Rater’s Guide

Reclassify whenever you see a discovery report that does not seem consistent with (1) the full discovery report, and (2) the definitions below. If how to classify is ambiguous or the existing classification seems correct, then do not reclassify.

**Reclassification 1**

Task Oriented – the user was using the software for a task during or directly preceding the discovery.

**Reclassification 2**

|  |  |
| --- | --- |
| Chance: I discovered the feature by chance | The user did not expect to discover the feature prior to discovery. |
| Learning: I was in the process of purposefully learning how to use the software. | The user was engaged in a learning activity (such as being showed how to use the software or how to perform their job) before the discovery tool place. |
| Transfer: I had a problem, so I looked for a feature to solve that problem | The user sought out the feature because she needed it. |
| Other (report reason) | Doesn’t fit in to above categories |

**Reclassification 3**

|  |  |
| --- | --- |
| Paper documentation |  |
| Accident (post add) | The user accidentally did something and noticed the feature (clicked menu item on accident, for instance) |
| Guess (post add) | The user guessed where the feature can be found or how it is invoked (guess hotkey, for instance) |
| Web page made by software vendor | Web page specifically mentions the tool |
| Web page made by someone else | Web page specifically mentions the tool |
| Found it in the software’s user interface | Hunted around for feature in the user interface |
| Someone recommended it |  |
| Noticed someone else using it | Noticed someone using it either directly (over the shoulder) or indirectly (through unprompted email, for example) |
| Asked someone (in person or by phone) |  |
| Sent an email or posted request for help | The user himself sends an email or asks for help |
| Application Help System | The help system supplied with the software (typically from the help menu), either online or otherwise |
| Other (report reason) | Doesn’t fit in to above categories |