Mozilla Firefox

Task 1	Installing Mozilla Firefox				
Efficient	I was able to install Mozilla Firefox without many unnecessary interactions				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to install Mozilla Firefox successfully and completely				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The style / appearance of Mozilla Firefox enhanced the installation process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	This process was not critically hindered by small mistakes				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	It was very easy to learn how to install Mozilla Firefox				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera

Task 1	Installing Opera				
Efficient	I was able to install Opera without many unnecessary interactions				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to install Opera successfully and completely				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The style / appearance of Opera enhanced the installation process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	This process was not critically hindered by small mistakes				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	It was very easy to learn how to install Opera				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox					
Task 2	**Installing an extension**				
Efficient	It was a quick process to install an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to install an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The style / appearance of the browser aided in the installation of an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to recover from mistakes made during the installation process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera					
Task 2	**Installing an extension**				
Efficient	It was a quick process to install an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to install an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The style / appearance of the browser aided in the installation of an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to recover from mistakes made during the installation process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox					
Task 3	**Change the default font size**				
Efficient	It was a simple and quick process to change the default font size				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the default font size of Mozilla Firefox				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The interface of Mozilla Firefox made changing the default font size easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to recover from errors made during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera					
Task 3	**Change the default font size**				
Efficient	It was a simple and quick process to change the default font size				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the default font size of Opera				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The interface of Opera made changing the default font size easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to recover from errors made during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox					

Task 4	**Change the homepage**				
Efficient	I changed the homepage in a reasonable amount of time				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the homepage				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of Mozilla Firefox made this task easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	There was clear feedback from Mozilla Firefox when I made a mistake				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera					

Task 4	**Change the homepage**				
Efficient	I changed the homepage in a reasonable amount of time				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the homepage				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of Opera made this task easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	There was clear feedback from Opera when I made a mistake				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox					
Task 5	**Change the browser's theme**				
Efficient	I was able to change the theme of the browser in a reasonable amount of time				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the browser's theme				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of the browser made this task easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes made during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera					
Task 5	**Change the browser's theme**				
Efficient	I was able to change the theme of the browser in a reasonable amount of time				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the browser's theme				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of the browser made this task easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes made during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox				

Task 6	Change the default search engine			
Efficient	It took a reasonable amount of time to change the default search engine			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the default search engine			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of Mozilla Firefox aided in my completion of this task			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments				

Opera				

Task 6	Change the default search engine			
Efficient	It took a reasonable amount of time to change the default search engine			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to change the default search engine			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of Opera aided in my completion of this task			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease			
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments				

Mozilla Firefox					

Task 7	Clear the internet browsing history				
Efficient	It was appropriately simple and quick to clear the browsing history				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to clear this browser's history				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of the browser made this task easier to accomlish				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera					

Task 7	Clear the internet browsing history				
Efficient	It was appropriately simple and quick to clear the browsing history				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to clear this browser's history				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of the browser made this task easier to accomlish				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox					

Task 8	**Save the login information of a website**				
Efficient	I was easily able to save my login information for a website				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to save the login information for a website				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	There were appropriate visual aids from the browser that helped me store my info				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could save another website's login very easily next time				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera					

Task 8	**Save the login information of a website**				
Efficient	I was easily able to save my login information for a website				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to save the login information for a website				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	There were appropriate visual aids from the browser that helped me store my info				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could save another website's login very easily next time				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox					
Task 9	**Uninstall an extension**				
Efficient	It was quick and easy to uninstall an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to uninstall an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of Mozilla Firefox aided in this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Opera					
Task 9	**Uninstall an extension**				
Efficient	It was quick and easy to uninstall an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to uninstall an extension				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of Mozilla Firefox aided in this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Mozilla Firefox						Opera					

Task 10	Open the browser's developer console				
Efficient	It was quick and easy to open the developer console				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to open the developer console				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of the browser made opening the console easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					

Task 10	Open the browser's developer console				
Efficient	It was quick and easy to open the developer console				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Effective	I was able to open the developer console				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Engaging	The visual design of the browser made opening the console easier				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Error Tolerant	It was easy to identify and recover from mistakes during this process				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Easy to Learn	I could repeat this task once more with much ease				
	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
	☐	☐	☐	☐	☐
Comments					