		Mozilla	Firefox					Ор	era		
Task 1		Installin	g Mozilla	Firefox		Task 1		Inst	talling Op	era	
	I was able	to install Mozilla F	irefox without ma	ny unnecessary i	nteractions		I was	able to install Ope	ra without many u	nnecessary inter	actions
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	I was	able to install Mo	zilla Firefox succe	essfully and comp	oletely		I	was able to instal	l Opera successfu	illy and complete	у
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	The style /	appearance of Mo	zilla Firefox enha	nced the installat	ion process		The st	yle / appearance o	alling Opera a without many unnecessary interactions  3 - Neutral	orocess	
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	Th	is process was no	t critically hindere	d by small mistal	res		Th	nis process was no	t critically hindere	d by small mistal	es
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Tolerant						TOICIAIIL					
		It was very easy to	learn how to ins	tall Mozilla Firefo	x			It was very ea	sy to learn how to	install Opera	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leain						Leam					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 2		Installi	ng an ext	ension		Task 2		Installi	ng an ext	ension	
		It was a quick	process to install	an extension				It was a quick	process to install	an extension	
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was al	ble to install an ex	tension				I was a	ble to install an ex	tension	
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	The style / a	ppearance of the	browser aided in	the installation of	an extension		The style / a	appearance of the	browser aided in t	he installation of	an extension
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It was eas	y to recover from i	mistakes made dı	uring the installati	on process		It was eas	sy to recover from	mistakes made du	ring the installati	on process
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Tolerant						Tolerani					
		I could repeat thi	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
LGaill						LGaill					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 3		Change tl	ne defaul	t font size	е	Task 3		Change tl	ne default	t font size	)
	It was	a simple and quid	ck process to cha	nge the default fo	nt size		It was	s a simple and qui	ck process to char	nge the default fo	nt size
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	Iw	as able to change	the default font s	ize of Mozilla Fire	efox			I was able to cha	ange the default fo	ont size of Opera	
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	The interfa	ace of Mozilla Fire	fox made changin	g the default font	size easier		The ir	nterface of Opera r	a made changing the default font size easier		
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It w	as easy to recove	r from errors mad	e during this prod	cess		It v	vas easy to recove	r from errors mad	e during this prod	ess
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Tolerant						Tolerani					
		I could repeat th	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
LGaiii						LGaill					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 4		Change	e the hon	nepage		Task 4		Chang	e the hon	nepage	
	10	changed the home	epage in a reason	able amount of tir	ne		I	changed the home	epage in a reason	able amount of tir	ne
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was abl	e to change the h	omepage				I was abl	e to change the h	omepage	
Effective	1 - Strongly Disagree 2 - Disagree 3 - Neutral 4 - Agree 5 -					Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	TI	ne visual design of	f Mozilla Firefox m	nade this task eas	sier			The visual design	gn of Opera made	this task easier	
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	There w	as clear feedback	from Mozilla Firef	ox when I made	a mistake		The	re was clear feedb	ack from Opera w	hen I made a mis	stake
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Tolerant						Tolerant					
		I could repeat th	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leaiii						Leani					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 5		Change th	ne browse	er's them	е	Task 5	5 Change the browser's theme				
	I was able to	change the them	e of the browser in	n a reasonable a	mount of time		I was able to	change the them	e of the browser in	n a reasonable ar	nount of time
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was able to	change the brow	vser's theme				I was able to	change the brow	ser's theme	
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		The visual design	of the browser ma	nde this task easi	er		The visual design of the browser made this task easier				
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It was eas	y to identify and re	cover from mistak	kes made during	this process		It was eas	y to identify and re	cover from mistak	es made during t	his process
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Tolerani						Tolerant					
		I could repeat th	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leaiii						LGaill					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 6	Ch	ange the	default se	earch eng	jine	Task 6	Change the default search engine				
	It took a r	easonable amoun	t of time to chang	e the default sear	rch engine		It took a	reasonable amour	it of time to chang	e the default sear	ch engine
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was able to c	hange the default	search engine				I was able to c	hange the default	search engine	
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	The visu	al design of Mozill	a Firefox aided in	my completion o	f this task		The visual design of Opera aided in my completion of this task				
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It was e	easy to identify and	d recover from mis	stakes during this	process		It was e	easy to identify and	d recover from mis	stakes during this	process
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Tolerani						Tolerant					
		I could repeat th	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leaiii						LGaill					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 7	Cle	ar the inte	ernet brov	wsing his	tory	Task 7	Cle	ar the inte	ernet brov	vsing his	tory
	It was	appropriately simp	ole and quick to c	lear the browsing	history		It was	appropriately sim	ple and quick to cl	ear the browsing	history
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was able t	to clear this brows	ser's history				I was able	to clear this brows	er's history	
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	The vis	ual design of the b	prowser made this	s task easier to a	ccomlish		The vis	sual design of the	browser made this	is task easier to accomlish	
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It was e	asy to identify and	d recover from mis	stakes during this	process		It was e	easy to identify an	d recover from mis	takes during this	process
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
TOICIAIIL						Tolerant					
		I could repeat thi	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leam						LGaill					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 8	Save	the login i	informati	on of a w	ebsite	Task 8	Save the login information of a website				
	I w	as easily able to s	ave my login info	rmation for a web	site		l w	as easily able to	save my login infor	mation for a web	site
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was able to save	the login informa	ation for a website	Э			I was able to save	e the login informa	tion for a website	:
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	There were ap	propriate visual ai	ids from the brow	ser that helped m	ne store my info		There were appropriate visual aids from the browser that helped me store my info				
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree		1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It was e	easy to identify and	d recover from mis	stakes during this	process		It was e	easy to identify an	d recover from mis	stakes during this	process
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
TOTETATIL						Tolerani					
	1 (	could save anothe	r website's login v	ery easily next ti	me		10	could save anothe	er website's login v	ery easily next tir	ne
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leam						LGaill					
Comments	s					Comments					

		Mozilla	Firefox					Ор	era		
Task 9		Uninst	all an ext	ension		Task 9		Uninst	all an ext	ension	
		It was quick ar	nd easy to uninsta	Il an extension				It was quick a	nd easy to uninsta	II an extension	
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was abl	e to uninstall an e	extension				I was ab	le to uninstall an e	extension	
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	T	he visual design o	f Mozilla Firefox a	ided in this proce	ess		Т	he visual design o	of Mozilla Firefox a	ess	
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It was e	easy to identify and	d recover from mis	stakes during this	process		It was e	easy to identify an	d recover from mis	stakes during this	process
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
TOTETATIL						Tolerani					
		I could repeat thi	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leani						LGaill					
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 10	Open	the brow	ser's dev	eloper co	nsole	Task 10	Open	the brow	ser's dev	eloper co	nsole
		It was quick and e	easy to open the o	leveloper console	;			It was quick and	easy to open the d	eveloper console	
Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Efficient	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
		I was able to	o open the develo	per console				I was able t	o open the develo	per console	
Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Effective	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	The vis	sual design of the	browser made op	ening the console	e easier		The visual design of the browser made opening the console easier				
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	It was e	easy to identify and	d recover from mis	stakes during this	process		It was e	easy to identify an	d recover from mis	takes during this	process
Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Error Tolerant	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Tolerant						Tolerant					
		I could repeat th	is task once more	with much ease				I could repeat th	is task once more	with much ease	
Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	Easy to Learn	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
Leain						Leam					
Comments						Comments					