



Comp 5427 Assignment 1

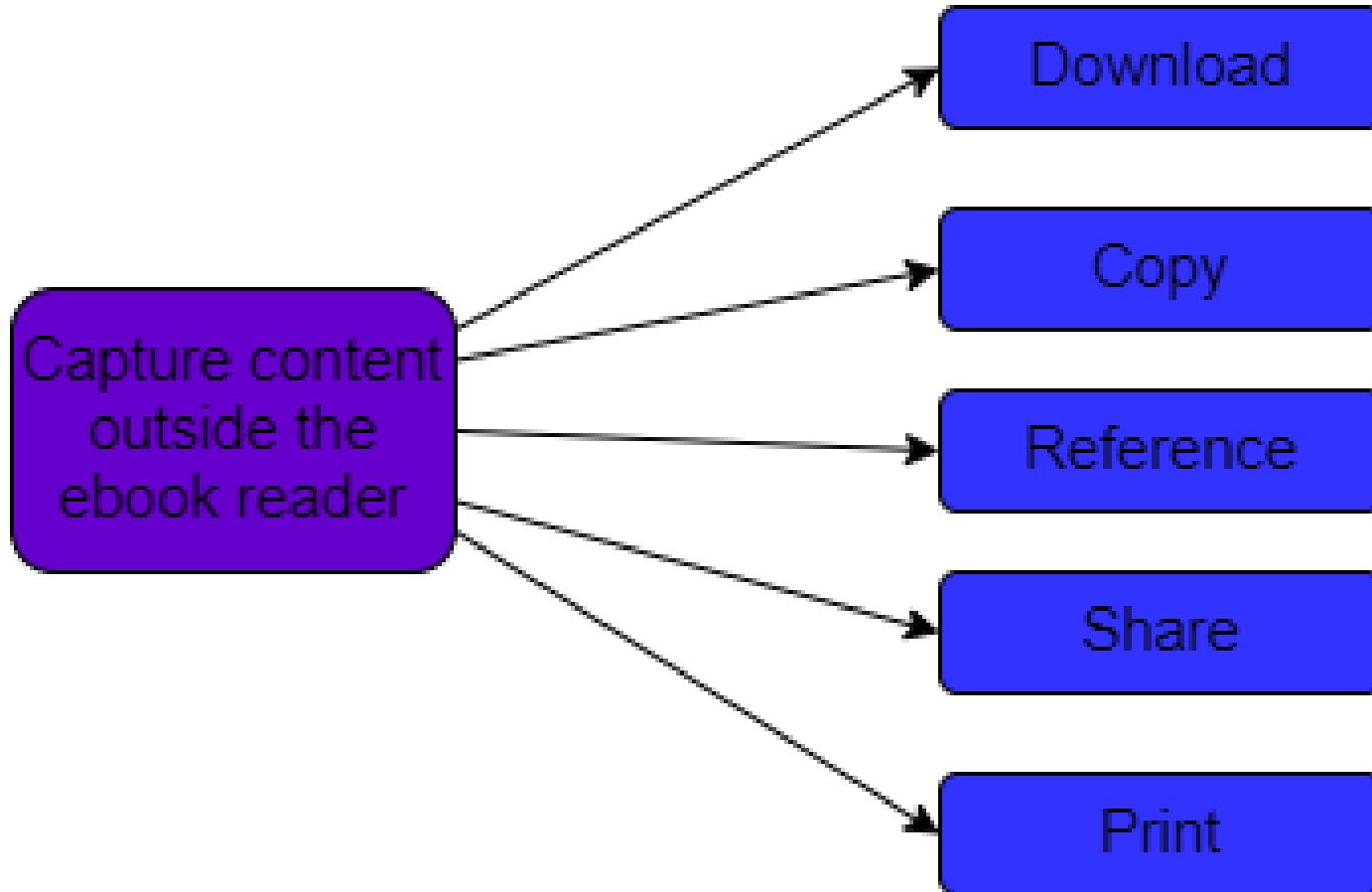
Group 3 in Prac 03

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Video Link: <https://www.youtube.com/watch?v=VthQOCAjH3s>



User goals & tasks





Download



Download



Suppose you want to save the first chapter of the UX Book in your computer.
What should you do?

Suppose you want to save the whole UX Book in your computer. What should you do?



Copy



Suppose you want to paste the whole content in page 359 to your notebook. What should you do?



Suppose you want to paste the second paragraph on page 362 to your notebook. What should you do?



Reference



Suppose you want to quote a UX Book with MLA style as your article reference.
What should you do?

Suppose you want to automatically append a quote from a UX book with APA style
for your essay . What should you do?



Share



Suppose you want to send the whole UX book's URL to your friend. What should you do?



Suppose you want to send page 356's URL to your friend. What should you do?



Print



Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?

Suppose you want to keep a hard copy of the chapter which Page 369 is currently in. What should you do?



Users' background and demographics.

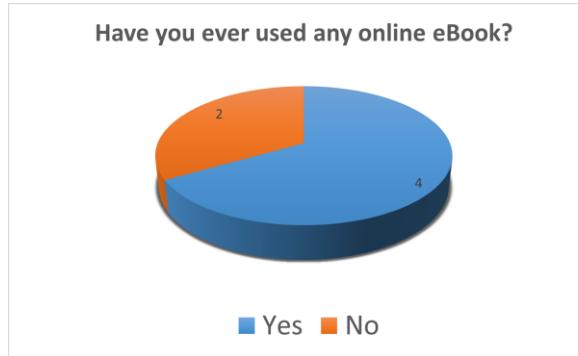
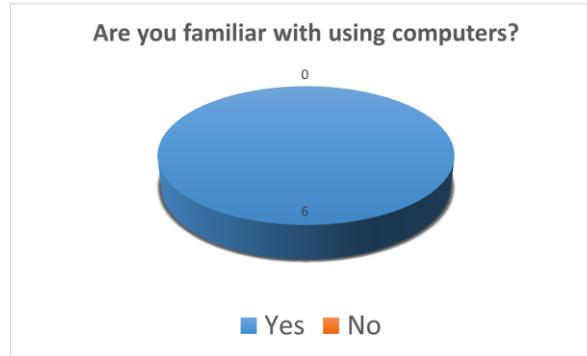
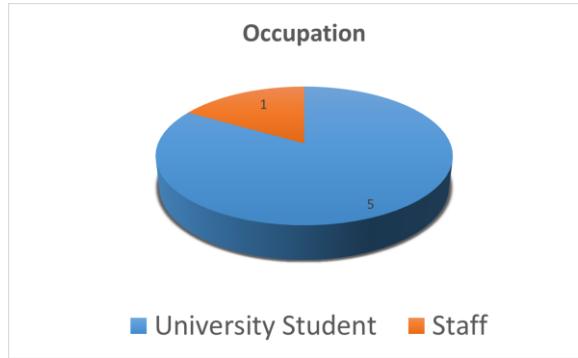
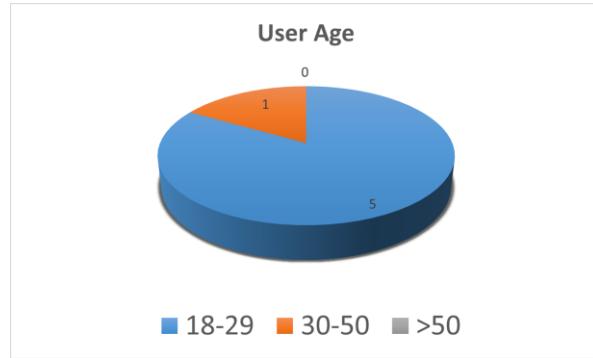




Table of performance data for all users

	P1	P2	P3	P4	P5	P6
Task 1.1	✓	✓	✓	✓	✓	✓
Task 1.2	✓	✓	✓	✗	✓	✓
Task 2.1	✓	✓	✓	✓	✓	✓
Task 2.2	✓	✓	✓	✓	✓	✓
Task 3.1	✗	✓	✓	✓	✓	✓
Task 3.2	✓	✓	✓	✓	✓	✓
Task 4.1	✓	✗	✓	✓	✓	✗
Task 4.2	✓	✓	✗	✓	✓	✓
Task 5.1	✓	✓	✓	✓	✗	✓
Task 5.2	✓	✓	✓	✓	✗	✓

Participant succeeded alone



Participant succeeded but only with help



Interface failure for this task





Table of qualitative observations over all users.

	Summart of observation,errors and comments
Task 1.1	P1,P2,P4 and P5 had difficulty in finding Chapter 1 as the pages did not seem to jump to Chapter 1 correctly.P1,P3,P5 and P6 had trouble finding the correct download button, they didn't realise it was an open pdf button.
Task 1.2	P1 found that the page did not respond when the download button was clicked for the first time and the ebook was downloaded successfully only after the second click. P4 and P6 encountered problems with the download requiring Adobe pdf to be installed.
Task 2.1	P1 and P6 did not initially find a button to copy, but manually selected the whole page for copying. P1 and P3 found that after pressing the button, there was a possibility that the whole page was not copied.
Task 2.2	P1 and P5 were found to be unsuccessful when using keyboard shortcuts to copy, and P2 did not successfully jump to the page it wanted to go to after entering the page number.
Task 3.1	P1 found that he needed to download the software when exporting the citation, and P2 and P3 had difficulty finding the citation button.
Task 3.2	None
Task 4.1	All users are experiencing difficulties in generating a sharing link that opens the home page of the eBook.
Task 4.2	P3 didn't know how to share the link.
Task 5.1	P2 complained about the download speed.
Task 5.2	P2 was confused about the two functions of downloading this page and this section, and P4 found that the printout might not be the desired page.



Detailed Explanation

With the Think-Aloud data obtained from the e-textbook users performing tasks, the group collected all the data, including 60 Think-aloud observation data, divided into 6 experiment users, with 10 tasks for each user. Each user performed differently in different tasks, so the results were different. The group recorded their behaviors, results and comments, and the results were divided into three categories: Yes, Only-with-help, and no.

Therefore, the group collected and classified a total of 60 results and made a quantitative observation table of 10 rows (each row represents a task). In each row, the behaviors, results and comments of 6 users were analyzed. The group found and summarized the similarities and common points of the users' mistakes or failures. So that the completion of each task and each experimental user can be seen more intuitively. This reflects and demonstrates the task's difficulty or design problem.





Summary



Strengths:

1.The function area is simple and easy to understand.



2.The pages of the eBook clearly show each chapter of the book, making it easy for users to get to the chapter they want to read.

Problems:

1.Annotations icon may overlaps with the page number.

2.New user is hard to know how to unhighlight text.

3.No responding after user click some icon.

4.Unable to copy text by selecting and Ctrl+c.

5.The first ten page number is roman numerals, and the rest is Arabic numerals.



Table of problems violated heuristics

Description of problem ^o	Heuristics violated ^o	E1 ^o	E2 ^o	E3 ^o	E4 ^o	E5 ^o	E6 ^o
There is no prompt when the download is complete. ^o	Visibility of system status ^o	1 ^o	1 ^o	2 ^o	1 ^o	0 ^o	0 ^o
Use extra icon for downloading by chapter which is not the usual downloading icon. ^o	1. consistency and standards ^o 2. Aesthetic and minimalist design ^o	2 ^o	2 ^o	3 ^o	1 ^o	1 ^o	1 ^o
After selecting the text, you cannot use the shortcut keys to copy directly. ^o	1. consistency and standards ^o 2. Flexibility and efficiency of use ^o	2 ^o	2 ^o	2 ^o	2 ^o	1 ^o	1 ^o
No warning when closing the copy pop-up window. ^o	Error prevention ^o	3 ^o	2 ^o	1 ^o	1 ^o	1 ^o	2 ^o
Pages with colored backgrounds do not have page numbers ^o	Recognition rather than recall ^o	2 ^o	2 ^o	2 ^o	1 ^o	1 ^o	2 ^o
The page numbers on the first ten pages are not displayed in the same format as the numbers on the pages that follow. ^o	Consistency and standards ^o	2 ^o	0 ^o	0 ^o	0 ^o	1 ^o	0 ^o
When select and highlighting the text, no undo and redo choice. ^o	1.User control and freedom ^o 2.consistency and standards ^o	2 ^o	3 ^o	2 ^o	3 ^o	4 ^o	2 ^o

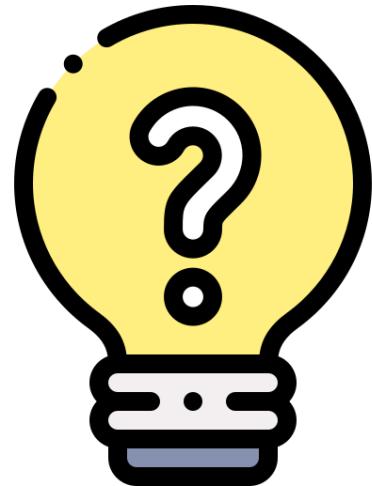
After opening the e-textbook, the search box on the left searches Hartson Pyla by default, and the prompt is not obvious, which can make people misoperate. ^o	Aesthetic and minimalist design ^o	2 ^o	4 ^o	1 ^o	0 ^o	0 ^o	1 ^o
Using Go to Page..., the function may not respond and not give a prompt. ^o	Help users recognize, diagnose, and recover from errors ^o	1 ^o	4 ^o	2 ^o	2 ^o	2 ^o	2 ^o
There are some translation problems when using the Chinese version, which can bring doubts. ^o	Match between system and the real world ^o	1 ^o	2 ^o	0 ^o	1 ^o	0 ^o	0 ^o
When loading is slow or cannot be loaded, no prompt will be given, only loading is displayed. ^o	1.Visibility of system status ^o 2.Error prevention ^o	2 ^o	3 ^o	2 ^o	2 ^o	3 ^o	2 ^o
After refreshing the page, the article will automatically jump to the first page ^o	Flexibility and efficiency of use ^o	1 ^o	2 ^o	2 ^o	1 ^o	1 ^o	1 ^o





Table of problems violated heuristics

After selecting the text, the copied button has no text prompt, need to view the meaning in the navigation bar at the top of the page. ^o	Recognition rather than recall ^o	2 ^o	3 ^o	2 ^o	2 ^o	2 ^o	2 ^o
The last step in the download function download period font is relatively light and easy to be ignored by users ^o	Error prevention ^o	2 ^o	3 ^o	3 ^o	2 ^o	2 ^o	1 ^o
There is no real printing to paper function, printing to pdf is the same as downloading function, repeat function. ^o	1.match between system and the real world ^o 2. Aesthetic and minimalist design ^o	3 ^o					
Copied content and citations have no space to distinctions or mark the citation. ^o	Consistency and standards ^o	1 ^o	2 ^o	1 ^o	1 ^o	1 ^o	1 ^o
Need to download Adobe when user want to download e-textbook for reading. ^o	Flexibility and efficiency of use ^o	0 ^o	2 ^o	0 ^o	1 ^o	0 ^o	1 ^o
The page number at the end of the URL in the sharing link function does not match the actual page number. ^o	Consistency and standards ^o	3 ^o	3 ^o	4 ^o	3 ^o	2 ^o	2 ^o





Details of most important problems



Description of problem: There is no real printing to paper function, printing to pdf is the same as downloading function.

Heuristics violated:

1. Match between system and the real world. We all know the difference between printing and downloading, but the printing function of this e-book actually realizes the downloading function, and the printing in reality is not the same meaning, this contrary to the standard of reality
2. Aesthetic and minimalist design. The same functionality, but with two buttons, complicates the system, increases learning costs and distracts the user.

Screenshots:(On the next page)





Screenshots of most important problems

Goals, Metrics, Targets

CHAPTER 10

Objectives

After reading this chapter, you will:

- Understand the concepts of UX goals, metrics, and targets

UX Goals, and Targets

Objectives

After reading this chapter, you will:

- Understand the concepts of UX goals, metrics, and targets
- Appreciate the need for setting UX target values for the envisioned system

UX Goals, and Targets

Objectives

After reading this chapter, you will:

- Understand the concepts of UX goals, metrics, and targets

正在打开 842194_394_394_1631260419448.pdf

您选择了打开：

842194_394_394_1631260419448.pdf

文件类型：便携式文档格式 (PDF) (0 字节)

来源：...ocentral-proquest.com.ezproxy.library.sydney.edu.au

您想要 Firefox 如何处理此文件？

用 Firefox 打开

打开，通过 (O) QQ浏览器 (默认)

保存到百度网盘

保存到百度网盘 (S)

以后自动采用相同的动作处理此类文件。 (A)

确定 取消

When you click the Print pdf button, a window will pop up with three options, but no matter which option is selected, the specific content will be printed as a pdf document. The final result is no different from the download, and it is not printed to real paper.





Details of most important problems



Description of problem: The page number at the end of the URL in the sharing link function does not match the actual page number

Heuristics violated:

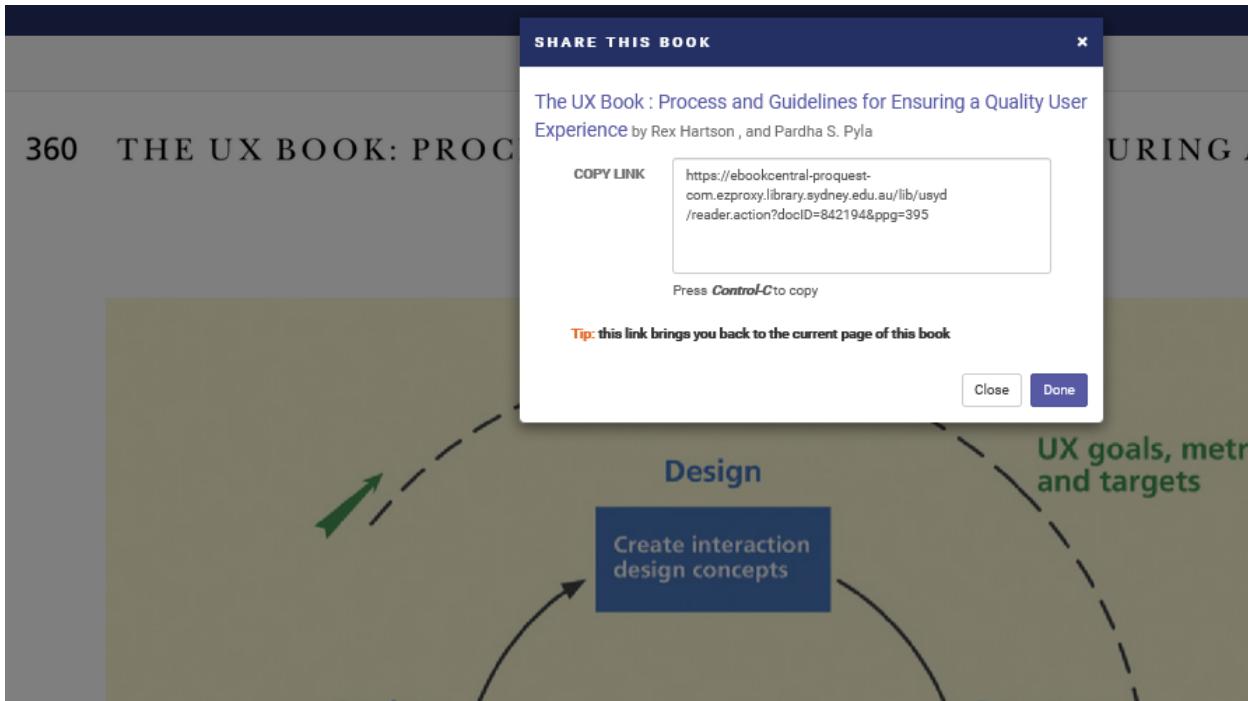
1. Consistency and standards. The normal standard e-book system should have the same page number with the shared link, but here the shared page number is different from the actual page number because of the wild Horse's non-standard, violating the consistency and standard.

Screenshots:(On the next page)





Screenshots of most important problems



This is actually 360 pages, but when I click to share this page, the URL link shows 395 pages, which is likely to cause greater misunderstanding and confusion to users.





Reflection

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- Inaccurate task expression
 - System functional defects
 - System icon confusion





Critique

-
- The user goals chosen: Frequently-used
 - The concrete tasks designed: Detailed, Easy to understand
 - The user population: Representatives of major users
 - The validity of the Think-Aloud results: Detailed, Valid
 - The validity of the Heuristic Evaluation results: Valid





thank you!

Appendix - User Goal Relevant

Download, copy, reference, share, and print are the 5 most common ways for e-book users to capture content outside the ebook reader. Because the reading speed of e-books will be limited by the network speed, the user download and print the book is a common method to capture content outside the ebook reader. Another feature of the e-book is its strong dissemination. Users can copy the content and share the link with friends so that other people can also view the e-book. And quoting this book as reference in the user's essay is also a way to capture content outside the ebook reader.

Our 10 tasks are also designed to achieve the goal of testing these five functions.

Task1.1 is testing whether the user can download the chapters of the current page,test the PDF download function

Task1.2 is testing whether users can download the entire book,test the download function

Task2.1 is testing whether the user can use the function button to copy the entire content of the current page,test the copy function on the top list

Task2.2 is testing whether the user can copy part of the content on the page,test select text to copy function

Task3.1 is testing whether the user can find the citation of the book and change the format of the citation

Task3.2 is testing whether users can find the export function of book citation

Task4.1 is testing whether users can find the sharing link function to share the whole book

Task4.2 is testing whether users can find the sharing link function to share the single page not the whole book

Task5.1 is testing whether the user can find the printing function and print multiple pages continuously

Task5.2 is testing whether the user will use the print function to print all the contents of the chapter where the current page is located

Appendix - Well designed

A good task design needs to meet the following points

Good coverage: wide coverage, to cover the most important part of the function

Right level of difficulty: moderate difficulty, don't have tasks that most testers don't know how to do

Respectful and avoid offending: respect the tester, don't command the tester to do it

Do not lead the user: do not tell the user what to do, and at the same time avoid keywords on the interface in the task

Our mission satisfies these four requirements well

Good coverage:The 10 tasks created almost cover all the functions of capturing content for users outside the ebook reader,except for e-book readers, including downloading, copying, printing, sharing links and citations.

Right level of difficulty:All tasks are functions that users may use frequently, and some unpopular and complex functions are not involved. The difficulty of all tasks is not high, most users can complete the goals required by the task

Respectful and avoid offending:The text language used in all tasks is requesting, gentle language, and there is no command and compulsive language in the text

Do not lead the user:The task just tells the user the goal to be achieved, and no words about the vocabulary on the interface and action appear.

Appendix - Detailed note User01

0:00 - 0:01	Task 3.1: Suppose you want to write a reference for the text you recently used with MLA. What should you do? Observation: <ol style="list-style-type: none">1. The user found the button for the citation in the function bar and pressed it.2. The user then selected the MLA format on the pop-up page.3. The user clicks on the two buttons under the export area and finds that specific software needs to be downloaded for the export to be successful.4. The user abandons the export of citations	0:00 - 0:02	Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do? Observation: <ol style="list-style-type: none">1. The user first went through the table of contents and located the first chapter of The UX Book.2. The user tried to find a button in the function bar related to downloads and found a button with the download logo.3. The user clicked on the download button with the mouse but found only the option to download the whole book.4. I informed the user that he should click on the pdf button next to the download button to download the chapter.5. The user has clicked on the pdf button and has successfully downloaded Chapter 1 by clicking on the Continue button	0:00 - 0:01	Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do? Observation: <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '369' and clicked the Enter button to jump to page 369.2. The user found the print button in the function bar and pressed it.3. The user selects the Page Range option on the pop-up page and enters 369 and 375.4. The user clicked on continue, the responding pages are successfully print.
0:01 - 0:02	Task 3.2: Suppose you want to automatically append a reference for this UX book for your essay with APA. What should you do? Observation: <ol style="list-style-type: none">1. The user found the button for the citation in the function bar and pressed it.2. The user then selected the APA format on the pop-up page3. the user successfully made a copy of the citation using a keyboard shortcut.	0:02 - 0:04	Task 4.1: Suppose you want to share the whole book with your friend. What should you do? Observation: <ol style="list-style-type: none">1. The user found the share button in the function bar and pressed it.2. The user found that the generated share link includes the page number, not the entire book.3. I informed the user that they could remove the page number after the link to create a share link to the whole book.4. The user removed the back page number and successfully generates a link to share the entire book.	0:00 - 0:02	Task 5.2: Suppose you want to keep a hard copy of the chapter in which Page 369 is. What should you do? Observation: <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '369' and clicked the Enter button to jump to page 369.2. The user found the print button in the function bar and pressed it.3. The user selects the current chapter option on the pop-up page.4. The user clicked on continue, the responding pages are successfully print.
0:02 - 0:04	Task 1.2: Suppose you want to save the full UX Book on your computer. What should you do? Observation: <ol style="list-style-type: none">1. The user found the download button and clicked on it.2. The user selected a 7-day download period on the pop-up page and then clicked the Download Your Book button.3. The user has successfully downloaded The UX Book to their computer.	0:04 - 0:06	Task 2.2: Suppose you want to record the second paragraph on page 362 in your notebook. What should you do? Observation: <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '362' and clicked the Enter button to jump to page 362.2. The user-selected paragraph 2 on the page by scrolling down with the mouse.3. The user wanted to copy using the keyboard ctrl + c shortcut but found that it was not possible, so he clicked on the copy button in the function bar.4. A text box then popped up and the user successfully made a copy of the text using a keyboard shortcut.	0:00 - 0:02	Task 4.2: Suppose you want to share page 356 with your friend. What should you do? Observation: <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '362' and clicked the Enter button to jump to page 362.2. The user found the share button in the function bar and pressed it.3. The user found the generated share link.4. The user used a keyboard shortcut to copy the link and successfully generates a link to share the entire book.
0:05	Task 2.1: Suppose you want to record the whole content on page 359 in your notebook. What should you do? Observation: <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '359' and clicked the Enter button to jump to page 359.2. The user-selected all the text on the page by scrolling down with the mouse.3. I informed the user that the entire page could be copied by clicking on the copy button in the top function bar.4. A text box then popped up and the user successfully made a copy of the text using a keyboard shortcut.	0:06 - 0:08	18:55 - 18:56	0:02 - 0:04	18:56 - 18:57
			1. The user first found the place to enter the page number, then entered '359' and clicked the Enter button to jump to page 359.	0:04 - 0:05	18:57 - 18:58
			2. The user-selected all the text on the page by scrolling down with the mouse.	0:05 - 0:06	18:58 - 19:00
			3. I informed the user that the entire page could be copied by clicking on the copy button in the top function bar.		
			4. A text box then popped up and the user successfully made a copy of the text using a keyboard shortcut.		

Appendix - Detailed note User02

<p>Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Click <i>Chapter1</i> but go to wrong page2. Try to use Chapter 1 in the catalogue again, but it fails3. Use mouse wheel to find the first chapter4. Find <i>Chapter Download</i> and download the first chapter5. Get the first chapter of this book6. Find the appropriate folder to view the downloaded content	<p>Task 3.1: Suppose you want to write a reference for the text you recently used with MLA. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Look for the <i>citation</i> button in the navigation bar (The user asked me about the meaning of citation and said that he only remembered the reference.)2. Select <i>MLA</i> in the <i>Format</i>3. Copy the contents in the box4. Paste the citation with <i>MLA</i> to the doc created in task35. Skim the pasted content and determine if this is what the task requires	<p>Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Use the <i>Go to Page...</i> to jump to page 3692. Look for the <i>Print</i> button in the navigation bar3. In <i>PAGE RANGE</i>, select <i>Pages from 369 to 375</i>4. Click <i>Continue</i>5. Wait for <i>Creating PDF</i>6. Click the <i>Open PDF</i>7. Wait for printing to complete8. Find the book you just printed in the folder9. Skim the printed content and determine if this is what the task requires
<p>Task 1.2: Suppose you want to save the full UX Book on your computer. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Find the icon (Full Download) in the navigation bar2. Click <i>Full Download</i>3. Click <i>Continue</i>4. Go to the desktop and find the application5. Make sure the computer has the required application software6. Enter the application and make sure it can be used7. Found that the downloaded books are not added to the application software8. Find the book just downloaded and click it9. Add the downloaded books to the application software and open it	<p>Task 3.2: Suppose you want to automatically append a reference for this UX book for your essay with APA. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Quickly find the <i>citation</i> button2. Find <i>APA</i> in <i>Format</i>3. Copy the contents of the box4. Paste the citation with <i>APA</i> to the doc5. Skim the pasted content and determine if this is what the task requires	<p>Task 5.2: Suppose you want to keep a hard copy of the chapter in which Page 369 is. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Using <i>Go to Page...</i> to jump to page 3692. In <i>PAGE RANGE</i>, select <i>Current Chapter</i>3. Click <i>Continue</i>4. Wait for <i>Creating PDF</i>5. Click the <i>Open PDF</i>6. Wait for printing to complete7. Find the book you just printed in the folder8. Skim the printed content and determine if this is what the task requires
<p>Task 2.1: Suppose you want to record the whole content on page 359 in your notebook. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Use <i>Go to page...</i> to go to page 3592. Find <i>Copy</i> button3. Use <i>ctrl+c</i> (according to the prompt) copy the content in pop-up window4. Go to the desktop and create a new word document5. Paste the content (page 359) to the new word doc6. Skim the pasted content and determine if this is what the task requires	<p>Task 4.1: Suppose you want to share the whole book with your friend. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. After searching for a long time, he only found the share link button, but can only share the link of a page here. (The user asked me if this function is available, and I can't give a definite reply.)	<p>Task 4.2: Suppose you want to share page 356 with your friend. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Use the <i>Go to Page...</i> button to jump to page 3562. Click the <i>Citation</i> button, find it's wrong and close it3. Click the <i>Share Link</i> button4. Copy the link in the pop-up window (<i>ctrl + c</i>)5. Share this link to a friend and ask him to click on the link6. The friend said that this link can be used
<p>Task 2.2: Suppose you want to record the second paragraph on page 362 in your notebook. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Use the <i>Go to Page...</i> to find the page, but there is no response.2. Enter again to enter page 362, but it takes a long time to load3. Select the part to be copied, and then the pop-up window pop up automatically, click the <i>copy</i> button4. A new pop-up window pops up to copy the required content5. Paste the content (the second paragraph on page 362) to the doc created in task36. Skim the pasted content and determine if this is what the task requires		

Appendix - Detailed note User03

<p>Task1.1: Suppose you want to save the first chapter of the UX Book <u>in your computer</u>. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee click the PDF button. Interviewee select the Citation Style. Interviewee click the Cancel button. Interviewee view the button on the top list. Interviewee click the Table of contents on the left list. Interviewee click the Chapter one. Interviewee view the <u>Chapter</u> one. Interviewee click the PDF button. (After <u>help</u> by interviewer). Interviewee click the Continue button. 	<p>Task2.1: Suppose you want to paste the whole content <u>in page 359 to your notebook</u>. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee <u>say</u>: "Paste the page 359?" Interviewee enter the number 359 in the Page jump function. Interviewee view the page 359 text. Interviewee click the Copy button on the top list. Interviewee click the Done button on the copy page. 	<p>Task 3.2: Suppose you want to automatically append a quote from a UX book with APA style for your essay. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee click the Book Detail on the left list. Interviewee click more <u>in</u> the book detail page. Interviewee click the Cite Book button on the left list. Interviewee select the style as the APA style. Interviewee click the EndNote/Citavi button on the Citation page. 	<p>Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee enter the number 369 in the Page jump function. Interviewee view the <u>page</u> 369. Interviewee click the Print to PDF button on the top. Interviewee select the Page from X to X. Interviewee enter the <u>number</u> 369 and 375 <u>in</u> the Print page. Interviewee click the Continue button on the Print to PDF page. Interviewee click the Open PDF button.
<p>Task1.2: Suppose you want to save the whole UX Book <u>in your computer</u>. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee click the download button. Interviewee click the continue button. Interviewee click the Get Adobe Digital Editions button. Interviewee <u>say</u>: "Can I skip this one?" Interviewee close the Get Adobe Digital Editions page. Interviewee click the Done with this step button. Interviewee click the Download Your Book button. Interviewee select 3 days. Interviewee click the Download Your Book button 	<p>Task2.2: Suppose you want to paste the second paragraph on page 362 to <u>your notebook</u>. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee enter the number 362 in the Page jump function. Interviewee <u>say</u>: "Paste the second paragraph, let me find the <u>second paragraph</u> first". Interviewee view the page 362 text. Interviewee select the text of the second paragraph. Interviewee click the copy button. Interviewee click the Done button on the copy page. 	<p>Task 4.1: Suppose you want to send the whole UX book's URL to <u>your friend</u>. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee <u>say</u>: "Share the link? I think this one is ok." Interviewee click the Share Link button on the top. Interviewee click the Done button on the Share Link page. 	<p>Task 4.2: Suppose you want to send page 356's URL to your friend. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee enter the number 356 in the Page jump function. Interviewee view the page 356 text. Interviewee <u>say</u>: "This one is more confusing". Interviewee click the Share Link button on the top. Interviewee click the Close button on the Share Link page. User Comments: 'This one is more confusing'.
<p>Task1.2: Suppose you want to save the whole UX Book <u>in your computer</u>. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee click the download button. Interviewee click the continue button. Interviewee click the Get Adobe Digital Editions button. Interviewee <u>say</u>: "Can I skip this one?" Interviewee close the Get Adobe Digital Editions page. Interviewee click the Done with this step button. Interviewee click the Download Your Book button. Interviewee select 3 days. Interviewee click the Download Your Book button 	<p>Task3.1: Suppose you want to quote a UX Book with MLA style as <u>your article reference</u>. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee click the Book Detail on the left list. Interviewee click more <u>in</u> the book detail page. Interviewee view the page of book information. Interviewee click the Cite Book button on the left list. Interviewee view the Citation page. Interviewee click the Close button on the Citation page. 	<p>Task 4.2: Suppose you want to send page 356's URL to your friend. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee enter the number 356 in the Page jump function. Interviewee view the page 356 text. Interviewee <u>say</u>: "This one is more confusing". Interviewee click the Share Link button on the top. Interviewee click the Close button on the Share Link page. User Comments: 'This one is more confusing'. 	<p>Task 5.2: Suppose you want to keep a hard copy of the chapter which Page 369 is currently in. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none"> Interviewee <u>say</u>: "Print the chapter of page 369?" Interviewee click the Print to PDF button on the top. Interviewee select the Current Chapter. Interviewee click the Continue button on the Print to PDF page. Interviewee click the Open PDF button.

Appendix - Detailed note User04

<p>Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 1. User opened the UX-book and into the main interface.</p> <p>0:00 - 0:01 2. User clicked on the “Table of contents” button.</p> <p>0:00 - 0:01 3. User slide down the list and click “Chapter 1”.</p> <p>0:00 - 0:01 4. User clicked on the “chapter download” button.</p> <p>0:00 - 0:01 5. User clicked on the selection box to look at all citation styles and chose the “APA” then clicked on the “continue” button.</p> <p>0:00 - 0:01 6. User clicked on the “Open PDF” button.</p> <p>0:01 - 0:02 7. User wait a few seconds then open the download manager in Chrome and click on the pdf file.</p> <p>0:00 - 0:01 8. Users checked downloaded chapters and compare with the content in eBooks for consistency.</p>	<p>Task 3: Suppose you want to paste the whole content in page 359 to your notebook. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 1. Users clicked the “Go to page” button on the top right corner of the home page and entered “359”.</p> <p>0:00 - 0:01 2. User selected all content on page 359 and clicked on the “Copy” button.</p> <p>0:00 - 0:01 3. User view the copied content and clicked on “Done”.</p> <p>0:00 - 0:01 4. User open a new word document and paste the content <u>not</u> success.</p> <p>0:00 - 0:01 5. User re-selected all content on page 359 and clicked on “Copy”.</p> <p>0:01 - 0:02 6. User pressed ctrl-c and pasted the text in the word document.</p>	<p>Task 3.2: Suppose you want to automatically append a quote from a UX book with APA style for your essay . What should you do?</p> <p>Observations</p> <p>0:00 - 0:01 1. User clicked the “Get Citation” button.</p> <p>0:00 - 0:01 2. User chose the APA in the bar as a citation style.</p> <p>0:00 - 0:01 3. User chose the “EndNote/Citavi” format to export Citation</p> <p>0:00 - 0:01 4. User opened the “biblioExport.ris” file in the download manager.</p> <p>0:01 - 0:02 5. Users already have endnote software so he can open it directly.</p>	<p>Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 16:07 User clicked on the “Print to PDF” button.</p> <p>0:00 - 0:01 16:07 User enter “369” as begin page and enter “375” as final page</p> <p>0:00 - 0:01 16:07 User chose the citation style as MLA and clicked on “Continue”.</p> <p>0:00 - 0:01 16:07 User clicked on the “Open PDF” button.</p> <p>0:01 - 0:02 16:08 User opened the PDF file in the download manager.</p> <p>0:01 - 0:02 16:08 User clicked the “Print” button.</p>	
<p>Task 2: Suppose you want to save the whole UX Book in your computer. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 1. User clicked “Full download” button</p> <p>0:00 - 0:01 2. User chose the “Laptop Desktop” icon and “I’m using my own computer” and clicked the “Continue” button.</p> <p>0:00 - 0:01 3. The system displayed “You will need Adobe Digital Editions” and the user clicked “Adobe digital editions”. Then the system returns to adobe digital editions install page.</p> <p>0:01 - 0:02 4. User went back to UXbook and clicked “Skip this step”.</p> <p>0:01 - 0:02 5. User chose the download period for 1 day and click the “download your book” button.</p> <p>0:01 - 0:02 6. User opened the download manager in Chrome and opened the file “842194.acsm” and couldn’t open it.</p>	<p>Task 2.1: Suppose you want to paste the second paragraph on page 362 to your notebook. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 1. Users clicked the “Go to page” button on the top right corner of the home page and entered “362”.</p> <p>0:00 - 0:01 2. User selected the second paragraph in page 362 and clicked on the “Copy” button.</p> <p>0:00 - 0:01 3. User pressed ctrl-c and pasted the text in the word document.</p>	<p>Task 2.2: Suppose you want to paste the second paragraph on page 362 to your notebook. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 1. User clicked the “Share link” button and looked at the content in “Share this book”.</p> <p>0:00 - 0:01 2. User pressed ctrl-C to copy the link.</p> <p>0:00 - 0:01 3. User opened WeChat and shared the link to me.</p>	<p>Task 4.1: Suppose you want to send the whole UX book’s URL to your friend. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 1. User clicked the “Share link” button and looked at the content in “Share this book”.</p> <p>0:00 - 0:01 2. User pressed ctrl-C to copy the link.</p> <p>0:00 - 0:01 3. User opened WeChat and shared the link to me.</p>	<p>Task 5.2: Suppose you want to keep a hard copy of the chapter which Page 369 is currently in. What should you do?</p> <p>Observations:</p> <p>0:00 - 0:01 1. Users clicked the “Go to page” button on the top right corner of the home page and entered “369”.</p> <p>0:00 - 0:01 2. User clicked on the “Print to PDF” button.</p> <p>0:00 - 0:01 3. User clicked on “Current Chapter” and “Continue” button</p> <p>0:00 - 0:01 4. User opened the PDF file in the download manager.</p>

Appendix - Detailed note User05

<p>Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do? (Because he is not a student of our school, he cannot log in and use the account. Our basic status is on the first page of the e-book)</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 Sep3 start from first page 0.01 - 0.04 Scroll to look for the first chapter 0.04 - 0.05 Click search and type 'Chapter one' 0.05 - 0.06 Clicking the first chapter text and does not respond 0.06 - 0.08 Click the table of contents button, and then click the first chapter to jump to the first chapter 0.08 - 0.09 Click Download in the upper right corner of the screen (the first button) 0.09 - 0.11 click "continue" and click "acquire Adobe Digital Editions" 0.11 - 0.15 Select the windows version to download, and then install it locally 0.15 - 0.17 Click "download your book" 0.17 - 0.20 Open the entire book locally via adobe 0.20 - 0.21 Click the cross 0.21 - 0.22 click the "download by chapter" button next to it 0.22 - 0.24 Click to continue, then click "open pdf", click to download to local 0.24 - 0.24 open the pdf file downloaded before, and capture the content 	<p>Task 2.2: Suppose you want to record the second paragraph on page 362 in your notebook. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 Click the "Go to page" box in the upper right corner, then type 362, press enter to jump 0.01 - 0.03 Select all the text in the second paragraph with the mouse, then ctrl+c 0.03 - 0.04 Open a word document, then ctrl+v 0.04 - 0.04 Go back to the e-book page again and then re-ctrl+c 0.04 - 0.07 ctrl+v to paste the words 0.07 - 0.08 Select all the text in the second paragraph again, and then click the fourth button of the four displayed buttons 0.08 - 0.09 Click the cross, and then click the first button "The button just now is not a copy button" 0.09 - 0.10 ctrl+c for copy 0.10 - 0.10 Open a word document, then ctrl+v to paste the text 	<p>Task 4.2: Suppose you want to share page 356 with your friend. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 Click the jump box, type page 356, and press enter to jump 0.01 - 0.02 Click "Share Link Button" 0.02 - 0.02 ctrl+c Copy link text 0.02 - 0.03 Share the link to your WeChat 0.03 - 0.05 After opening WeChat, I found that I jumped to the page 356 of the book
<p>Task 1.2: Suppose you want to save the full UX Book on your computer. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 Open the entire book locally via adobe 	<p>Task 3.1: Suppose you want to write a reference for the text you recently used with MLA. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 Click the "Acquire Citations" button 0.01 - 0.02 Click the drop-down box of quotation format and select MLA format 0.02 - 0.02 Copy citation content 0.02 - 0.03 Open a word document, then ctrl+v to paste the quotation 	<p>Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 Select "Print in pdf format" in the upper right corner 0.01 - 0.02 Select the option on the second line, and then type 369 and 375 0.02 - 0.02 Click to continue, then click the button "open the pdf" 0.03 - 0.03 Select the option of saving to local 0.04 - 0.04 Get the pdf document printed locally 0.05 - 0.06 Open pdf
<p>Task 2.1: Suppose you want to record the whole content on page 359 in your notebook. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 Select all text on the page with the mouse, then ctrl+c 0.01 - 0.03 Open a word document, then ctrl+v 0.03 - 0.04 Go back to the e-book page again and re-ctrl+c 0.04 - 0.06 type ctrl+v to paste the sentences. "found not working, may not support the shortcut key function" 0.06 - 0.08 Click the "Go to page" box in the upper right corner, then type 359, press enter to jump 0.08 - 0.10 Click the copy button next to the download 0.10 - 0.12 Press ctrl+c to copy the text in the pop-up text box "It is found that the text in the text box is the text of the whole page" 0.12 - 0.14 Open a word document, then ctrl+v to paste the text 	<p>Task 3.2: Suppose you want to automatically append a reference for this UX book for your essay with APA. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.00 Click the "Acquire Citations" button 0.00 - 0.01 Click the drop-down box of quotation format and select APA. format 0.01 - 0.01 click the button under the sentence "export the quotation" 0.01 - 0.02 Click to download to local 0.02 - 0.02 Get local citation files 	<p>Task 5.2: Suppose you want to keep a hard copy of the chapter in which Page 369 is. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 jump to page 359 0.01 - 0.02 click "Print in pdf format" in the upper right corner 0.02 - 0.03 Click to continue, then click the button "open the pdf" 0.03 - 0.04 Select the option of saving to local 0.04 - 0.05 Get the pdf document printed locally 0.05 - 0.06 Open pdf
	<p>Task 4.1: Suppose you want to share the whole book with your friend. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none"> 0.00 - 0.01 The user first went through 0.01 - 0.02 ctrl+c Copy link text 0.02 - 0.04 Share the link to your WeChat 0.04 - 0.05 After opening WeChat, I found that it jumped to page 362 0.05 - 0.06 Click the share link button again and select the text "This link will take you back to the current page of this book" 0.06 - 0.06 Click the jump box, and then type 1 to jump to the first page 0.05 - 0.06 Click "Share Link Button" 0.06 - 0.07 ctrl+c Copy link text 0.07 - 0.08 share the link to your WeChat 0.08 - 0.09 After opening WeChat, I found that I jumped to the page 1 of the book 	

Appendix - Detailed note User06

Clock Time	Task 1.1: Suppose you want to save the first chapter to a doc.	Clock Time	Task 4.1: Suppose you want to introduce the whole book to your friend.
	<p>Observation:</p> <p>0:00 - 0:01 1. He finds the download icon (second one) at the function bar located upon the e-textbook.</p> <p>0:01 - 0:02 2. Then it needs to select the reference type.</p> <p>0:02 - 0:03 3. Then click on the 'download', and 'open the file'.</p>	<p>Observations:</p> <p>0:00 - 0:02 1. He found the Sharing function at the bar, and <u>click</u> on it.</p> <p>0:03 - 0:07 2. It provided a link and a sign says this link will lead to this page, but no options can lead to the whole page.</p> <p>0:08 3. So he didn't find it.</p>	
Clock Time	Task 1.2: Suppose you want to save the full book to a doc.	Clock Time	Task 4.2: Suppose you want to introduce page 356 of the book to your friend.
	<p>Observation:</p> <p>0:00 - 0:01 1. He <u>click</u> the first icon and it <u>ask</u> him to select the device.</p> <p>0:02 - 0:10 2. Download Adobe and confirm the period.</p> <p>0:11 - 0:13 3. Then click the download.</p>	<p>Observations:</p> <p>0:00 - 0:03 1. He turned <u>to the page</u> 356, and found the Sharing function at the bar.</p> <p>0:04 - 0:09 2. And click on it, it <u>provided</u> a link and a sign says this link will lead to this page.</p> <p>0:10 - 0:11 3. Then ctrl+c.</p>	
Clock Time	Task 2.1: Suppose you want to get the whole content on page 359 to a doc.	Clock Time	Task 5.1: Suppose you want to save 369-375 pages on paper.
	<p>Observation:</p> <p>0:00 - 0:02 1. He turn to page 359 by page turner.</p> <p>0:03 - 0:09 2. Select the whole content on this page, press ctrl+c, then ctrl+v on the other file, but it failed.</p> <p>0:09 - 0:13 3. Then he <u>return</u> to the e-textbook, <u>noticed</u> there <u>is</u> a copy function at the bar. Click on it and ctrl+c, that worked.</p>	<p>Observations:</p> <p>0:00 - 0:03 1. He <u>click</u> on the forth icon Print as PDF.</p> <p>0:04 - 0:08 2. Type from 369 to 375.</p> <p>0:09 - 0:11 3. Then 'continue' and 'open the file'.</p>	
Clock Time	Task 2.2: Suppose you want to get the second paragraph on page 362 to a doc.		
	<p>Observation:</p> <p>0:00 - 0:02 1. With the experience of the task above, he <u>turn</u> to page 362.</p> <p>0:03 - 0:05 2. Select the second paragraph and click the copy icon at the bar.</p> <p>0:06 - 0:09 3. Then ctrl+c.</p>		
Clock Time	Task 3.1: Suppose you want to get a reference with MLA to a doc.		
	<p>Observation:</p> <p>0:00 - 0:03 1. He was finding some function that can obtain the citation.</p> <p>0:04 - 0:06 2. Then he <u>click</u> on the seventh icon which <u>is obtain</u> the citation.</p> <p>0:07 - 0:08 3. Select the MLA type, ctrl+c.</p>		
Clock Time	Task 3.2: Suppose you want to export a reference with APA to a doc.		
	<p>Observation:</p> <p>0:00 - 0:03 1. He was finding some function that can obtain the citation.</p> <p>0:04 - 0:06 2. Then he <u>click</u> on the seventh icon which <u>is obtain</u> the citation.</p> <p>0:07 - 0:08 3. Select the APA type, ctrl+c.</p>		
		<p>User comment:</p>	

Appendix - Reflection

In Think Aloud, we found some problems. First of all, some tasks we give users are not clearly stated. For example, only half of the users could complete a task, which we later adjusted to ensure the smooth progress of the task. Secondly, there are problems with the system's own functions. For example, some users could understand our task but could not get a response during operation, and some functions needed other applications to run smoothly. Finally, the icons on the system interface also make users confused, and some users could not accurately recognize the correct function of the icon.

Appendix - Critique

When selecting the main user goals, our group considers how to save the content in the e-book outside it, including txt and DOC, or share it with others through links. These functions are very common, and it is appropriate to choose this goal. When designing specific tasks, we consider that downloading, copying and printing can save the contents of e-books in places other than e-books. In addition, we also consider that the saved contents are inconsistent, which may include some chapters, some pages or even a paragraph. I think these specific tasks cover the functions that most users can use, the users can understand these task easily, so this design is also very good.

Most of the users of this set of e-books are students with high school education or above. Therefore, when selecting users to participate in the test, we choose students similar to our own age, about 18 to 29 years old. In addition, we also require our users to be able to use computers and preferably have used other e-books, which will help the test and will not interrupt the test because of basic computer operation problems. Therefore, I think the user group we choose also meets the testing needs.

Appendix - Critique

In think aloud, each of us invited a participant to test alone, and recorded the test process in detail, including each step of the user in the operation process and some comments and feedback from the user. We also make a detailed summary of the observed process and judge whether the user has successfully completed the task. Overall, I think our think aloud results are very valid.

Our Heuristic Evaluation is mainly based on the problems fed back by the participants and the problems found during the operation of the participants. According to each task, we get their own problems, and then analyze and classify them according to the content in class for Heuristic Evaluation. We discuss the necessity of solving these problems together, give their own ideas and draw conclusions. Therefore, I think our heuristic evaluation results are also very valid.

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

██████████

User ID	01
Task ID	1.1
Overall success?	Only with help
0:00 - 0:02	Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do? Observation: 1. The user first went through the table of contents and located the first chapter of The UX Book. 2. The user tried to find a button in the function bar related to downloads and found a button with the download logo. 3. The user clicked on the download button with the mouse but found only the option to download the whole book. 4. I informed the user that he should click on the pdf button next to the download button to download the chapter. 5. The user has clicked on the pdf button and has successfully downloaded Chapter 1 by clicking on the Continue button
0:02 - 0:04	
0:04 - 0:06	
0:06 - 0:08	
0:08 - 0:10	
Summary of key problems observed	When the user is not on the first page of a chapter there is a possibility that the entire chapter cannot be downloaded in full, the user solved this problem by scrolling the mouse wheel to the first page of the chapter.
Other notes	The user was initially unable to find the function to download a particular chapter and was able to do so after being informed by me.

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

User ID	01
Task ID	1.2
Overall success?	Yes
0:00 - 0:01 0:01 - 0:02 0:02 - 0:04	<p>Task 1.2: Suppose you want to save the full UX Book on your computer. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none">1. The user found the download button and clicked on it.2. The user selected a 7-day download period on the pop-up page and then clicked the Download Your Book button.3. The user has successfully downloaded The UX Book to their computer. <p>User comment: 'This task is easy.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them None
Other notes	The whole book is available for download in acsm format only, not in pdf format.

Appendix - MiniAssignment - Ruixian Liu - Think Aloud



User ID	01
Task ID	2.1
Overall success?	Only with help
0:00 - 0:01 0:01 - 0:02 0:02 - 0:03 0:03 - 0:05	<p>Task 2.1: Suppose you want to record the whole content on page 359 in your notebook. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '359' and clicked the Enter button to jump to page 359.2. The user-selected all the text on the page by scrolling down with the mouse.3. I informed the user that the entire page could be copied by clicking on the copy button in the top function bar.4. A text box then popped up and the user successfully made a copy of the text using a keyboard shortcut. <p>User comment: 'This is a great feature, I thought I was going to have to select the entire page of the text myself.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them The function to copy the whole page sometimes does not copy the text of the whole page, which can be solved by pressing the button again.
Other notes	The user did not notice the function of copying the whole page at first but finally succeeded in completing the task with my instructions.

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

User ID	01
Task ID	2.2
Overall success?	Yes
18:55 - 18:56 18:56 - 18:57 18:57 - 18:58 18:58 - 19:00	<p>Observations and user comments</p> <p>Task 2.2: Suppose you want to record the second paragraph on page 362 in your notebook. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '362' and clicked the Enter button to jump to page 362.2. The user-selected paragraph 2 on the page by scrolling down with the mouse.3. The user wanted to copy using the keyboard ctrl + c shortcut but found that it was not possible, so he clicked on the copy button in the function bar.4. A text box then popped up and the user successfully made a copy of the text using a keyboard shortcut. <p>User comment: 'Not being able to copy directly using keyboard shortcuts is a bit annoying.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them None
Other notes	The user wanted to be able to copy directly using keyboard shortcuts.

Appendix - MiniAssignment - Ruixian Liu - Think Aloud



User ID	01
Task ID	3.1
Overall success?	No
0:00 - 0:01 0:01 - 0:02 0:02 - 0:04 0:05	<p>Task 3.1: Suppose you want to write a reference for the text you recently used with MLA. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none">1. The user found the button for the citation in the function bar and pressed it.2. The user then selected the MLA format on the pop-up page.3. The user clicks on the two buttons under the export area and finds that specific software needs to be downloaded for the export to be successful.4. The user abandons the export of citations <p>User comment: The need to download specific software to export is a bit too cumbersome.</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them None
Other notes	Users do not want to download new software to enable the export of citations

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

User ID	01
Task ID	3.2
Overall success?	Yes
0:00 - 0:01 0:01 - 0:02 0:02 - 0:04	<p>Task 3.2: Suppose you want to automatically append a reference for this UX book for your essay with APA. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none">1. The user found the button for the citation in the function bar and pressed it.2. The user then selected the APA format on the pop-up page3. the user successfully made a copy of the citation using a keyboard shortcut. <p>User comment: 'This function is very easy to use and very useful.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them The page may not respond after clicking the button, which can be solved by pressing it a few more times.
Other notes	None

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

User ID	01
Task ID	4.1
Overall success?	Only with help
0:00 - 0:01 0:01 - 0:04 0:04 - 0:06 0:06 - 0:08	<p>Observations and user comments</p> <p>Task 4.1: Suppose you want to share the whole book with your friend. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none">1. The user found the share button in the function bar and pressed it.2. The user found that the generated share link includes the page number, not the entire book..3. I informed the user that they could remove the page number after the link to create a <u>share</u> link to the whole book.4. The user removed the back page number and successfully <u>generates</u> a link to share the entire book. <p>User comment: 'This detail is hard to spot.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them None
Other notes	At first, the user was not able to complete the task independently but could successfully do so with my instructions.

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

User ID	01
Task ID	4.2
Overall success?	Yes
	<p>Task 4.2: Suppose you want to share page 356 with your friend. What should you do?</p> <p>Observation:</p> <p>0:00 - 0:02 1. The user first found the place to enter the page number, then entered '362' and clicked the Enter button to jump to page 362.</p> <p>0:02 - 0:04 2. The user found the share button in the function bar and pressed it.</p> <p>0:04 - 0:05 3. The user found the generated share link.</p> <p>0:05 - 0:06 4. The user <u>used</u> a keyboard shortcut to copy the link and successfully generates a link to share the entire book.</p> <p>User comment: 'This function is simple to use and very useful.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them None
Other notes	None

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

User ID	01
Task ID	5.1
Overall success?	Yes
0:00 - 0:01 0:01 - 0:03 0:03 - 0:05 0:05 - 0:08	<p>Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?</p> <p>Observation:</p> <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '369' and clicked the Enter button to jump to page 369.2. The user found the print button in the function bar and pressed it.3. The user selects the Page Range option on the pop-up page and enters 369 and 375.4. The user <u>clicked</u> on continue, the responding pages are successfully <u>print</u>. <p>User comment: 'The print function has a wide range of options and is very useful.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them None
Other notes	None

Appendix - MiniAssignment - Ruixian Liu - Think Aloud

User ID	01
Task ID	5.2
Overall success?	Yes
0:00 - 0:02	Task 5.2: Suppose you want to keep a hard copy of the chapter in which Page 369 is. What should you do? Observation: <ol style="list-style-type: none">1. The user first found the place to enter the page number, then entered '369' and clicked the Enter button to jump to page 369.2. The user found the print button in the function bar and pressed it.3. The user selects the current chapter option on the pop-up page.4. The user <u>clicked</u> on continue, the responding pages are successfully <u>print</u>. <p>User comment: The print function has a wide range of options and is very useful.</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them None
Other notes	None

Appendix - MiniAssignment - Ruixian Liu - HE

User goal1: Download		
Concrete task 1: Suppose you want to download the first chapter of the UX Book. What should you do?		
Description of problem	Heuristics violated	Expert rating
There is no prompt when the download is complete.	Visibility of system status	1
The icon for downloading by chapter is not the usual downloading icon.	Match between system and the real world	2
Concrete task 2: Suppose you want to download the full UX Book. What should you do?		
Description of problem	Heuristics violated	Expert rating
There is no prompt when the download is complete.	Visibility of system status	1

Appendix - MiniAssignment - Ruixian Liu - HE

User goal: Copy		
Concrete task 1: Suppose you want to copy the whole content in page 359. What should you do?		
Description of problem	Heuristics violated	Expert rating
Does not support keyboard shortcut to copy.	Flexibility and efficiency of use.	2
The page numbers on the first ten pages are not displayed in the same format as the numbers on the pages that follow.	Consistency	2
No warning when closing the copy pop-up window.	Error prevention	3
Concrete task 2: Suppose you want to copy the second paragraph on page 362. What should you do?		
Description of problem	Heuristics violated	Expert rating
Does not support keyboard shortcut to copy.	Flexibility and efficiency of use.	2
The page numbers on the first ten pages are not displayed in the same format as the numbers on the pages that follow.	Consistency	2
No warning when closing the copy pop-up window.	Error prevention	3
When <u>select</u> and highlighting the text, no undo and redo choice.	Flexibility and efficiency of use. User control and freedom	2

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

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User ID	02
Task ID	1.1
Overall success?	Yes
00:00--00:06 00:06--00:20 00:20--00:44 00:44--00:49 00:49--01:01 00:01--01:16	<p>Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do?</p> <p>Observation</p> <ul style="list-style-type: none">1. Click <i>Chapter1</i> but go to wrong page2. Try to use Chapter 1 in the catalogue again, but it fails3. Use mouse wheel to find the first chapter4. Find <i>Chapter Download</i> and download the first chapter5. Get the first chapter of this book6. Find the appropriate folder to view the downloaded content <p>User comment: 'it's easy to download but it took time to find the first chapter.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them The user saw the function of finding the chapter page on the left, but after clicking it, he entered the wrong interface. The user had to use the mouse wheel to find the first chapter. In fact, the user used the wrong function, which is the retrieval function. The search function has a default value, so it will jump to other pages.
Other notes	eg problems with the equipment The user said there were no other problems.

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	1.2
Overall success?	Yes
	<p>Task 1.2: Suppose you want to save the full UX Book on your computer. What should you do?</p> <p>Observation</p> <p>00:00--00:02 00:02--00:04 00:04--00:06 00:06--00:14 00:14--00:24 00:24--00:39 00:39--00:56 00:56--01:16 01:16--02:25</p> <p>1. Find the icon (Full Download) in the navigation bar 2. Click <i>Full Download</i> 3. Click <i>Continue</i> 4. Go to the desktop and find the application 5. Make sure the computer has the required application software 6. Enter the application and make sure it can be used 7. Found that the downloaded books are not added to the application software 8. Find the book just downloaded and click it 9. Add the downloaded books to the application software and open it</p> <p>User comment: It takes a lot of time to load books into the application. It would be better if the book would be automatically added to the specified application after downloading.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them After downloading the book, the user finds that there is no such book in the application, then finds the downloaded book and clicks to load it into the application software before using it.
Other notes	eg problems with the equipment Computer performance problems cause the load to be very slow.

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	2.1
Overall success?	Yes
	Task 2.1: Suppose you want to record the whole content on page 359 in your notebook. What should you do?
00:00--00:11 00:11--00:23 00:23--00:39 00:39--00:50 00:50--01:05 01:05--01:10	<p>Observation</p> <ol style="list-style-type: none">1. Use <i>Go to page...</i> to go to page 3592. Find <i>Copy</i> button3. Use ctrl+c (according to the prompt) copy the content in pop-up window4. Go to the desktop and create a new word document5. Paste the content (page 359) to the new word doc6. Skim the pasted content and determine if this is what the task requires <p>User comment: This function is very convenient and prompts me to use ctrl+c to complete the task.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them No errors are observed and this is a very easy task for the user.
Other notes	eg problems with the equipment The user complained about the poor performance of the computer.

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	2.2
Overall success?	Yes
	<p>Task 2.2: Suppose you want to record the second paragraph on page 362 in your notebook. What should you do?</p> <p>Observation</p> <p>00:00--00:13 1. Use the <i>Go to Page...</i> to find the page, but there is no response.</p> <p>00:13--00:33 2. Enter again to enter page 362, but it takes a long time to load</p> <p>00:33--00:46 3. Select the part to be copied, and then the pop-up window pop up automatically, click the <i>copy</i> button</p> <p>00:46--00:58 4. A new pop-up window pops up to copy the required content</p> <p>00:58--01:02 5. Paste the content (the second paragraph on page 362) to the doc created in task3</p> <p>01:02--01:05 6. Skim the pasted content and determine if this is what the task requires</p> <p>User comment: 'This e-book will not respond under certain conditions and load very slowly.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them The user enters the page number and clicks enter, but the e-book does not respond. Then he enters and tries again to enter the page he needs to go to.
Other notes	eg problems with the equipment Users think the network is slow.

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	3.1
Overall success?	Only-with-help
00:00--00:12 00:12--00:23 00:23--00:29 00:29--00:37 00:37--00:42	<p>Task 3.1: Suppose you want to write a reference for the text you recently used with MLA. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none">1. Look for the <i>citation</i> button in the navigation bar (The user asked me about the meaning of citation and said that he only remembered the reference.)2. Select <i>MLA</i> in the <i>Format</i>3. Copy the contents in the box4. Paste the citation with MLA to the doc created in task35. Skim the pasted content and determine if this is what the task requires <p>User comment: ' It took time to find the citation icon. If you don't look carefully, you don't think it is a citation.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them The user spent a lot of time looking for the icon and found it with my help. In order for the task to proceed smoothly, I had to prompt the user.
Other notes	eg problems with the equipment No problem

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	3.2
Overall success?	Yes
	<p>Task 3.2: Suppose you want to automatically append a reference for this UX book for your essay with APA. What should you do?</p> <p>Observation</p> <p>00:00--00:04 1. Quickly find the <i>citation</i> button 00:04--00:11 2. Find APA in <i>Formation</i> 00:11--00:21 3. Copy the contents of the box 00:21--00:24 4. Paste the citation with APA to the doc 00:24--00:35 5. Skim the pasted content and determine if this is what the task requires</p> <p>User comment: It is very similar to the fourth task, so he can finish this task so quickly.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them Because it is very similar to the fourth task, it is completed very quickly without any problem.
Other notes	eg problems with the equipment
	No problem

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	4.1
Overall success?	No
00:00--00:58	<p>Task 4.1: Suppose you want to share the whole book with your friend. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none">1. After searching for a long time, he only found the share link button, but can only share the link of a page here. (The user asked me if this function is available, and I can't give a definite reply.) <p>User comment: This ebook does not have the function of sharing links to the whole book.'</p>
Summary of key problems observed	<p>Notes about errors observed and how the participant recovered from them</p> <p>There is no link to share the whole book in this e-book, but can we share the first page of this book with others as the cover of the whole book? I think it's OK.</p>
Other notes	<p>eg problems with the equipment</p> <p>At this time, the user thinks that the test time is a little long.</p>

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	4.2
Overall success?	Yes
00:00--00:03 00:03--00:05 00:05--00:10 00:10--00:18 00:18--00:45 00:45--01:35	<p>Task 4.2: Suppose you want to share page 356 with your friend. What should you do?</p> <p>Observation</p> <ol style="list-style-type: none">1. Use the <i>Go to Page...</i> button to jump to page 3562. Click the <i>Citation</i> button, find it's wrong and close it3. Click the <i>Share Link</i> button4. Copy the link in the pop-up window (ctrl + c)5. Share this link to a friend and ask him to click on the link6. The friend said that this link can be used <p>User comment: 'This function is very convenient, but it would be better if you could share the whole book.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them By analyzing that link, we can change the page number by directly modifying the last number.
Other notes	eg problems with the equipment
	The user complains that the network is slow.

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

User ID	02
Task ID	5.1
Overall success?	Yes
	<p>Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?</p> <p>Observation</p> <p>00:00--00:10 00:10--00:25 00:25--00:40 00:40--00:42 00:42--00:47 00:47--00:48 00:48--01:00 01:00--01:02 01:02--01:25</p> <p>1. Use the <i>Go to Page...</i> to jump to page 369 2. Look for the <i>Print</i> button in the navigation bar 3. In <i>PAGE RANGE</i>, select <i>Pages from 369 to 375</i> 4. Click <i>Continue</i> 5. Wait for <i>Creating PDF</i> 6. Click the <i>Open PDF</i> 7. Wait for printing to complete 8. Find the book you just printed in the folder 9. Skim the printed content and determine if this is what the task requires</p> <p>User comment: This print function is actually the same as the download function, which also downloads the required content.</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them
Other notes	eg problems with the equipment The user complains about slow downloads.

Appendix - MiniAssignment - Qijing Zhang - Think Aloud

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User ID	02
Task ID	5.2
Overall success?	Yes
	<p>Task 5.2: Suppose you want to keep a hard copy of the chapter in which Page 369 is. What should you do?</p> <p>Observation</p> <p>00:00-00:10 00:10-00:20 00:20-00:22 00:22-00:24 00:24-00:27 00:27-00:35 00:35-00:37 00:37-01:10</p> <p>1. Using <i>Go to Page...</i> to jump to page 369 2. In <i>PAGE RANGE</i>, select <i>Current Chapter</i> 3. Click <i>Continue</i> 4. Wait for <i>Creating PDF</i> 5. Click the <i>Open PDF</i> 6. Wait for printing to complete 7. Find the book you just printed in the folder 8. Skim the printed content and determine if this is what the task requires</p> <p>User comment: 'The current page and current chapter options can be confused if you are not careful.'</p>
Summary of key problems observed	Notes about errors observed and how the participant recovered from them When selecting page range, the user first selects the current page and selects the current chapter after finding an error.
Other notes	eg problems with the equipment No other problem.

Appendix - MiniAssignment - Qijing Zhang - HE

Description of problem	Heuristics violated	Expert Qijing
After opening the e-textbook, the search box on the left searches <i>Hartson Pyla</i> by default, and the prompt is not obvious, which can make people misoperate.	Aesthetic and minimalist design	4 (This problem is serious. There is a default value in the search box and there is no obvious prompt, which will lead to people's misoperation.)
The function of the button is displayed only when the mouse is over the icon.	Help and documentation	1 (Users may remember the meaning of these icons after using them for many times and do not need to indicate it next to the icons.)
After the book is downloaded, it will not be automatically loaded into the application and needs to be loaded manually again.	Visibility of system status, Help and documentation	1 (This is not a serious problem, but I think users need to be informed.)
Using <i>Go to Page...</i> , the function may not respond and not give a prompt.	Visibility of system status, Help users recognize, diagnose, and recover from errors	4 (Although there are not many such situations, once they occur, they will be very troublesome. The interface will remain the same without giving other prompts, and users often wait a long time to repeat the operation. I think the user should be prompted to operate again at an appropriate time.)
There are some translation problems when using the Chinese version, which can bring doubts.	Match between system and the real world, Consistency and standards	2 (Some translations will cause misunderstanding or confusion, which can be modified appropriately.)
This e-book does not have the function of sharing the whole book link.	Help and documentation	1 (A simple document can point out that users can share a page with others, and others can watch the whole book.)
The icon size of the navigation bar is inappropriate, and sometimes mis-operation occurs.	Aesthetic and minimalist design, User control and freedom	0 (Users can adjust the mouse sensitivity and get used to the problem after repeated use.)
When loading is slow or cannot be loaded, no prompt will be given, only loading is displayed.	Visibility of system status, Error prevention	2 (This problem can be modified when there is time.)

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

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User ID ↵	03 ↵
Task ID ↵	1.1 ↵
Overall ↵ success? ↵	Only-with-help ↵
↪ ↪ ↪ ↪ 00:00 ↵	Task1.1: Suppose you want to save the first chapter of the UX Book in your computer. What should you do? ↵
↪ ↪ ↪ ↪ 00:00 ↵ 00:00 ↵ 00:00 ↵ 00:01 ↵ 00:01 ↵ 00:01 ↵ 00:01 ↵ 00:02 ↵ 00:02 ↵ 00:02 ↵	Observation ↵ 1. Interviewee click the PDF button. ↵ 2. Interviewee select the Citation Style. ↵ 3. Interviewee click the Cancel button. ↵ 4. Interviewee view the button on the top list. ↵ 5. Interviewee click the Table of contents on the left list ↵ 6. Interviewee click the Chapter one. ↵ 7. Interviewee view the Chapter one. ↵ 8. Interviewee click the PDF button. (After help by interviewer). 9. Interviewee click the Continue button. ↵ 10. Interviewee say: "Open PDF is meaning download?" ↵ 11. Interviewee click the Open PDF button. ↵
User Comments: "Open PDF is meaning download?" ↵	
Summary of key problems observed ↵	The interviewee did not notice the text in the PDF function box at first. Interviewee is confused by the text in the final selection box. ↵
Other notes	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

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User ID ↵	03 ↵
Task ID ↵	1.2 ↵
Overall ↵ success? ↵	Yes ↵
↪ ↪ ↪ ↪ 00:00 ↵ 00:00 ↵ 00:00 ↵ 00:01 ↵ 00:01 ↵ 00:01 ↵ 00:02 ↵ 00:02 ↵ 00:02 ↵	Task1.2: Suppose you want to save the whole UX Book in your computer. What should you do? ↵ Observation ↵ 1. Interviewee click the download button. ↵ 2. Interviewee click the continue button. ↵ 3. Interviewee click the Get Adobe Digital Editions button 4. Interviewee say: "Can I skip this one?" ↵ 5. Interviewee close the Get Adobe Digital Editions page ↵ 6. Interviewee click the Done with this step button. ↵ 7. Interviewee click the Download Your Book button. ↵ 8. Interviewee select 3 days. ↵ 9. Interviewee click the Download Your Book button again User Comments : 'Can I skip this one?' ↵
Summary ↵ of key ↵ problems ↵ observed ↵	Interviewee forgot to select the borrow days before download this book ↵
Other notes ↵	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

User ID ↵	03 ↵
Task ID ↵	2.1 ↵
Overall ↵ success? ↵	Yes ↵
↳ ↳ ↳ ↳ ↳ 00:00 ↵	Task2.1: Suppose you want to paste the whole content in page 359 to your notebook. What should you do? ↵ Observation ↵ 1. Interviewee say: “Paste the page 359?” ↵ 00:00 ↵ 00:00 ↵ 00:00 ↵ 00:01 ↵
Summary ↵ of key ↵ problems ↵ observed ↵	None ↵
Other notes ↵	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

User ID ↵	03 ↵
Task ID ↵	2.2 ↵
Overall ↵ success? ↵	Yes ↵
↵ ↵ ↵ ↵ 00:00 ↵ 00:00 ↵ 00:00 ↵ 00:00 ↵ 00:01 ↵ 00:01 ↵	<p>Task2.2: Suppose you want to paste the second paragraph on page 362 to your notebook. What should you do? ↵</p> <p>Observation ↵</p> <ol style="list-style-type: none">1. Interviewee enter the number 362 in the Page jump function. ↵2. Interviewee say: "Paste the second paragraph, let me find the second paragraph first". ↵3. Interviewee view the page 362 text. ↵4. Interviewee select the text of the second paragraph. ↵5. Interviewee click the copy button. ↵6. Interviewee click the Done button on the copy page. ↵ <p>User Comments: 'Paste the second paragraph, let me find the second paragraph first.' ↵</p>
Summary ↵ of key ↵ problems ↵ observed ↵	None ↵
Other notes	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

User ID ↵	03 ↵
Task ID ↵	3.1 ↵
Overall success? ↵	Yes ↵
00:00 ↵	Task3.1: Suppose you want to quote a UX Book with MLA style as your article reference. What should you do? ↵ Observation ↵ 1. Interviewee click the Book Detail on the left list. ↵ 2. Interviewee click more in the book detail page. ↵ 3. Interviewee view the page of book information. ↵ 4. Interviewee click the Cite Book button on the left list. ↵ 5. Interviewee view the Citation page. ↵ 6. Interviewee click the Close button on the Citation page. ↵
Summary of key problems observed ↵	Interviewee not choose the Citation button on the top list, maybe Citation button be ignored. ↵
Other notes	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

User ID ↵	03 ↵
Task ID ↵	3.2 ↵
Overall ↵ success? ↵	Yes ↵
↪ ↪ ↪ ↪ 00:00 ↵	Task 3.2: Suppose you want to automatically append a quote from a UX book with APA style for your essay. What should you do? ↵ Observation ↵ 1. Interviewee click the Book Detail on the left list. ↵ 2. Interviewee click more in the book detail page. ↵ 3. Interviewee click the Cite Book button on the left list. ↵ 4. Interviewee select the style as the APA style. ↵ 5. Interviewee click the EndNote/Citavi button on the Citation page. ↵
Summary ↵ of key ↵ problems ↵ observed ↵	Same problem with task5, Interviewee ignore the Citation button on the top list. ↵
Other notes ↵	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

User ID ↵	03 ↵
Task ID ↵	4.1 ↵
Overall ↵ success? ↵	Yes ↵
↳ ↳ ↳ ↳ ↳ 00:00 ↵	Task 4.1: Suppose you want to send the whole UX book's URL to your friend. What should you do? ↵ Observation ↵ 1. Interviewee say: "Share the link? I think this one is ok." ↵ 2. Interviewee click the Share Link button on the top. ↵ 3. Interviewee click the Done button on the Share Link page. ↵ User Comments: 'Share the link? I think this one is ok.' ↵
Summary ↵ of key ↵ problems ↵ observed ↵	None ↵
Other notes ↵	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud



User ID ↵	03 ↵
Task ID ↵	4.2 ↵
Overall ↵ success? ↵	No ↵
00:00 ↵ 00:00 ↵ 00:00 ↵ 00:00 ↵ 00:01 ↵	Task 4.2: Suppose you want to send page 356's URL to your friend. What should you do? ↵ Observation ↵ 1. Interviewee enter the number 356 in the Page jump function. ↵ 2. Interviewee view the page 356 text. ↵ 3. Interviewee say: "This one is more confusing". ↵ 4. Interviewee click the Share Link button on the top. ↵ 5. Interviewee click the Close button on the Share Link page. User Comments: 'This one is more confusing'. ↵
Summary ↵ of key ↵ problems ↵ observed ↵	Interviewee don't know how to share the page link. ↵
Other notes	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

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User ID ↵	03 ↵
Task ID ↵	5.1 ↵
Overall ↵ success? ↵	Yes ↵
↳ ↳ ↳ ↳ ↳ 00:00 ↵	Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do? ↵
↳ ↳ ↳ ↳ ↳ 00:00 ↵	Observation ↵ 1. Interviewee enter the number 369 in the Page jump function. ↵
↳ ↳ ↳ ↳ ↳ 00:00 ↵	2. Interviewee view the page 369. ↵ 3. Interviewee click the Print to PDF button on the top. ↵
↳ ↳ ↳ ↳ ↳ 00:00 ↵	4. Interviewee select the Page from X to X. ↵ 5. Interviewee enter the number 369 and 375 in the Print page. ↵
↳ ↳ ↳ ↳ 00:00 ↵	6. Interviewee click the Continue button on the Print to PDF page. ↵
↳ 00:01 ↵	7. Interviewee click the Open PDF button. ↵
Summary ↵ of key ↵ problems ↵ observed ↵	None ↵
Other notes	None ↵

Appendix - MiniAssignment - Jingqi Ma - Think Aloud

User ID ↵	03 ↵
Task ID ↵	5.2 ↵
Overall ↵ success? ↵	Yes ↵
↵ ↵ ↵ ↵ 00:00 ↵ 00:01 ↵ 00:03 ↵ 00:04 ↵ ↵ 00:05 ↵	Task 5.2: Suppose you want to keep a hard copy of the chapter which Page 369 is currently in. What should you do? ↵ Observation ↵ 1. Interviewee say: "Print the chapter of page 369?" ↵ 2. Interviewee click the Print to PDF button on the top. ↵ 3. Interviewee select the Current Chapter. ↵ 4. Interviewee click the Continue button on the Print to PDF page. ↵ 5. Interviewee click the Open PDF button. ↵ User Comments: 'Print the chapter of page 369?' ↵
Summary ↵ of key ↵ problems ↵ observed ↵	None ↵
Other notes	None ↵

Appendix - MiniAssignment - Jingqi Ma - HE

No	Description of Problem ↗	Heuristics violated ↗	Expert ↗
1 ↗	The starting page layout is unreasonable, and the user needs to manually adjust the article page. ↗	Flexibility and efficiency of use. ↗	2 ↗
2 ↗	The clarity of the article is very low, and the background colour in some places makes the text difficult to read. ↗	Aesthetic and minimalist design. ↗	4 ↗
3 ↗	After refreshing the page, the article will automatically jump to the first page. ↗	Flexibility and efficiency of use. ↗	2 ↗
4 ↗	The page number at the end of the URL in the sharing link function does not match the actual page number. ↗	Consistency and standards. ↗	4 ↗
5 ↗	When you turn the page down, need to wait for the system to load for a while before you can continue reading. ↗	Flexibility and efficiency of use. ↗	3 ↗
6 ↗	Only one colour of highlight in the function list at the top of the page can be used, and the system does not provide multiple colour options. ↗	Flexibility and efficiency of use. ↗	2 ↗
7 ↗	The meaning of the copy function does not prompt by the system when user select paragraph in the article, need to view the meaning in the function list at the top of the page. ↗	Recognition rather than recall. ↗	3 ↗
8 ↗	The quoting function requires the user to manually Ctrl+C to copy the URL to be quoted. ↗	Flexibility and efficiency of use. ↗	2 ↗
9 ↗	The mark in the Bookmark function is difficult to be found by users. ↗	Aesthetic and minimalist design. ↗	2 ↗
10 ↗	The last step in the download function download period font is relatively light and easy to be ignored by users. ↗	Error prevention. ↗	3 ↗
11 ↗	The last step in the Print function is to open the PDF, which can easily make users confused. ↗	Match between system and real world. ↗	3 ↗

Appendix - MiniAssignment - Dongrui Wang - Think Aloud



User ID ^③	04 ^③
Task ID ^③	1.1 ^③
Overall success? ^③	Only-with-help ^③ ③
③	Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do? ^③
③	③
③	③
③	③
③	③
③	Observations: ^③ ③
0:00 - 0:01 ^④	1. User opened the UX-book and into the main interface. ^④ ④
0:00 - 0:01 ^④	2. User clicked on the "Table of contents" button. ^④ ④
0:00 - 0:01 ^④	3. User slide down the list and click "Chapter 1". ^④ ④
0:00 - 0:01 ^④	4. User clicked on the "chapter download" button. ^④ ④
0:00 - 0:01 ^④	5. User clicked on the selection box to look at all citation styles and chose the "APA" then clicked on the "continue" button. ^④ ④
0:00 - 0:01 ^④	6. User clicked on the "Open PDF" button. ^④ ④
0:01 - 0:02 ^④	7. User wait a few seconds then open the download manager in Chrome and click on the pdf file. ^④ ④
0:00 - 0:01 ^④	8. Users checked downloaded chapters and compare with the content in eBooks for consistency. ^④ ④
③	User comments: 'The download by chapter function is not very smart, when I click the download button after viewing the content I want, the content downloaded is not the whole chapter. I must go back to the first page of the chapter to click the download button. If possible, I would like a feature that allows me to enter a page range when clicking "downloading by chapter" to select the content to download.' ^③ ③ ③
Summary of key problems observed ^③	The first-time user downloads content that is not the desired chapter, because the user does not return to the first page of the chapter before clicking the download button. Second-time successful download. ^③ ③
Other notes ^③	Sometimes the buttons don't respond ^③

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

User ID ^②	04 ^②
Task ID ^②	1.2 ^②
Overall success? ^③	No ^③
0:00 - 0:01 ^④	Task 2: Suppose you want to save the whole UX Book in your computer. What should you do? ^④ Observations: ^④ 1. User clicked "Full download" button ^④ 2. User chose the "Laptop Desktop" icon and "I'm using my own computer" and clicked the "Continue" button. ^④ 3. The system displayed "You will need Adobe Digital Editions" and the user clicked "Adobe digital editions". Then the system returns to adobe digital editions install page. ^④ 4. User went back to UXbook and clicked "Skip this step". ^④ 5. User chose the download period for 1 day and click the "download your book" button. ^④ 6. User opened the download manager in Chrome and opened the file "842194.acsm" and couldn't open it. ^④
Summary of key problems observed ^⑤	Must be obtained "Adobe digital editions" to view the whole book, The user did not download so the issue was not resolved. ^⑤
Other notes ^⑥	None ^⑥

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

User ID ^②	04 ^②
Task ID ^②	2.1 ^②
Overall success? ^②	Only-with-help ^② ②
②	Task 3: Suppose you want to paste the whole content in page 359 to your notebook. What should you do? ^② ② ② ② ② ② Observations: ^② ②
0:00 - 0:01 ^②	1. Users clicked the "Go to page" button on the top right corner of the home page and entered "359". ^② ②
0:00 - 0:01 ^②	2. User selected all content on page 359 and clicked on the "Copy" button. ^② ②
0:00 - 0:01 ^②	3. User view the copied content and clicked on "Done". ^② ②
0:00 - 0:01 ^②	4. User open a new word document and paste the content not success. ^② ②
0:00 - 0:01 ^②	5. User re-selected all content on page 359 and clicked on "Copy". ^② ②
0:01 - 0:02 ^②	6. User pressed ctrl-c and pasted the text in the word document. ^② ② ②
User comments:	'The format of the copied content is messy, but this is not a problem with e-books. If I just want to record text, I prefer to take a screenshot so I can see the view clearly.' ^② ②
Summary of key problems observed ^②	The first time the user does not press in ctrl-c and not copied successfully. For those who are using this function for the first time, this operation may be overlooked. ^② ②
Other notes ^②	None ^②

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

User ID ^③	04 ^③
Task ID ^③	2.2 ^③
Overall success? ^③	Yes ^③ ③
③	Task 2.2: Suppose you want to paste the second paragraph on page 362 to your notebook. What should you do? ^③ ③ ^③ ③ ^③ ③ ^③ Observations: ^③ ③ ^③ 0:00 - 0:01 ^③ 1. Users clicked the “Go to page” button on the top right corner of the home page and entered “362”. ^③ ③ ^③ 0:00 - 0:01 ^③ 2. User selected the second paragraph in page 362 and clicked on the “Copy” button. ^③ ③ ^③ 0:00 - 0:01 ^③ 3. User pressed ctrl-c and pasted the text in the word document. ^③ ③ ^③ ③ ^③ ③ ^③ ③ ^③ User comments: ‘Copied content and citations have no space to distinguish or mark the citation.’ ^③
Summary of key problems observed ^③	None ^③
Other notes ^③	None ^③

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

User ID ³	04 ³
Task ID ³	3.1 ³
Overall success? ³	Yes ³ 3
	← Task 3.1: Suppose you want to quote a UX Book with MLA style as your article reference. What should you do? ³ ← ← ← ← ← Observations: ← 0:00 - 0:01 ← 1. User clicked the “Get Citation” button. ³ ← 0:00 - 0:01 ← 2. User chose the MLA to choose the bar as citation style. ³ ← 0:00 - 0:01 ← 3. User pressed ctrl-C to copy the citation ³ ← 0:01 - 0:02 ← 4. User opened a word document and pasted this citation ³ ← ← User comments: ‘Nothing wrong with the functionality but sometimes copying out results have line breaks.’ ³
Summary of key problems observed ³	None ³
Other notes ³	None ³

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

User ID [□]	04 [□]
Task ID [□]	3.2 [□]
Overall success? [□]	Yes [□]
[□]	Task 3.2: Suppose you want to automatically append a quote from a UX book with APA style for your essay . What should you do? [□]
[□]	Observations[□]
0:00 - 0:01 [□]	1. User clicked the “Get Citation” button. [□]
0:00 - 0:01 [□]	2. User chose the APA in the bar as a citation style. [□]
0:00 - 0:01 [□]	3. User chose the “EndNote/Citavi” format to export Citation [□]
0:00 - 0:01 [□]	4. User opened the “biblioExport.ris” file in the download manager. [□]
0:01 - 0:02 [□]	5. Users already have endnote software so he can open it directly. [□]
[□]	User comments: ‘This feature is convenient but also requires downloading third party citation software first if the user does have it.’ [□]
Summary of key problems observed [□]	None [□]
Other notes [□]	None [□]

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

User ID ³	04 ³
Task ID ³	4.1 ³
Overall success? ³	Yes ³
³	Task 4.1: Suppose you want to send the whole UX book's URL to your friend. What should you do? ³
³	³
³	³
³	Observations: ³
³	³
0:00 - 0:01 ³	1. User clicked the “Share link” button and looked at the content in “Share this book”. ³
³	³
³	³
0:00 - 0:01 ³	2. User pressed ctrl-C to copy the link. ³
³	³
0:00 - 0:01 ³	3. User opened WeChat and shared the link to me. ³
³	³
³	³
³	³
³	³
User comments: ‘Does the shared link open properly? How to get links which do not bring the user back to the current page of this book, go to the first page of the book.’ ³	
Summary of key problems observed ³	None ³
³	³
³	³
³	³
Other notes ³	None ³
³	³

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

██████████

User ID [□]	04 [□]
Task ID [□]	4.2 [□]
Overall success? [□]	Yes [□] □
□	Task 4.2: Suppose you want to send page 356's URL to your friend. What should you do? [□] □ □ □ □ □ □ □ Observations: [□] □
0:00 - 0:01 [□]	16:04 Users clicked the “Go to page” button on the top right corner of the home page and entered “356”. [□] □ □
0:00 - 0:01 [□]	16:04 User clicked the “Share link” button and looked at the content in “Share this book”. [□] □ □
0:00 - 0:01 [□]	16:04 User pressed ctrl-C to copy the link. [□] □
0:00 - 0:01 [□]	16:04 User opened WeChat and shared the link to me. [□] □ □ □ □
	User comments: ‘There should be a function to allow users to choose whether to share the whole book or the current page.’ [□]
Summary of key problems observed [□]	None [□] □ □ □
Other notes [□]	None [□]

Appendix - MiniAssignment - Dongrui Wang - Think Aloud



User ID ^{e3}	04 ^{e3}
Task ID ^{e3}	5.1 ^{e3}
Overall success? ^{e3}	Yes ^{e3} ↳
	↳
	↳ Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do? ^{e3}
	↳
	↳
	↳
	↳
	Observations: ^{e3}
	↳
	0:00 - 0:01 ^{e3} 16:07 User clicked on the "Print to PDF" button. ^{e3}
	↳
	0:00 - 0:01 ^{e3} 16:07 User enter "369" as begin page and enter "375" as final page ^{e3}
	↳
	0:00 - 0:01 ^{e3} 16:07 User chose the citation style as MLA and clicked on "Continue". ^{e3}
	↳
	0:00 - 0:01 ^{e3} 16:07 User clicked on the "Open PDF" button. ^{e3}
	↳
	0:01 - 0:02 ^{e3} 16:08 User opened the PDF file in the download manager. ^{e3}
	↳
	0:01 - 0:02 ^{e3} 16:08 User clicked the "Print" button. ^{e3}
	↳
	↳
	↳
	User comments: 'Is it possible to provide a function to connect an e-book with an external printer without downloading the pdf? Can the printed page limit be increased? Print and download functions are duplicated.' ^{e3} ↳
Summary of key problems observed ^{e3}	None ^{e3}
Other notes ^{e3}	User does not have a printer connected to his laptop. ^{e3}

Appendix - MiniAssignment - Dongrui Wang - Think Aloud

User ID [✉]	04 [✉]
Task ID [✉]	5.2 [✉]
Overall success? [✉]	Only-with-help [✉]
	↳
↳	Task 5.2: Suppose you want to keep a hard copy of the chapter which Page 369 is currently in. What should you do? [✉]
↳	↳
↳	↳
↳	↳
↳	Observations: [✉]
↳	↳
0:00 - 0:01	1. Users clicked the “Go to page” button on the top right corner of the home page and entered “369”. [✉]
↳	↳
0:00 - 0:01	2. User clicked on the “Print to PDF” button. [✉]
↳	↳
0:00 - 0:01	3. User clicked on “Current Chapter” and “Continue” button. [✉]
↳	↳
0:00 - 0:01	4. User opened the PDF file in the download manager. [✉]
↳	↳
↳	↳
↳	↳
↳	User comments: ‘The star icon sometimes blocks the page number in the main interface.’ [✉]
Summary of key problems observed [✉]	PDF content sometimes does not match what the user wants, must jump to the first page of the chapter and then print it to make it complete. [✉]
↳	↳
Other notes [✉]	Sometimes the buttons don’t respond [✉]

Appendix - MiniAssignment - Dongrui Wang - HE

Description of problem	Heuristics violated	Expert
Sometimes the buttons in the interface don't respond	Visibility of system status	4
Downloaded content does not match wanted content	User control and freedom	2
Must have third party software support to view the whole book	Help users recognize, diagnose, and recover from errors	3
The format of the copied content is messy	Help and documentation	1
Copied content and citations have no space to distinctions or mark the citation.	Help and documentation	1
If user do not press ctrl-c on the copy page, user cannot copy the content	Flexibility and efficiency of use	1

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID ^②	05 ^②
Task ID ^②	1.1 ^②
Overall success? ^②	Yes ^②
	<p>④ Task 1.1: Suppose you want to save the first chapter of the UX Book on your computer. What should you do?^④ (Because he is not a student of our school, he cannot log in and use the account. Our basic status is on the first page of the e-book)^④</p> <p>Observation:^④</p> <p>0.00 - 0.01^④ 1. Sep³ start from first page^④ 0.01 - 0.04^④ 2. Scroll to look for the first chapter^④ 0.04 - 0.05^④ 3. Click search and type 'Chapter one'^④ 0.05 - 0.06^④ 4. Clicking the first chapter text and does not respond^④ 0.06 - 0.08^④ 5. Click the table of contents button, and then click the first chapter to jump to the first chapter^④ 0.08 - 0.09^④ 6. Click Download in the upper right corner of the screen (the first button)^④ 0.09 - 0.11^④ 7. click "continue" and click "acquire Adobe Digital Editions"^④ 0.11 - 0.15^④ 8. Select the windows version to download, and then install it locally^④ 0.15 - 0.17^④ 9. Click "download your book"^④ 0.17 - 0.20^④ 10. Open the entire book locally via adobe^④ 0.20 - 0.21^④ 11. Click the cross^④ 0.21 - 0.22^④ 12. click the "download by chapter" button next to it^④ 0.22 - 0.24^④ 13. Click to continue, then click "open pdf", click to download to local^④ 0.24 - 0.24^④ 14. open the pdf file downloaded before, and capture the content^④</p> <p>④</p> <p>User comment:^④ When he scroll to look for the first chapter,he commented "After scrolling for a long time, I found it hard to find". When he open the entire book locally via adobe, he said " I found that the whole book was downloaded, not only the first chapter I wanted, I need to find other correct methods ".^④</p> <p>④</p> <p>④</p> <p>Summary of key problems observed^②</p> <ol style="list-style-type: none">At the beginning, the user searched with the search function and found that he could not jump, then went to the directory, and finally found the first chapter and jumped.^②When choosing to download chapters, the user did not notice the prompt text of the download button, and downloaded the entire book by mistake, and finally changed to the next button, and found the above prompt to download according to the chapter.^② <p>Other notes^④ None^④</p>

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID ↵	05 ↵
Task ID ↵	1.2 ↵
Overall success? ↵	Yes ↵
↪ ↪ ↪ 0.00 - 0.01 ↵	Task 1.2: Suppose you want to save the full UX Book on your computer. What should you do? ↵ Observation: ↵ <ol style="list-style-type: none">1. Open the entire book locally via adobe ↵ ↪ ↪ User comment: ↵ Because the entire book was downloaded by mistake in the previous task, we can directly take the results of the previous task. ↵ ↪
Summary of key problems observed ↵	The user passively completed the download of the entire book in the last task, this time he completed the task directly ↵
Other notes ↵	None ↵ ↪

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID [↓]	05 [↓]
Task ID [↓]	2.1 [↓]
Overall success? [↓]	Yes [↓]
[↓] [↓] [↓] 0.00 - 0.01 [↓] 0:01 - 0:03 [↓] 0:03 - 0:04 [↓] 0:04 - 0:06 [↓] [↓] 0:06 - 0:08 [↓] [↓] 0:08 - 0:10 [↓] 0:10 - 0:12 [↓] [↓] 0:12 - 0:14 [↓] Observation: [↓] 1. Select all text on the page with the mouse, then ctrl+c [↓] 2. Open a word document, then ctrl+v [↓] 3. Go back to the e-book page again and re- ctrl+c [↓] 4. type ctrl+v to paste the sentences. "found not working, may not support the shortcut key function" [↓] 5. Click the "Go to page" box in the upper right corner, then type 359, press enter to jump [↓] 6. Click the copy button next to the download [↓] 7. Press ctrl+c to copy the text in the pop-up text box "It is found that the text in the text box is the text of the whole page" [↓] 8. Open a word document, then ctrl+v to paste the text [↓] User comment: [↓] When he tried to use Ctrl+v to paste the sentences, he said "found not working, may not support the shortcut key function". When he clicked the copy button next to the download, he said "I saw the text prompt this time". When he pressed ctrl+c to copy the text in the pop-up text box, he said "It is found that the text in the text box is the text of the whole page". [↓] 	Task 2.1: Suppose you want to record the whole content on page 359 in your notebook. What should you do? [↓] 1. Select all text on the page with the mouse, then ctrl+c [↓] 2. Open a word document, then ctrl+v [↓] 3. Go back to the e-book page again and re- ctrl+c [↓] 4. type ctrl+v to paste the sentences. "found not working, may not support the shortcut key function" [↓] 5. Click the "Go to page" box in the upper right corner, then type 359, press enter to jump [↓] 6. Click the copy button next to the download [↓] 7. Press ctrl+c to copy the text in the pop-up text box "It is found that the text in the text box is the text of the whole page" [↓] 8. Open a word document, then ctrl+v to paste the text [↓] User comment: [↓] When he tried to use Ctrl+v to paste the sentences, he said "found not working, may not support the shortcut key function". When he clicked the copy button next to the download, he said "I saw the text prompt this time". When he pressed ctrl+c to copy the text in the pop-up text box, he said "It is found that the text in the text box is the text of the whole page". [↓]
Summary of key problems observed [↓]	Surprisingly smooth, the function of the copy button perfectly covers the requirements of the task [↓]
Other notes [↓]	None [↓]

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID	05
Task ID	2.2
Overall success?	Yes
↳	Task 2.2: Suppose you want to record the second paragraph on page 362 in your notebook. What should you do? ↳
↳	<p>Observation: ↳</p> <p>0.00 - 0.01 ↳ ↳ 1. Click the "Go to page" box in the upper right corner, then type 362, press enter to jump ↳</p> <p>0:01 - 0:03 ↳ 0:03 - 0:04 ↳ 0:04 - 0:04 ↳ 0:04 - 0:07 ↳ 0:07 - 0:08 ↳ ↳ 0:08 - 0:09 ↳ ↳ 0:09 - 0:10 ↳ 0:10 - 0:10 ↳</p> <p>6. Select all the text in the second paragraph again, and then click the fourth button of the four displayed buttons ↳</p> <p>7. Click the cross, and then click the first button "The button just now is not a copy button" ↳</p> <p>8. ctrl+c for copy ↳</p> <p>9. Open a word document, then ctrl+v to paste the text ↳</p> <p>↳ ↳</p> <p>User comment: ↳</p> <p>At step 5, he said "not found, it may not support the shortcut key function". ↳</p> <p>↳</p>
Summary of key problems observed ↳	The first time the user used the shortcut key to directly select the text copy and found that it did not work, and then clicked the comment function button by mistake because there was no prompt, and finally clicked the copy button in the last attempt, and finally copied successfully ↳
Other notes ↳	None ↳

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID ↵	05 ↵
Task ID ↵	3.1 ↵
Overall success? ↵	Yes ↵
↪	Task 3.1: Suppose you want to write a reference for the text you recently used with MLA. What should you do? ↵
↪	Observation: ↵
0.00 - 0.01 ↵	1. Click the "Acquire Citations" button ↵
0.01 - 0.02 ↵	2. Click the drop-down box of quotation format and select MLA format ↵
0.02 - 0.02 ↵	3. Copy citation content ↵
0:02 - 0:03 ↵	4. Open a word document, then ctrl+v to paste the quotation ↵
↪	↪
↪	User comment: ↵
	Two export formats, one of which requires specific software export, is more troublesome. ↵
↪	
Summary of key problems observed ↵	It went smoothly, it was convenient, the feature was successful, and the user completed it well ↵
Other notes ↵	None ↵
	↪

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID ↵	05 ↵
Task ID ↵	3.2 ↵
Overall success? ↵	Yes ↵
↪ ↪ ↪ 0.00 - 0.00 ↵ 0.00 - 0.01 ↵ 0.01 - 0.01 ↵	Task 3.2: Suppose you want to automatically append a reference for this UX book for your essay with APA. What should you do? ↵ Observation: ↵ <ol style="list-style-type: none">1. Click the "Acquire Citations" button ↵2. Click the drop-down box of quotation format and select APA. format ↵3. click the button under the sentence "export the quotation" ↵
0:01 - 0:02 ↵ 0.02 - 0.02 ↵ ↪ ↪	4. Click to download to local ↵ 5. Get local citation files ↵
Summary of key problems observed ↵	It went smoothly too, but one of the exported citations requires special software to parse, which makes it easier for users to use multiple guides. ↵
Other notes ↵	None ↵

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

██████████

User ID	05
Task ID	4.1
Overall success?	Yes
0.00 - 0.01	Task 4.1: Suppose you want to share the whole book with your friend. What should you do? Observation:
0.01 - 0.02	1. The user first went through 2. ctrl+c Copy link text
0.02 - 0.04	3. Share the link to your WeChat
0:04 - 0:05	4. After opening WeChat, I found that it jumped to page 362
0.05 - 0.06	
0.06 - 0.06	5. Click the share link button again and select the text "This link will take you back to the current page of this book" 6. Click the jump box, and then type 1 to jump to the first page 7. Click "Share Link Button" 8. ctrl+c Copy link text 9. share the link to your WeChat 10. After opening WeChat, I found that I jumped to the page 1 of the book
0.07 - 0.08	
0.08 - 0.09	
Summary of key problems observed	Although the sharing link went smoothly, it was not shared to the home page of the book. Later, the user clicked on the sharing page again and found the text prompt, and finally jumped back to the first page and successfully shared
Other notes	None

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID	05
Task ID	4.2
Overall success?	Yes
	<p>Task 4.2: Suppose you want to share page 356 with your friend. What should you do?</p> <p>Observation:</p> <ul style="list-style-type: none">1. Click the jump box, type page 356, and press enter to jump2. Click "Share Link Button"3. ctrl+c Copy link text4. Share the link to your WeChat5. After opening WeChat, I found that I jumped to the page 356 of the book
	<p>User comment:</p> <p>It went well, the user didn't say anything, it was easy, right</p>
Summary of key problems observed	Because the mistake was corrected last time, a specific page was shared smoothly this time
Other notes	None

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID	05
Task ID	5.1
Overall success?	No
	<p>Task 5.1: Suppose you want to keep a hard copy of 369-375 pages of the UX Book. What should you do?</p> <p>Observation:</p> <p>0.00 - 0.01 0.01 - 0.02 0.02 - 0.02 0.02 - 0.03 0.03 - 0.05 0.05 - 0.06</p> <p>1. Select "Print in pdf format" in the upper right corner 2. Select the option on the second line, and then type 369 and 375 3. Click to continue, then click the button "open the pdf" 4. Select the option of saving to local 5. Get the pdf document printed locally 6. Open pdf</p>
	<p>User comment:</p> <p>At step 5 , he said "Isn't this the same as downloading"</p>
Summary of key problems observed	The pdf was printed successfully, but it was actually the same as the document downloaded from the previous task, instead of printing on paper in the traditional sense.
Other notes	None

Appendix - MiniAssignment - Yuhao Xu - Think Aloud

User ID ↵	05 ↵
Task ID ↵	5.2 ↵
Overall success? ↵	No ↵
↳	Task 5.2: Suppose you want to keep a hard copy of the chapter in which Page 369 is. What should you do? ↵
↳	Observation: ↵
0.00 - 0.01 ↵	1. jump to page 359 ↵
0.01 - 0.02 ↵	2. click "Print in pdf format" in the upper right corner ↵
0.02 - 0.03 ↵	3. Click to continue, then click the button "open the pdf" ↵
0:03 - 0:04 ↵	4. Select the option of saving to local ↵
0.04 - 0.05 ↵	5. Get the pdf document printed locally ↵
0.05 - 0.06 ↵	6. Open pdf ↵
↳	↳ ↵
↳	↳ ↵
↳	User comment: ↵
At step 5 ,he said "Isn't this also the same as downloading" ↵	
↳ ↵	
Summary of key problems observed ↵	The pdf was printed successfully, but it was actually the same as the document downloaded from the previous task, instead of printing on paper in the traditional sense. ↵
Other notes ↵	None ↵
↳ ↵	

Appendix - MiniAssignment - Yuhao Xu - HE

Description of problem	Heuristics violated	Expert(me)
cannot unhighlight text after it is highlighted, and selecting it again will only make the highlighted color darker	1.User control and freedom 2.consistency and standards	4
After selecting the text, you cannot use the shortcut keys to copy directly	1. consistency and standards 2. Flexibility and efficiency of use	1
After selecting the text, the copied button has no text prompt	Recognition rather than recall	2
Pages with colored backgrounds do not have page numbers	Recognition rather than recall	1
Two download buttons, one is to download the entire book, the other is to download the current chapter, and the style of the button to download the chapter does not conform to the mainstream design, and the purpose can only be known from the text prompt	1. consistency and standards 2.Aesthetic and minimalist design , Users need to click different buttons to complete the same type of action	1
There is no real printing to paper function, printing to pdf is the same as downloading function, repeat function	1.match between system and the real world 2. Aesthetic and minimalist design	3

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID ↵	06 ↵
Task ID ↵	1.1 ↵
Overall success? ↵	Yes ↵
Clock Time ↵ ↳ ↳ ↳ 0:00 - 0:01 ↵ ↳ 0:01 - 0:02 ↵ ↳ 0:02 - 0:03 ↵ ↳	Task 1.1: Suppose you want to save the first chapter to a doc. ↵ ↳ Observation: ↵ 1. He finds the download icon (second one) at the function bar located upon the e-textbook. ↵ 2. Then it needs to select the reference type. ↵ 3. Then click on the 'download', and 'open the file'. ↵ Use comment: ↵ 'I was thinking to click the first icon at the bar, because it looks more like 'Download', I thought I can select which chapter I wanted in it, then I noticed the second icon, thus I realize the first one should be download the whole book.' ↵ ↳
Summary of key problems observed ↵	He tried to click the first icon but he didn't, but he did hesitate for a second on it. ↵ ↳
Other notes ↵	None ↵ ↳

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID	06
Task ID	1.2
Overall success?	Yes
Clock Time	Task 1.2: Suppose you want to save the full book to a doc.: ← Observation: ← 1. He click the first icon and it ask him to select the device. ← 2. Download Adobe and confirm the period. ← 3. Then click the download. ← User comment: ← 'I know where the download the whole book is, because I found it when I did last task, so it is pretty easy to make it.' ←
Summary of key	When the computer asked him to download the Adobe, he was a bit confused.
problems observed	←
Other notes	None ←

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID	06
Task ID	2.1
Overall success?	Only-with-help
Clock Time 0:00 - 0:02 0:03 - 0:09 0:09 - 0:13	Task 2.1: Suppose you want to get the whole content on page 359 to a doc. Observation: 1. He turn to page 359 by page turner, 2. Select the whole content on this page, press ctrl+c, then ctrl+v on the other file, but it failed. 3. Then he return to the e-textbook, noticed there is a copy function at the bar. Click on it and ctrl+c, that worked. User comment: 'I thought copy should be very easy just as the operation on every other content, but it isn't. Content cannot be copied on the page directly; it has to be copied within the box of copy function.'
Summary of key problems observed	Almost everyone think copy a whole page just need to select the content of this page and ctrl+c, but this doesn't work here, any content want copied should copy in the box.
Other notes	There is also a reference provided when use copy function.

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID ↵	06 ↵
Task ID ↵	2.2 ↵
Overall success? ↵	Yes ↵
Clock Time ↵ ↳ ↳ ↳ 0:00 - 0:02 ↵ 0:03 - 0:05 ↵ 0:06 - 0:09 ↵	Task 2.2: Suppose you want to get the second paragraph on page 362 to a doc. ↵ Observation: ↵ <ol style="list-style-type: none">With the experience of the task above, he turn to page 362. ↵Select the second paragraph and click the copy icon at the bar. ↵Then ctrl+c. ↵ User comments: ↵ 'Once I know how to copy the whole page, copy a single paragraph is getting easy.' ↵ ↳
Summary of key problems observed ↵	None ↵
Other notes ↵	There is also reference provided when use copy function. ↵ ↳

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID ↵	06 ↵
Task ID ↵	3.1 ↵
Overall success? ↵	Yes ↵
Clock Time ↵ ↳ ↳ 0:00 - 0:03 ↵ 0:04 - 0:06 ↵ 0:07 - 0:08 ↵ ↳ ↳	Task 3.1: Suppose you want to get a reference with MLA to a doc. ↵ ↳ Observation: ↵ <ol style="list-style-type: none">He was finding some function that can obtain the citation. ↵Then he click on the seventh icon which is obtain the citation. ↵Select the MLA type, ctrl+c. ↵ User comment: ↵ 'I was thinking this task should be found in the bar, and it truly does.' ↵ ↳
Summary of key problems observed ↵	None ↵ ↳
Other notes ↵	None ↵ ↳

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID ↵	06 ↵
Task ID ↵	3.2 ↵
Overall success? ↵	Yes ↵
Clock Time ↵ ↳ ↳ 0:00 - 0:03 ↵ 0:04 - 0:06 ↵ 0:07 - 0:08 ↵	Task 3.2: Suppose you want to export a reference with APA to a doc. ↵ ↳ Observation: ↵ <ol style="list-style-type: none">He was finding some function that can obtain the citation. ↵Then he click on the seventh icon which is obtain the citation. ↵Select the APA type, ctrl+c. ↵ User comment: ↵ 'I was thinking this task should be found in the bar, and it truly does.' ↵ ↳
Summary of key problems observed ↵	None ↵ ↳
Other notes ↵	None ↵ ↳

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID	06
Task ID	4.1
Overall success?	No
Clock Time	Task 4.1: Suppose you want to introduce the whole book to your friend. Observations: 1. He found the Sharing function at the bar, and click on it. 2. It provided a link and a sign says this link will lead to this page, but no options can lead to the whole page. 3. So he didn't find it. User comment: 'There is a sign said this link will lead to this page, but if I want to share the whole book to the other, this might be not accuracy.'
Summary of key problems observed	If user is at specific page, he share the link with others, the link will lead the other to this page instead of the first page.
Other notes	None

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID ↵	06 ↵
Task ID ↵	4.2 ↵
Overall success? ↵	Yes ↵
Clock Time ↵ ↳ ↳ ↳ 0:00 - 0:03 ↵ 0:04 - 0:09 ↵ 0:10 - 0:11 ↵ ↳	Task 4.2: Suppose you want to introduce page 356 of the book to your friend. ↵ Observations: ↵ <ol style="list-style-type: none">1. He turned to the page 356, and found the Sharing function at the bar. ↵2. And click on it, it provided a link and a sign says this link will lead to this page. ↵3. Then ctrl+c. ↵ User comment: ↵ <u>'This is much easier than the last task, because I've already know this.'</u> ↵
Summary of key problems observed ↵	None ↵
Other notes ↵	None ↵

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID	06
Task ID	5.1
Overall success?	Yes
Clock Time 0:00 - 0:03 0:04 - 0:08 0:09 - 0:11	Task 5.1: Suppose you want to save 369-375 pages on paper. Observations: 1. He click on the forth icon Print as PDF. 2. Type from 369 to 375. 3. Then 'continue' and 'open the file'. User comment: 'This task is pretty simple, everything is on the page, I don't need to figure anything out by myself.'
Summary of key problems observed	None
Other notes	None

Appendix - MiniAssignment - Xingran Li - Think Aloud

User ID ↵	06 ↵
Task ID ↵	5.2 ↵
Overall success? ↵	Yes ↵
Clock Time ↵ ↳ ↳ ↳ 0:00 - 0:03 ↵ 0:04 - 0:08 ↵ 0:09 - 0:11 ↵	Task 5.2: Suppose you are current in page 369, save current chapter on paper. ↵ Observations: ↵ 1. He click on the forth icon Print as PDF. ↵ 2. Select Current chapter. ↵ 3. Then 'Continue' and 'Open the file' ↵
Summary of key problems observed ↵	None ↵
Other notes ↵	None ↵

Appendix - MiniAssignment - Xingran Li - HE

Description of problem	Heuristics violated	Expert 1
Need to download Adobe when user want to download e-textbook for reading.	Flexibility and efficiency of use	1
Cannot copy by ctrl+c on the text; have to click the copy function to do it.	Consistency and standards.	2
The sharing link only can lead to the current page, cannot to the home page of this book.	User control and freedom	3

Appendix - Group roles and meetings

Team members and selected roles:

Member Name	Contact Details	Roles
Dongrui Wang	dwan7325@uni.sydney.edu.au	Leader
Jingqi Ma	jima4984@uni.sydney.edu.au	Recorder
Xingran Li	xili6654@uni.sydney.edu.au	Time keeper
Qijing Zhang	qzha7115@uni.sydney.edu.au	assistant
Ruixian Liu	rliu0898@uni.sydney.edu.au	assistant
Yuhao Xu	yuxu9943@uni.sydney.edu.au	assistant

Appendix - group meeting time

Time	Join Member	Outcome
Saturday 2021/09/04 19:30	6	Role decided
Monday 2021/09/06 19:00	6	First Version of the Report
Wednesday 2021/09/08 20:00	6	Second Version of the Report
Friday 2021/09/10 20:00	6	Final Version of the Report
Saturday 2021/09/11 20:00	6	Presentation <input type="checkbox"/>