

Concurrent Think Aloud Protocol

Adapted from Steve Krug's *Usability Test* (2010): <https://sensible.com/downloads/test-script.pdf>

Introductory Talking Points:

- Introduce myself
- We are testing a website we're working on to see if it is intuitive and works as intended. We are testing the *site*, not *you*, so you can't do anything wrong, and you won't hurt our feelings.
- The session should last about 20 minutes. In exchange for your time, you will receive a \$10 BYU Gift Card
- As you use the site, please talk *out loud* as much as possible. This will help us to understand how we can make our site more intuitive to users like you.
- If you have questions, please ask them, but I may not answer them right away.
- With your permission, I'm going to record what happens on the screen and the audio of our conversation. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this project. And it helps me, because I don't have to take as many notes.
- Do you have any questions about the process during this user testing session?
- Do you give your permission [can include a consent form here if needed]?
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- Let me ask you just a few brief questions:
 - What is your major and year in school?
 - How comfortable are you using the Internet?
 - How often do you use the Internet to learn something or to manage your learning? For example, watching an educational video, reading an educational article, or accessing and submitting assignments for a class?
 - What websites do you normally use for these learning purposes?
- I'm now going to give you some tasks on these cards, and ask you to do them while you talk out loud. I probably won't say too much for the next little while.

The Tasks (Observe and take notes of actions, body language, and comments as they complete tasks. Intervene as little as possible).

User Testing Task Cards:

<https://docs.google.com/document/d/1OSLEyl75i1e0oXcihXFhuf7i7PKyaNdG-tYv2XQ4-GY/edit>

--Navigate the following site, then give the following tasks on slips of paper:

<http://bit.ly/2JgBuJT>--

1. You are an education major taking a course about how to use technology in the classroom. The directions you see on the screen are PART of an assignment description for that course. Read and follow the directions, which should bring you to the website we are testing.
2. Without clicking on anything, please just talk aloud for a minute or two about your initial impressions of this site. What strikes you? What do you think is the purpose of this site?

What can you do here? How does it compare to other similar sites you've used?

3. The assignment directions you read earlier directed you to look at the learning path that is most relevant to you. Please do so now. Remember to talk about what you think of the path and what questions you have about it.
4. At a later point in your Teaching with Technology course, you are preparing for class. Your instructions are to become familiar with the badge requirements and tutorials for the "Teaching Early Coding - Level 1" badge. Please complete this task. Remember to talk aloud.
5. You have now graduated and are teaching in a school. You want (or are asked) to teach a Coding with Robots unit in your class. You do some research and decide that you want to use Ozobots for your unit, but your school doesn't have any and you don't really know how to use them. You remember that this [Tech with Kids] website had some information on Ozobots, and you set out to find it. Please find as much information as you can on this website about
 - a. how to get Ozobots
 - b. how to use Ozobots.

Remember to talk aloud, and especially to talk about what you find most useful in this scenario.

The Wrap-Up

- Tell me about your experience using the website.
- What was expected and unexpected about your experience, based on your initial impressions of the website?
- *Optional as needed:* I noticed that you did ____ when you were on ____ page. Can you tell me a little more about why you did that or what you were thinking?
- Do you have any questions for us?
- Thank you for your time!
- Here is your [incentive]. *Or, collect address for sending the incentive later.*

Stop screen recorder & save the file.