

Goals

- Help understand our target users' behaviors or expectations.
- Uncover new possible features or items based on unmet needs in our target users.
- Help us decide among design alternatives, leading us to select the solution that our target users are most likely to prefer.
- Identify areas of opportunity to enhance the user experience.

Script

- *Introduction.* Thanks for meeting with me today, Miru. I'm going to read a little script, just to make sure I don't forget anything.

I'm going to be recording this session. Is that something you're comfortable with?

We also have some observers who are taking notes, hoping to learn more about how people use the system. Is that something you're comfortable with?

We're trying to learn about a new tool we've created to help translators prepare for sessions in a shorter amount of time. Sometimes the topics are very specific, and have specific terms. This tool we're working with today will hopefully do that.

I have three activities for you to do, and we aren't evaluating you or judging you. We're looking for feedback to make our system better. So anything you say isn't going to hurt my feelings. I didn't design it.

Some of the activities may be short, and others may take longer. Don't worry about getting through the activities quickly. Just for your expectations, and your schedule, it won't take more than 30m—but again, that's for you. No need to rush.

Along the way, please tell me what you are looking at, why you may click a link and what your expectations were for your actions. How does all that sound?

Scenario + Activities

Just as a warmup, would you mind reading aloud the Warm Up PDF about what we call the "think aloud protocol". It's a research term, helping us understand your actions during the session.

Scenario (Please read aloud)

You have just accepted a translation project translating English into French for a conference session tomorrow. It's for the Sub Saharan African International Petroleum Exhibition and Conference (SAIPEC). It's the largest event in the region, and it focuses on oil and gas-related products so there's a lot of industry-specific language that will be used.

Your contact from the conference has sent you two documents that has a lot of terminology that you may need. Your contact also has told you they have a new glossary building tool for you to try out that will extract some of those terms, allowing you to study faster and use in the conference session.

Activity 1 (Please read aloud)

Start a glossary with either one of the two documents your contact has sent you. When completed, please log out of the session.

Please think aloud while you perform this task, and comment on your intent if something didn't work as you'd expected.

Activity Followup Survey / Followup from Observers

Activity 2 (Please read aloud)

Login, and add the second document to your glossary.

Activity Followup Survey / Followup from Observers

Activity 3 (Please read aloud)

Your contact has sent you a term that will likely be covered. So please add this term manually to your glossary. Manual terms aren't currently translated by the system, so you will have to add both English and French terms by hand.

English: Raffinate

French: Raffinat

Activity Followup Survey / Followup from Observers

We may follow up with an email with another survey (tbd). Would that be ok? Also, we intended to continue to refine this to make it easier for use. Would you like to be involved in future improvements? If so, what's the best method to get in touch with you? And would you know any others in your field who might be interested in using such a tool? We'd love to have more interested people help us build the best tool we can.

Thank you for your time today. It's these kind of sessions that help us built better products.