		Mozilla	Firefox					Ор	era		
Task 1		Installin	g Mozilla	Firefox		Task 1		Ins	talling Op	era	
	I was able	to install Mozilla F	irefox without ma	ny unnecessary	interactions		I was	able to install Ope	era 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
					\checkmark						\checkmark
	I was	s able to install Mo	zilla Firefox succe	essfully and com	pletely		ı	was able to instal	ll Opera successfu	illy and complete	ly
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
					\checkmark						\checkmark
	The style /	appearance of Mo	zilla Firefox enha	nced the installa	tion process		The st	yle / appearance o	of Opera enhance	d the installation	process
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
				\checkmark							\checkmark
	Th	is process was no	t critically hindere	ed by small mista	kes		Th	nis process was no	ot critically hindere	d by small mistal	kes
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					\checkmark
		It was very easy to	learn how to ins	tall Mozilla Firefo	х			It was very ea	asy 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
Leam					\checkmark	Leam					\checkmark
Comments	Had to drag the a	application to the f	older, the installa	tion was not unm	ounted at the end	Comments		Re	quired only one cl	ick	

		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
					\checkmark					✓	
		I was al	ole 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
					\checkmark						\checkmark
	The style / a	ppearance of the	browser aided in	the installation of	an extension		The style / a	appearance of the	browser aided in	extension 4 - Agree S - Strong Agree extension 4 - Agree 5 - Strong Agree Agree in the installation of an extension 4 - Agree during the installation process 4 - Agree 5 - Strong Agree core with much ease 4 - Agree 5 - Strong Agree Fore with much ease 4 - Agree 5 - Strong Agree Fore with much ease	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	ion process		It was eas	sy to recover from	mistakes made dı	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
TOICIAIIL					\checkmark	TOICIAIIL					\checkmark
		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					\checkmark	Leani					\checkmark
Comments	I did not find	d any native install	ation button, I had	d to look up exter	nsions online	Comments		Also no native	extensions buttor	, I looked it up	

		Mozilla	Firefox					Ор	era		
Task 3		Change th	ne defaul	t font size	е	Task 3		Change t	he default	t font size	e
	It was	a simple and quid	k 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
					\checkmark						\checkmark
	I w	as able to change	the default font s	ize of Mozilla Fire	efox			I was able to cha	ange the default font size of Opera 3 - Neutral 4 - Agree 5 - Stron Agree nade changing the default font size easier 3 - Neutral 4 - Agree 5 - Stron		
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
					\checkmark					\checkmark	
	The interfa	ace of Mozilla Firet	ox made changin	g the default font	size easier		The in	nterface of Opera	made changing the	e default font size	e 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 pro	cess		It v	vas easy to recove	er from errors mad	e during this prod	cess
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					\checkmark	Tolerant					\checkmark
		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					\checkmark	LGaill					\checkmark
Comments						Comments					

		Mozilla	Firefox					Ор	era		
Task 4		Change	e the hon	nepage		Task 4		Chang	e the hon	nepage	
	10	changed the home	page in a reason	able amount of ti	me		I	changed the home	epage in a reason	able amount of ti	me
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
					\checkmark		✓				
		I was abl	e to change the h	omepage	I was able to change the homepage						
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
					\checkmark		~				
	TI	ne visual design of	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
					\checkmark		✓				
	There wa	as clear feedback	from Mozilla Firef	ox when I made	a mistake		The	re was clear feedb	ack from Opera w	vhen I made a mi	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
TOICIAIIL					\checkmark	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
Leam					\checkmark	LGaill	~				
Comments	There i	is a nicely labelled	tab called 'Home	' in the preferenc	es page	Comments	Couldn't find a	anything about cha	nging the homepa preferences	age, not even afte	er searching all

		Mozilla	Firefox					Ор	era		
Task 5	(Change th	e browse	er's them	е	Task 5		Change th	ne browse	er's them	е
	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 i	n a reasonable a	mount 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
					\checkmark						✓
		I was able to	change the brow	ser's theme		I was able to change the browser'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
					\checkmark					~	
	-	The visual design	of the browser ma	ide this task easi	er			The visual design	of the browser ma	nde this task easi	er
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
					\checkmark			~			
	It was easy	y to identify and re	cover from mistak	es made during	this process		It was eas	y to identify and re	cover from mistal	kes made 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					\checkmark	Tolerant					\checkmark
		I could repeat th	is task once more	with much ease				I could repeat th	over from mistakes made during this process 3 - Neutral 4 - Agree 5 - Strong Agree 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					\checkmark	LGaiii					~
Comments		Very easy, for	und the buttons a	nd everything		Comments	The theme really	y only changed the find a bu	e new-page look, v tton for this, had t		ect. Also couldn't

		Mozilla	Firefox					Ор	era		
Task 6	Cha	ange the	default se	earch eng	gine	Task 6	Ch	ange the	default se	earch eng	jine
	It took a r	easonable amoun	t of time to chang	e the default sea	rch engine		It took a i	reasonable amour	nt of time to chang	e the default sea	rch 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
					\checkmark						\checkmark
		I was able to cl	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
					\checkmark						\checkmark
	The visu	al design of Mozill	a Firefox aided in	my completion of	of this task		The	visual design of C	pera aided in my	completion of this	s 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
					\checkmark						\checkmark
	It was e	easy to identify and	recover from mis	stakes during this	process		It was e	easy to identify and	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					\checkmark	Tolerant					\checkmark
		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					\checkmark	Leaiii					\checkmark
Comments	Very	easy and quick, pi	re-available list of	default search e	ngines	Comments		Nice pre-availa	able list of default	search engines	

		Mozilla	Firefox					Ор	era		
Task 7	Cle	ar the inte	rnet brov	vsing his	story	Task 7	Cle	ar the inte	ernet brov	wsing his	tory
	It was	appropriately simp	ole and quick to cl	ear the browsing	history		It was	appropriately sim	ple and quick to c	lear 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
					\checkmark					✓	
		I was able t	o clear this brows	er's history				I was able	to clear this brows	ser'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
					\checkmark						✓
	The vis	ual design of the b	prowser made this	task easier to a	ccomlish	The visual design of the browser made this task easier to				s task easier to a	ccomlish
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
					\checkmark				✓		
	It was e	easy to identify and	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
TOICIAIIL					\checkmark	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
Leam					\checkmark	LGaiii			✓		
Comments	Very	easy and gave ni	ce warning when	deleting all inforr	mation	Comments	Hard to find the	clear browsing da	ata' button, it was menus	kind of tucked av	way in one of the

		Mozilla	Firefox					Ор	era		
Task 8	Save	the login i	informati	on of a w	ebsite	Task 8	Save	the login	informati	on of a w	ebsite
	I w	as easily able to s	ave my login info	mation for a web	site		Iw	as easily able to s	ave my login info	rmation 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	ition for a website	9			I was able to save	e the login informa	ation 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
					\checkmark				~		
	There were ap	propriate visual ai	ds from the brows	ser that helped m	ne store my info		There were ap	ppropriate visual a	ids from the brow	ser that helped m	e store my info
Engaging	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	ıly	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
					\checkmark					✓	
	It was e	easy to identify and	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
TOICIAIIL					\checkmark	Tolerant		~			
	Lo	could save anothe	r website's login v	ery easily next ti	me		1	could save anothe	r website's login v	ery easily next tir	me
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					\checkmark	Leani			✓		
Comments	Very easy, tl	he prompt appeare	ed immediately an information	d even allowed r	me to edit my	Comments		prompt did not eve e, but disappeared			

		Mozilla	Firefox					Ор	era		
Task 9		Uninst	all an ext	ension		Task 9		Uninst	all an ext	ension	
		It was quick ar	id easy to uninsta	II an extension				It was quick ar	nd easy to uninsta	III 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 able to uninstall an 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
					\checkmark						✓
	T	he visual design o	f Mozilla Firefox a	ided in this proce	ess		Т	he visual design o	f Mozilla Firefox a	Agree Agree Agree Agree Agree Agree Agree Fefox aided in this process Agree Fefox aided in this process Agree Fefox aided in this process Agree Ferox aided in this process Final 4 - Agree 5 - Strongly Agree Form mistakes during this process Final 4 - Agree 5 - Strongly Agree Ferox aided in this process Final 4 - Agree 5 - Strongly Agree Ferox aided in this process Final 5 - Strongly Agree Final 5 - Strongly Agree Final 5 - Strongly Agree Final 5 - Strongly Agree	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
					\checkmark						\checkmark
	It was e	easy to identify and	I 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
TOICIAIIL		✓				Tolerant					\checkmark
		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					\checkmark	Leani					\checkmark
Comments	Very quick and e	easy, but if I accide	entally removed the option	ne wrong one the	ere was no 'undo'	Comments	Quick right-cli				. There I could

		Mozilla	Firefox					Ор	era		
Task 10	Open	the brow	ser's dev	eloper co	onsole	Task 10	Open	the brow	ser's dev	eloper co	onsole
		It was quick and e	easy to open the d	leveloper console	;			It was quick and e	easy to open the d	leveloper 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 to	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
				~							\checkmark
	The vis	sual design of the	browser made op	ening the console	e easier		The vi	sual design of the	browser made op	ening the console	e 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
		✓									\checkmark
	It was e	asy to identify and	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
TOICIAIIL		✓				TOICIAIIL					\checkmark
		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
Leam		✓				Leani					\checkmark
Comments		y different 'console onfusing. I am not				Comments	Taskbar item lal	belled "Developer"	which had little o	ptions and brougl	ht me right to the