# Usability Interview for Lego Set Checklist Creator

1. Enter "Participant ID" below *

   _____

### Errors/Bugs

2. Did you find any errors on the website *

   *Mark only one oval.*

   ( ) Yes

   ( ) No

3. If answered "Yes" above, what were the errors and where where they discovered?

   _____
   _____
   _____
   _____
   _____

### Use System Frequently

4. Why would you use frequently on PC/Laptop?

   _____
   _____
   _____
   _____
   _____

5.  Why wouldn't you use frequently on PC/Laptop?

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6.  Why would you use frequently on mobile?

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7.  Why wouldn't you use frequently on mobile?

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Complexity

8.  Why did you find the PC/Laptop System complex

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9. Why did you find the Mobile System complex

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Ease of Use

10. Why did you think the PC/Laptop Website was easy to use

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11. Why did you think the PC/Laptop Website was not easy to use

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12. Why did you think the Mobile Website was easy to use

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13. Why did you think the Mobile Website was not easy to use

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## Technical Support

14. Why would you require technical support on PC/Laptop?

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15. Why would you require technical support on Mobile?

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## Functions of the System

16. Why did you disagree that functions of the system were well integrated on PC/Laptop?

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17. Why did you disagree that functions of the system were well integrated on Mobile?

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Consistancy

18. If answered inconsistant to PC/Laptop, what made it inconsistant?

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19. If answered consistantto PC/Laptop, what made it consistant?

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20. If answered inconsistant to mobile, what made it inconsistant?

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21. If answered consistant to mobile, what made it consistant?

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22.  If answered inconsistant between PC/Laptop and mobile, what is inconsistant between them?

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23.  If answered consistant between PC/Laptop and mobile, what is consistant between them?

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Others Learning to use the system

24.  Why did you think most people would struggle to learn this system very quickly on PC/Laptop?

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25.  Why did you think most people wouldn't struggle to learn this system very quickly on PC/Laptop?

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26. Why did you think most people would struggle to learn this system very quickly on mobile?

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27. Why did you think most people wouldn't struggle to learn this system very quickly on mobile?

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Cumbersome

28. Why do you think the system is cumbersome on PC/Laptop?

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29. Why do you think the system is cumbersome on Mobile?

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Confidence of Use

30. Why were you confident using the PC/Laptop version

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31. Why were you not confident using the PC/Laptop version

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32. Why were you confident using the mobile version

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33. Why were you not confident using the mobile version

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Things to learn

34. Why do you think you need to learn things to use the PC/Laptop system and what would they be?

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35. Why do you think you need to learn things to use the mobile system and what would they be?

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Identify location in system

36. What made it easy to identify where you currently were in the PC/Laptop system?

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37. Why did you find it hard to find to identify where you were in the PC/Laptop system?

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38. What would you like to see to improve this for PC/Laptop?

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39. What made it easy to identify where you currently were in the Mobile system?

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40. Why did you find it hard to find to identify where you were in the Mobile system?

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41. What would you like to see to improve this for Mobile?

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Button and Link Usage

42. Why did you find it easy to understand what buttons/links do on PC/Laptop?

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43. Why did you find it hard to understand what buttons/links do on PC/Laptop?

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44. Why did you find it easy to understand what buttons/links do on Mobile?

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45. Why did you find it hard to understand what buttons/links do on Mobile?

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Compeletion

46. Why do you think you have complete an action once you have started it on PC/Laptop?

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47. Why don't you think you have complete an action once you have started it on PC/Laptop?

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48. Why do you think you have complete an action once you have started it on Mobile?

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49. Why don't you think you have complete an action once you have started it on Mobile?

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Notified of mistakes

50. Why do you think you are not notified of mistakes on PC/Laptop?

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51. What helps you become notified of mistakes on PC/Laptop?

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52. Why do you think you are not notified of mistakes on Mobile?

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53. What helps you become notified of mistakes on Mobile?

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Error Help

54. Why do you believe it is not clear what to do to fix an error on PC/Laptop?

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55. What do you think is useful to help you fix errors on PC/Laptop?

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56. Why do you believe it is not clear what to do to fix an error on Mobile?

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57. What do you think is useful to help you fix errors on Mobile?

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System Help

58.  Why do you think the system provides adequate help on PC/Laptop?

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59.  Why do you think the system does not provide adequate help on PC/Laptop?

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60.  Why do you think the system provides adequate help on Mobile?

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61.  Why do you think the system does not provide adequate help on Mobile?

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Improvements

62.    Are there any improvements that you think should be made to the website UI

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