouse. Alright, it’s at one forty, I click start and now it’s going down.

R: Alright, for this next task we ask that you create an event for the sixth of May and name it gaming day.

U: Ok. I'm going to the calendar, if it lets me. I'm going to May. Pressing May sixth, that's a Saturday. Going to the event name and I’m calling it gaming day. Ok, and then add.

R: Ok, and then for this last task we ask that you look to see if your friend Sarah is online and if so how long they have left to game.

<Researcher briefly explains that it’s not in the friend tab itself, just on the friend menu>

U: So, it says she’s been on for thirty six minutes on the friends list.

R: Just try someone else in the friends tab.

U: Harry has been playing Fortnite for forty-five minutes on the all friends tab. On the homies tab.

R: Ok, and then if you want you can explore the app a bit more, also we can get to the open ended questions.

U: I’ll just go to the questions then.

R: Alright. So, what possible features would you use in this app and why?

U: Friends list is very good I think. I don’t know about the game timer because I feel like when you play games it doesn’t really matter, you either have to go or you don’t, you don’t have a specific set amount of time have to play unless you’re 12 maybe, but if you’re an adult I don't think so. But the friends list is nice because you know who's on and how long they’ve been on or even what games they’ve been playing.

R: Ok. And what features present in the app do you not plan to use and why?

U: I guess I already answered that question huh? Well the game timer I just feel like it’s kind of unnecessary. And I feel like the calen- well, the calendar could be good if you have conflicting schedules so maybe not. But the game timer I don’t think so.

R: Ok. And did you find any page in particular confusing or harder to navigate due to the layout or design?

U: Uhm. Not necessarily. Maybe the gaming group was a little weird, I had to do a little bit more clicking to find Call of Duty for voting.

R: Alright. And then after this, we’ll just have you do the System Usability Scale survey and then that's the end of this study, so let me just end this recording here.

Task notes:

1. Completed with ease.
2. Completed with ease.
3. Completed with ease.
4. Completed with somewhat ease. (Confusion due to layout having incorrect info)

Open Ended Questions:

1. Friends list and calendar/events would be used.
2. Game timer wouldn’t be used. States it seems like it’s something used for people of a younger age, and sees it as unnecessary.
3. No big navigation issues, but gaming groups is a bit much to navigate.

SUS:

1. 4
2. 2
3. 4
4. 1
5. 4
6. 2
7. 5
8. 2
9. 4
10. 1

Score: 92.5