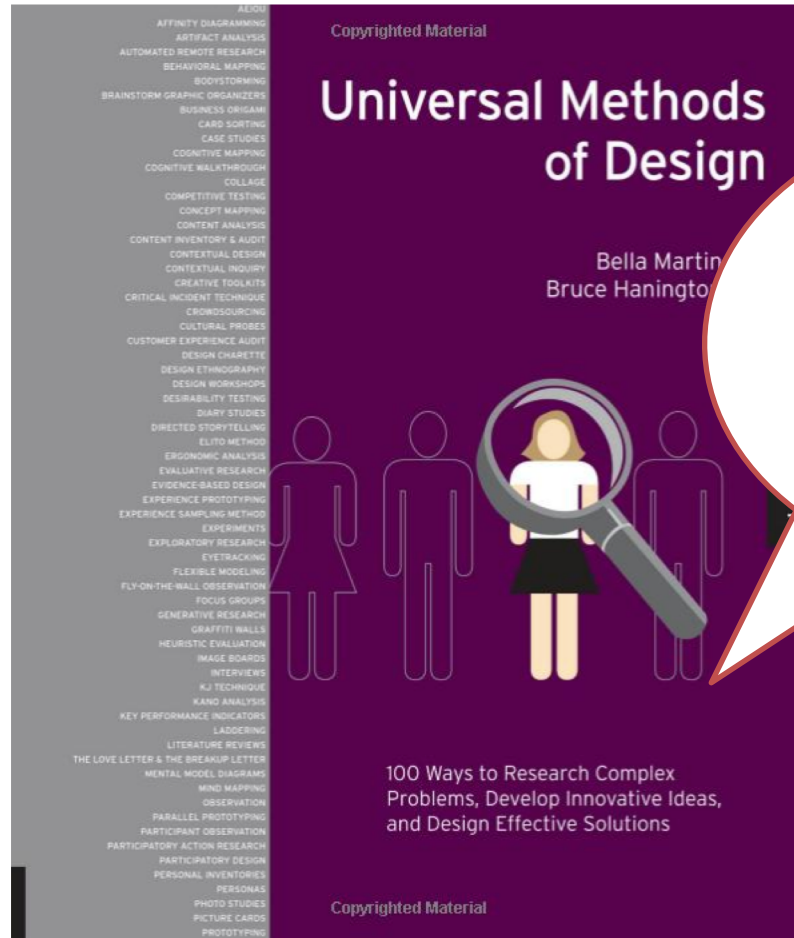


THINK-ALLOUD PROTOCOL



Online access,
chapter PDFs, Adobe
Digital Editions
checkout, etc.
available from the
University of Utah
library

Think-Aloud

“Think-aloud protocol is a method that requires participants to verbalize what they are doing and thinking as they complete a task, revealing aspects of an interface that delight, confuse, and frustrate.”

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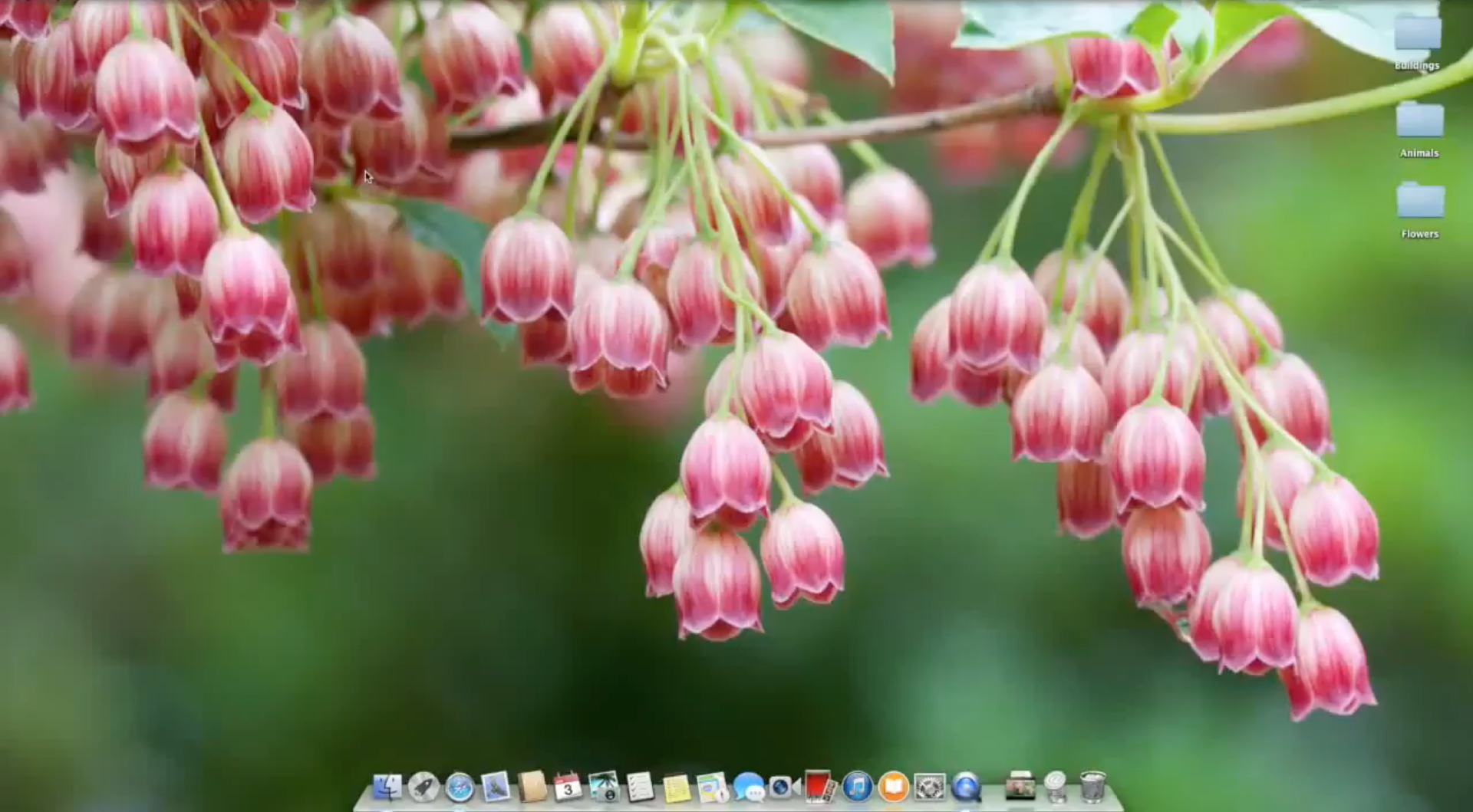
“Evaluators should ask participants to verbalize anything that they think, feel, do, or look at while processing the interface—essentially, to “think aloud” as they complete tasks.”

Other Resources

- Newell, Albert, and Herbert A. Simon. *Human Problem Solving*. 1972.
- Ericsson, Anders, and Herbert A. Simon. *Protocol Analysis: Verbal Reports as Data*. 1993.
- Guan, Zhiwei, Shirley Lee, Elisabeth Cuddihy, and Judith Ramey. “The Validity of Stimulated Retrospective Think-Aloud Method as Measured by Eye Tracking.” *CHI 2006 Conference Proceedings*, 2006.
- Dumas, Joseph S., and Janice C. Redish. *A Practical Guide to Usability Testing*. 1999.
- Lewis, Clayton, and John Reiman. *Task-Centered User Interface Design: A Practical Introduction*. 1993.
- Nielsen, Jakob. *Usability Engineering*. 1993.

Example Think Aloud Video

- The Task
 - Create an account on flickr.com.
 - Upload the photos from your desktop onto Flickr.
 - Organize the photos you just uploaded onto Flickr into three sets: "Flowers", "Animals", and "Buildings."
 - Add a tag to each of the animal photos with the name of the animal.



- What did we learn about the interface? What are the problems? What are suggestions for improvement?
- What did we learn about the **think-aloud method**?

Project 2: Think Aloud