5427 Usability Engineering

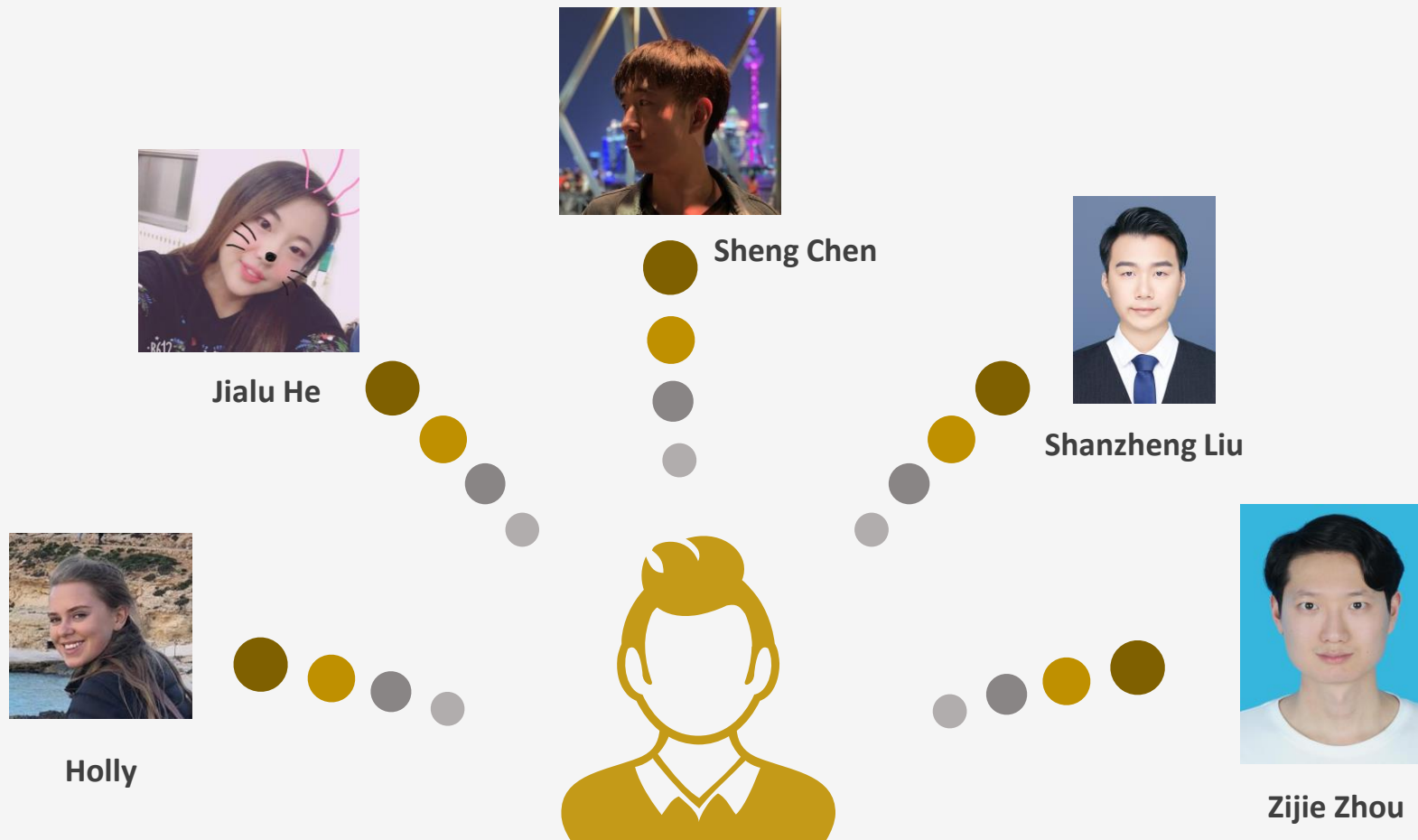Assignment 1, Team 3, T16D

THE UX

Process and g
for ensuring a

EVA

veri

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Capturing Content For Use Outside of The e-Book Reader

1   **Transfer text to a word document.**

> **1.1 Suppose you wanted to transfer the contents of page 170 and paste it on a new word document, how would you go about doing this?**
>
> **1.2 Suppose you wanted to transfer the first paragraph of page 55 to a new word document, how would you go about doing this?**

2   **Export content of the e-Textbook.**

> **2.1 Suppose you wanted to export the pages 15-24 onto your computer, how would you go about doing this?**
>
> **2.2 Suppose you want to export chapter 10 (UX Goals, Metrics, and Targets), how would you do this?**

3   **Get a hard copy of a page of the e-Textbook.**

> **3.1 Suppose you wanted to get the hard copy of pages 170-173, how would you go about doing this?**
>
> **3.2 Suppose you wanted to get the hard copy of chapter 10, how would you go about doing this?**

4   **Transform the e-textbook so it can be read offline using an e-reader.**

> **4.1 Suppose you wanted to read the full text offline on your personal computer for 7 days, how would you do this?**
>
> **4.2 Suppose you wanted to read the full text offline on a shared, non-private computer for 3 days, how would you do this?**

5   **Generate an e-textbook reference and transfer it to various platforms.**

> **5.1 Suppose you wanted to generate a reference in Vancouver style of "The UX Book" and paste it to a new word document, how would you do this?**
>
> **5.2 Suppose you wanted to generate a reference in APA style of "The UX Book" and export it to EndNote. How would you do this?**
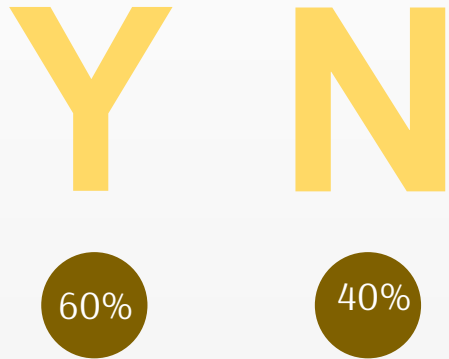
About The Participants
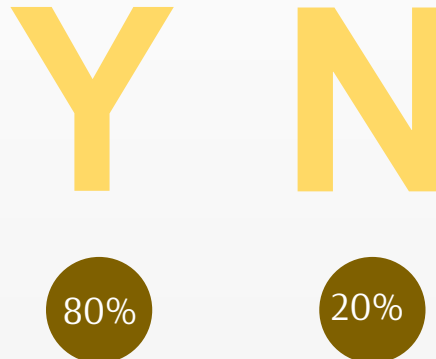
Part 2

Demographics and Background of Participants

Demographic Data Collected	P1	P2	P3	P4	P5
Age?	30-50	18-29	30-50	18-29	18-29
Is English your first language?	Y	N	N	N	N
Have you studied at University (currently studying/have studied/have never studied)?	Have studied	Currently studying	Have studied	Currently studying	Currently studying
How many years experience have they had using a computer?	20 years	15 years	15 years	14 years	16 years
How often would you read an e-book?	Once a year	3 times a week	once a week	once a week	twice a week
What kind of devices do you usually use to read?	Hardcopy novels, laptop, mobile phone	Laptop/ Mobile phone	Laptop/ Mobile phone	Laptop/ Mobile phone	Laptop/ Mobile phone
Have you used this interface before?	N	Y	N	N	N

Visual Representation Of Demographics

Had they used the interface before?

Y 60%   N 40%

Had they used an e-textbook before?

Y 80%   N 20%

Are they a university student?

40% — *Have been to university in the past*

60% — *Student at university*
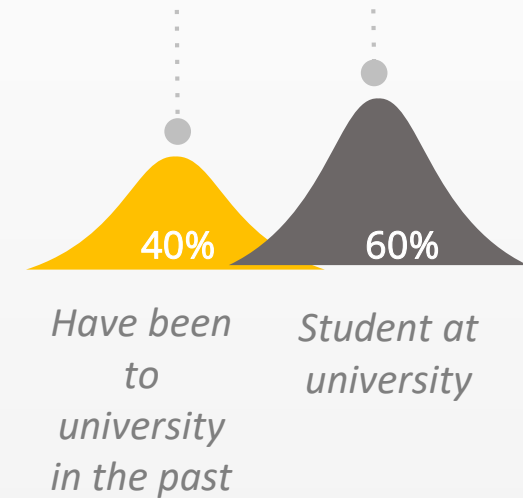
English as a first language?

Y 20%

N 80%

Age

18-29	30-50
3	2
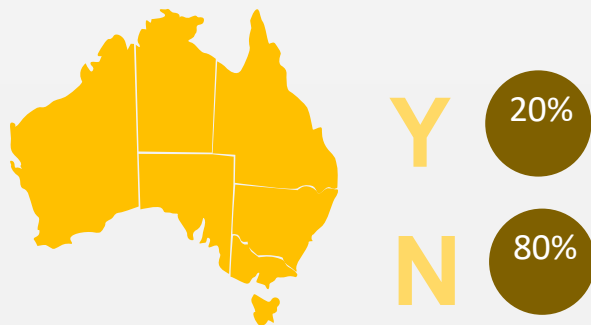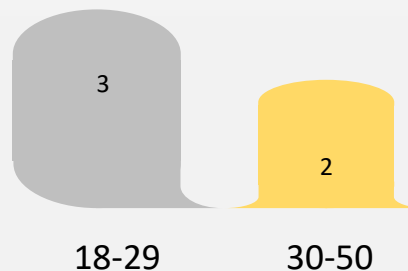
Source: 5427 T16D Group3 5 Participants

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Rationale for the Demographic Information

Demographic Data Collected	Rationale
Age?	The target user of this e-textbook is a higher education student and hence, we wanted our sample to represent this target audience. Age of participants was collected to ensure our participants were within the age range of 15-64, the age range of higher education students in Australia (less than 1% of students are outside of this age range) (ABS, 2013).
Is English your first language?	Speaking English as a second language may induce difficulties relating to understanding the tasks or other factors independent of the e-textbook interface design. We needed to be wary of this when conducting our analysis of the findings.
Have you studied at university (currently studying/have studied/have never studied)?	The target user of this e-textbook is a university level student. Thus, we wanted our sample for this experiment to reflect present university students, or students who have studied at university in the past.
How many years experience have you had using a computer?	Computer literacy may affect the experimental results and induce anomalous results that are more indicative of one's ability to use a computer, rather than ability using the particular textbook. We needed to be wary of this.
Have you used an e-textbook before?	The user's familiarity with the e-textbook may affect the experimental results. More experienced users may miss obvious design flaws in the interface as they are used to navigating around these issues already.
What kind of devices do you usually use to read?	The habit of using devices may lead to different responses from participants and it is useful to be aware of this.
Has you used this interface before?	If someone was already familiar with this particular platform, it may have given less of an accurate indication of the true interface pain points and their experience may have masked the interface difficulties.

Think Alouds

Part 3

Performance Data For All Users

Task	P1	P2	P3	P4	P5
1.1	🟢	🟢	❌	🟢	🟢
1.2	🟢	🟢	❌	🟢	🟢
2.1	❌	⚪	❌	⚪	⚪
2.2	🟢	🟢	🟢	🟢	🟢
3.1	🟢	🟢	⚪	🟢	🟢
3.2	🟢	🟢	❌	🟢	🟢
4.1	🟢	🟢	🟢	🟢	❌
4.2	❌	⚪	🟢	🟢	⚪
5.1	🟢	🟢	🟢	🟢	🟢
5.2	🟢	🟢	🟢	🟢	🟢

🟢 Succeeded

⚪ Succeeded only with help

❌ Failed

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Qualitative Observations Over All Users

	Summary of observations, errors and comments
Task 1.1	All participants tried to use shortcuts to copy and paste (command-c or right-click-and copy respectively), but were unsuccessful.
Task 1.2	All participants except P3 found the task to be straightforward. P3 said it is really inconvenience if we could use command-+c so she didn't finish this task.
Task 2.1	P1, P2 and P4 could not find the correct e-textbook function (without assistance) to complete this task. P3 used an incorrect method to complete the task. P5 found it is easy to misunderstand the task's meaning.
Task 2.2	All participants found this task to be straightforward.
Task 3.1	P2 and P5 found this task to be straightforward. P1, P3 and P4 found the printer icon was not indicative of the function it actually performed.
Task 3.2	P1, P2, P4 and P5 found this task to be straightforward. P3 found that the buttons "Chapter Download" and "Print to PDF" have similar functions and as a result, this was confusing.
Task 4.1	P1 found the task difficult as metaphors for 'downloading', 'exporting' and 'copying' present in the toolbar are all very similar and have similar functions. P2 found it difficult as there were too many steps. P3 and P4 found this task to be straightforward. P5 found they could not download the book without changing the usyd account.
Task 4.2	P1, P2, P5 and P3 found they could not download the e-textbook for a second time when it is already downloaded. P4 performed the task successfully using a new usyd account.
Task 5.1	P2, P3,P4 and P5 found the task to be straightforward. P1 was confused by the multiple functions that generated a reference as part of their role e.g. printing, and exporting as a PDF.
Task 5.2	P1,P2 P3 and P5 found task to be straightforward. P4 thought that the button "EndNote/Citavi" was easy to be ignore because its colour was the same as the background of the pop-ups.

Summary of Interface Strengths and Problems From All Data

Strengths

- Provides a great deal of **functionality for capturing content**. For example, it allows you to export pages and chapters as PDFs, and download the entire book onto an e-reader. It also allows you to copy content.

- The interface **efficiently generates citations** in one's chosen citation style.

- Each chapter is divided clearly and this makes it easy to **transfer whole chapter accurately**.

- The interface offers **multiple options** for reading content offline, such as exporting to a PDF or downloading onto an e-reader. This enables users to make use of the interface when not connected to wifi.

Weaknesses

- The **flexibility and efficiency** of use of the textbook was compromised by several issues:
-- Users were confused by **the multiple actions with similar functions** e.g. "export to PDF", "print to PDF", "download chapter" and "export chapter". The metaphors used to represent these functions did not provide further clarity on the differences between them, and there was a lack of help or documentation explaining said differences.

-- The interface did not supply the functionality of **printing**. Rather, the printer metaphor lead to the interface producing a PDF.

-- Users were not able to use **the command-c keyboard** shortcut to copy information. Rather, they had to undergo a lengthy operation to copy any content.

Heuristic Evaluations

Part 4

Summary of Heuristics Violated

Description of problem	Heuristics violated	Student 1	Student 2	Student 3	Student 4	Student 5	Average
Keyboard shortcut command-+c does not work for this textbook.	Flexibility and efficiency of use.	3	3	4	3	3	**3.2**
Must be on the first page of the desired chapter for the download 'current chapter' function to work. Otherwise, the E-texbook just downloads the single page you are on.	Flexibility and efficiency of use.	3	2	3	4	4	**3.2**
Couldn't print directly, had to print to PDF, then print from here with no instructions to guide you.	Visibility of the system status.	1	4	4	2	3	2.8
Lack of help and documentation regarding using associated programs needed to run e-reader and how to use the e-reader itself.	Help and documentation	1	3	2	1	2	1.8
The 'download', 'export to PDF' and 'print to PDF' are all quite similar functions and the e-textbook does not make it clear how they differ.	Help and documentation.	3	2	3	2	3	2.6

Radar Chart

From The Heuristics Evaluation

Heuristics Evaluation
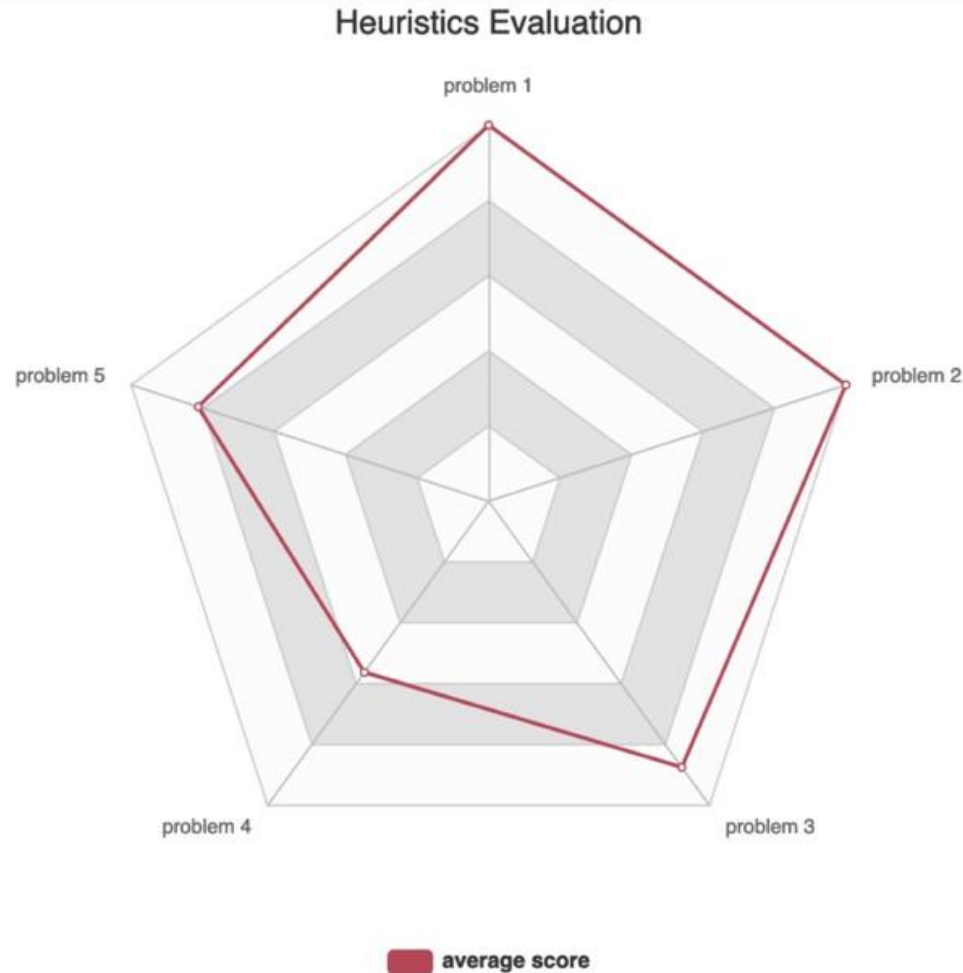
The Most Important Problems

3.2 **Problem 1:** The keyboard shortcut command-+c does not work for this textbook.

3.2 **Problem 2:** The 'current chapter' function is inefficient

2.8 **Problem 3:** Users cannot print directly from the interface

1.8 **Problem 4:** Lack of help and documentation

2.6 **Problem 5:** 'download', 'export to PDF' and 'print to PDF' are all quite similar functions

Screenshots Of The Most Important Problems

Right-click mouse selection and keyboard shortcut command-+c for copy does not work for this textbook.
--Flexibility and efficiency of use.

3. Instead, users must highlight the text and press this icon. This is not intuitive.
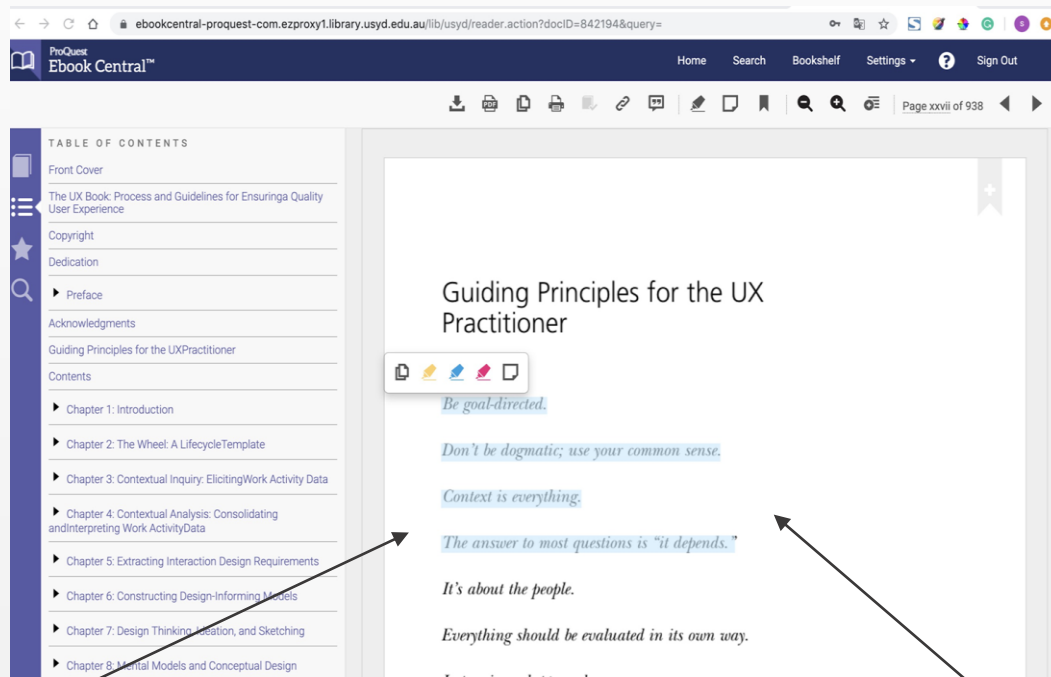
1. Highlighting text and subsequently pressing command+c on the keyboard does not successfully copy the text

2. No error message appears to inform the user that this common keyboard shortcut has not succeeded. Rather, they still have to go through the motions of trying to paste the text onto a word document before they realise what has occured.
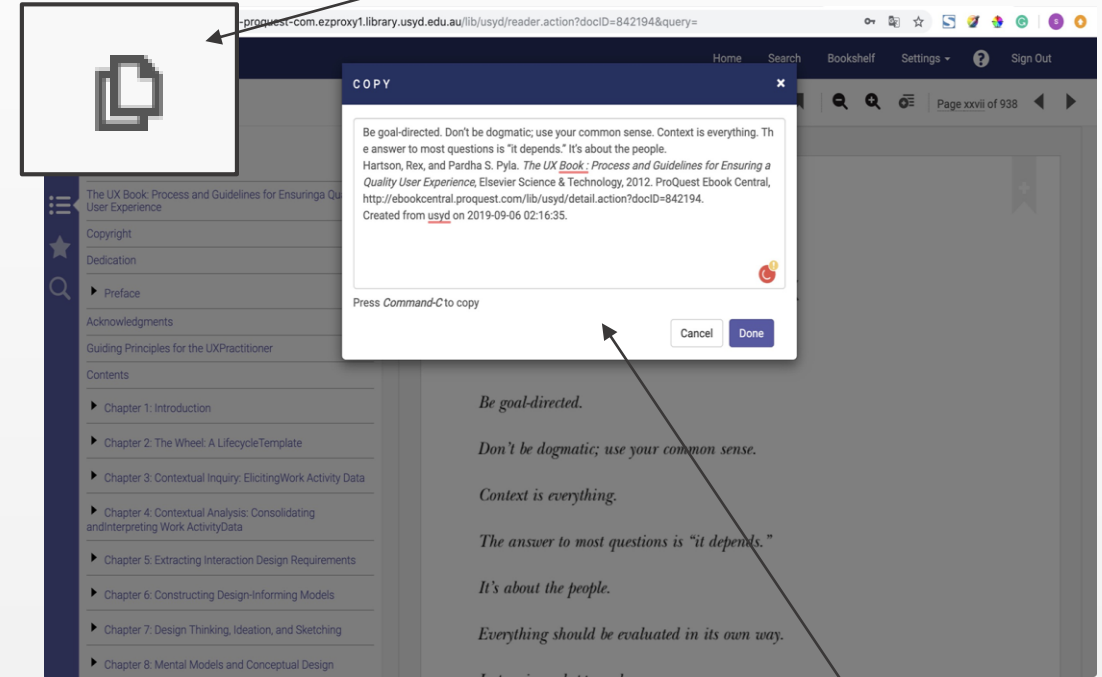
4. Subsequently, this screen pops up and users are now able to use the command+c shortcut on this text.

Screenshots Of The Most Important Problems

Must be on the first page of the desired chapter for the download 'current chapter' function to work. Otherwise, the e-textbook just downloads the single page you are on.

--Flexibility and efficiency of use.
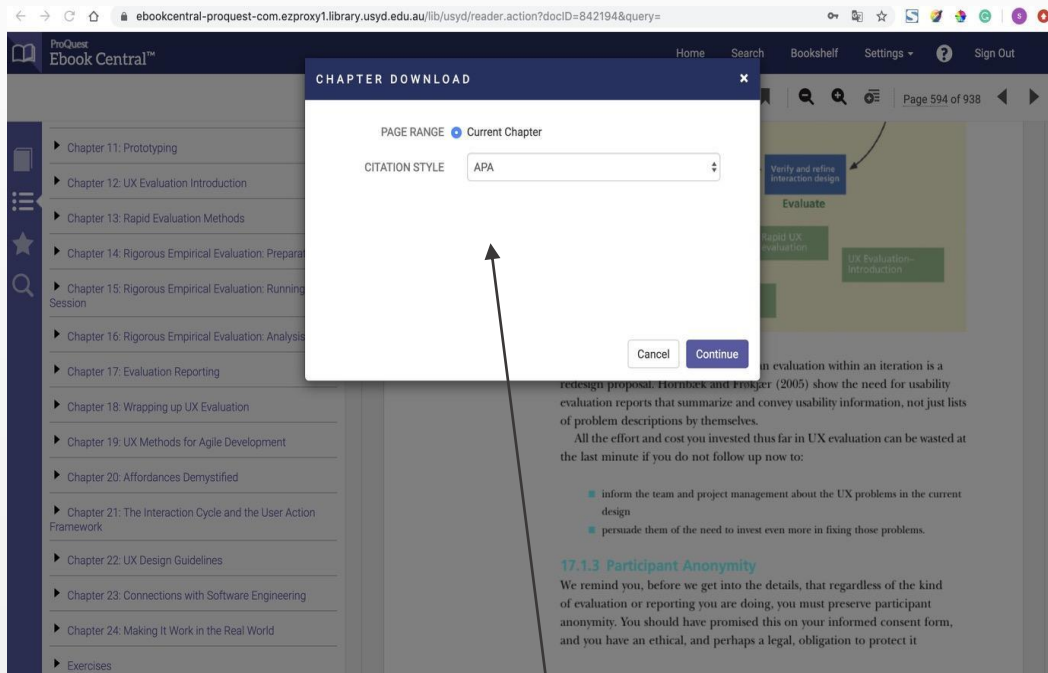
Simply selecting to download the 'current chapter' via this screen only leads to downloading a single page when not on the very first page of the chapter
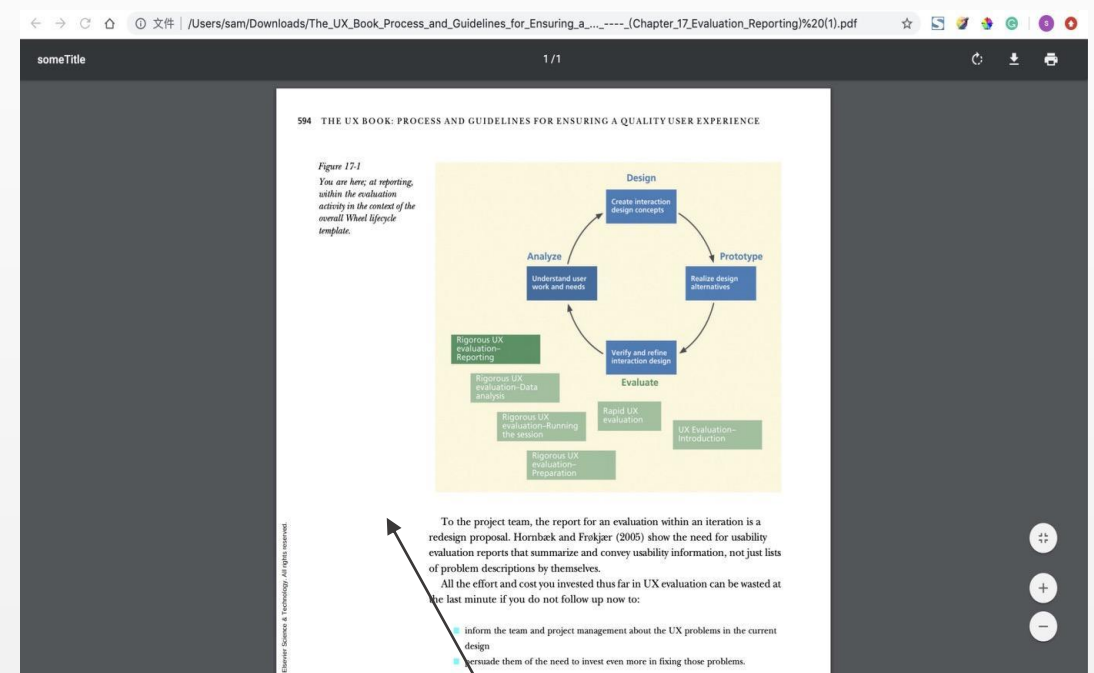
Single page is downloaded if not on the first page of the chapter

Reflection and critique

Part 5

Critique: The Tasks

Task Strengths

- The descriptions of abstract tasks 1,2,5 were very clear, and participants with different backgrounds were able to understand what they needed to achieve.

- All tasks were concrete and relevant to the abstract tasks they corresponded to. Success was able to be measured for all tasks easily and leading words were avoided.

- Task 1 was designed well considering every participant was able to point to the important drawback of not being able to use the command-c function when using the interface.

Task Weaknesses

- The description of task 3 was not well designed. The use of the term "hard copy" was difficult to understand for all participants whose first language was not English. These participants required extra guidance on these tasks in order to understand the meaning of "hard copy".

- The description of task 4 also had some problems. One of the participants pointed out that he did not understand what he needed to do in order to "read the text offline". Furthermore, whilst task 4.1 was able to be achieved relatively easily by participants, task 4.2 was not well thought out. This is because once a participant has performed a 'full download' of the textbook, they were not able to perform this function again until the time they specified for the download had elapsed. Task 4.1 instructed that participants download the textbook for 7 days. As a result, participants would not be able to perform task 4.2 till these 7 days had elapsed. A few participants were able to get around this restriction via using a different login, but this was not an option available to all. In hindsight, this task could have been modified so that users had to merely hover their mouse over the download button as a mark of finishing the task, rather than actually downloading it.

Strengths and Problems: The Users

User Sample Strengths

- User population was representative of a reasonably wide range of age, e-textbook experience and computer literacy. All participants were within the age range of Australian higher education students (ABS, 2013), the target users of this interface.

- These users provided a summative evaluation of the etextbook, providing a combination of quantitative and qualitative data.

User Sample Weaknesses

- A potential bias came from P2 who had used the interface before and as a result, may not have given the most representative findings of the interface's issues as he was already familiar with dealing with them.

- 80% of our sample did not speak English as their first language. Whilst it was valuable to include this demographic in the study, as one in three higher education students in Australia are born overseas (ABS, 2013), this 80% was too high to be completely indicative of the target audience of this textbook.

- For this task, we only had 5 users. Whilst this is considered by Jakob Nielson as a sufficient user sample size to identify 75-99% of all usability issues, a greater number of participants would have been valuable, especially as not all demographic factors were evenly spread amongst these participants (Nielson, 2000).

Critique: Think Alouds and Heuristic Evaluations

Validity of the Think Aloud

- In this rapid, empirical study, there was a lack of ecological validity in the think alouds as the participants in this task were not using the textbook in a study or class setting. Rather, the environment they were in, and the tasks they were given, were highly controlled.
- This study may have also been affected by the Hawthorne effect, wherein participants alter their behaviour as they are aware they are being studied. This may have introduced bias into the results (Cherry, 2018).
- However, by compromising on ecological validity, it did mean we were able to maintain strict control on what tasks the participants performed, the amount of help they were given, and were able to minimise distractions.
- This enabled us to collect reasonably objective, quantitative data on the controlled tasks (i.e. whether or not the participant succeeded at the specific task), without having to consider the effect of too many confounding variables.

Validity of the Heuristic Evaluation

- In this rapid, analytical study, the heuristic evaluations were deemed valid as they were all performed by students with considerable experience using the chosen platform; thus, making them true experts.
- The heuristics used to evaluate the tasks were Nielson's Heuristics.
- Heuristic evaluations can sometimes, as in the case of this assignment, yield 'problems' that users did not actually find to be an issue. It can also miss problems that users find to be important issues. Thus, it is helpful, but is best used in conjunction with user testing such as think alouds.

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Appendices

Justification of Relevance of Abstract Tasks

	Justification of relevance
Task 1	This task aims to transfer the content from the E-textbook to a word document and thus, is relevant to the core task of capturing content for use outside of the etextbook reader.
Task 2	This task is very relevant to the core task of capturing content for use outside of the etextbook as it tests users' ability to capture specific content as a PDF document, a common need when users want to capture just some of the content of the textbook whilst maintaining the correct page formatting.
Task 3	This task is quite relevant to capturing content as it refers to getting the hard copy of the e-textbook, meaning users can print out the contents they selected.
Task 4	This task is as the user can capture the content of the whole textbook, downloading the book to be stored temporarily on a local disk.
Task 5	This task is beneficial to the users because users want to cite the book as reference and transfer this citation to another field. This reference itself is content pertaining to the etextbook and thus, is relevant to the core goal of capturing content from the etextbook.

Detailed Justification Of Concrete Tasks

	Detailed justification for concrete tasks
Task 1.1	This task is simple enough for the user to begin to transfer the content. It is, hence, a good starting task as, in a think-aloud evaluation, it is wise to start with the easier tasks. Further, this task is relevant to the abstract task of 'transferring text to a word document', does not lead the user and can easily be judged as successful (i.e. whether or not the material has been successfully copied across to a word document).
Task 1.2	This task is more complex than task 1.1 but the operation of both tasks are similar. This tasks acts to give greater coverage of the abstract task as it is more complex than the previous task. As a result, we can gain a deeper understanding of the functionality of the etextbook in regards to copying information.
Task 2.1	This task is very clear and specific, allowing users to understand the exact goal of the task. Success in this task was clearly marked by having an exported copy of the pages specified within the page range. It added good coverage of the abstract task as this task, for success, required users to use a very different method to that needed in task 2.2
Task 2.2	This task was easily understood by participants, relevant to the abstract task of exporting content of an e-textbook, and easily judged as to its success. As previously mentioned, it gives good coverage of the 'exporting' functionalities of the textbook as it requires user to use the 'export' function rather than the 'print to PDF' function that is used in the previous task.
Task 3.1	This task is described clearly and concisely, making it easy to be understood for participants. Together with task 3.2, it provides good coverage on the printing functions of the textbook. It is not leading as it does not use the keyword 'print' anywhere in the task description.
Task 3.2	This task is described clearly and concisely which is easy to be understood for participants. As mentioned above, this task is relevant, allows for good coverage of the abstract task, and does not lead the user.
Task 4.1	This task is described clearly and is directly relevant to the abstract task of wanting to transform the e-textbook so that it can be read offline using an e-reader. It avoids the leading word 'download' and to easy to judge the success of (i.e. whether or not the reader has the textbook downloaded on an e-reader for the right amount of time.
Task 4.2	This task was chosen to provide greater coverage on the abstract task and show more of the downloading functionalities that the e-textbook offers. Again, it does not lead the user and it is easy to judge the success of this task.
Task 5.1	This task is very specific, allowing users to completely understand what they need to do after reading the task. It is easy to judge success as we can clearly see whether the participant has generated the correct reference style and exported it to the right place.
Task 5.2	Whilst similar to the previous task, this task gives good coverage of the abstract task as it covers another important aspect of the citation functionality; that is, that users understand how to export the citation to another platform, rather than just copying and pasting it.

How Think-Alouds Were Used To Create The Qualitative Observation Table

Every group member collected the data of their participants' behaviours and comments through doing think-aloud tasks. They then reviewed their findings to work out what the main difficulties that arose for each task were. We then discussed all participants' performances in the tutorial and all group members worked collaboratively together to discover the primary differences and similarities between their participants' findings for each tasks. We worked to summarise these findings. If a primary difficulty was similar between two or more participants for a task, those difficulties were grouped together into one sentence. For the remainder of the participants, their primary difficulties were summarised into one sentence each per task.

Reflection on the Nature of Problems
Think-aloud VS. Heuristic Evaluation

Think-aloud

- The result of the Think-Alouds come directly from users who are unfamiliar with the e-textbook in question. This enabled us to discover interface pain points that experts would have overlooked.
- Participants had particular difficulty in distinguishing between the similar functionalities and metaphors used for **'downloading', 'exporting'** and **'copying'**, and understanding how these differed. This was overlooked by some of our experts as they were already so familiar with these functions and the metaphors used to represent them.
- Another large interface issue discovered by the participants was that the **printer icon** was not indicative of what function it actually performed. This function allowed you to create a PDF of a specified page range. This PDF could then be printed once you had downloaded it onto your computer, but the interface itself did not handle the actual printing.
- As a whole, participants also recognised the inconvenience of not being able to use the **command-c** keyboard shortcut in order to copy text. They also recognised that there was no warning that this function was disabled and often went through lengthy processes to realised that this function had not infact worked.

Heuristic Evaluation

- The Heuristic Evaluation looks at issues from a more expert point of view. They may not be able to recognise all the errors a user may come across as they are already familiar with the e-textbook.
- A major interface flaw recognised in the heuristic evaluation was the inability to **export a chapter as a PDF** from any location other than the first page of that chapter. If a user is to try to export the current chapter when at a page that is not strictly the first page of the desired chapter, they simply get a PDF of a single page, not the whole chapter. Further, there is no error message to warn the user that this will occur, and there is no error message to say why this occurred. Surprisingly, this flaw was not picked up on in any of the think-aloud evaluations and hence, may not be considered as big of a hindrance as originally thought by our experts.
- Two difficulties that were picked up on, in both the heuristic evaluation and the user think-alouds, was the inability to use the **command-c** keyboard shortcut to copy text, and the inability to **print** directly from the interface.

5427 Week 5 mini-assignment

P1--from Holly Craig

Abstract task 1: Transfer text to a word document.

1.1 Suppose you wanted to transfer the content of page 170 and paste it on a new word document, how would you go about doing this?

User ID	T16DG3P1
Task ID	1.1
Overall successful?	Yes
Clock Time **21:04**	P1 read the task. Participant starts on page 170. **21:06** Said: "I would probably highlight entire page, starting at number 170 and drag the mouse to the right, and then down to the end of the page. Then I would click Command and C." **21:07** Participant follows through on these actions. **21:09** "I can't copy the bottom line. I am dragging my mouse and it is doing the exact opposite of what I want. I need to do it in blocks, copying it paragraph by paragraph." **21:10** Participant successfully highlights all the content on page 170. **21:11** Said: "Oh what, it doesn't work." Participants notes that no text has successfully been transferred when they attempted to paste the text onto a word document using Command-v.

Clock Time	(continued)
21:11	Said: "Thinking about it, there was something that I highlighted and a text box came up with icons on it. Here it is - what looks like a copy icon is here, along with highlights". Participant has highlighted text and found a pop-up toolbar of icons, one of which appears to be the copy function.
21:11	Said: "I feel like if I hover my mouse over it, it should say what it is." Participant hovers mouse over the icons in the toolbar.
21:12	New pop up screen appears, containing the text to be copied.
21:14	Said: "Then it says Command-C to copy." Participant uses Command and C keyboard keys to copy text. She pastes it using Command and V, into a new word document.
21:15	"The formatting is terrible, I am going to fix it". Text has appeared misaligned and with anomalous spaces in it. Nonetheless, she has been successful at transferring the content of the whole page.
21:15	Participant finished task.
Errors	The usual, intuitive method of using command-c and command-v to copy and paste highlighted text was tried by the participant but was not successful.
Other notes	Participant initially attempted to get the textbook up on her phone but realised that this would not be an efficient way to complete the tasks and that the resolution of the textbook on her phone was very poor.

Abstract task 1: Transfer text to a word document.

1.2 Suppose you wanted to transfer the first paragraph of page 55 to a new word document, how would you go about doing this?

User ID	T16DG3P1
Task ID	1.2
Overall successful?	Yes
Clock Time **21:17** **21:19** **21:19** **21:19** **21:20**	Participant starts task at page 55. Participant reads the task. "I am going to highlight this first paragraph on the page, then I will click the copy icon again, from the toolbar the pops up". Participant clicks the copy icon and a pop-screen appears. "Again, I am going to use command and c to copy the text." Participant pastes the text successfully onto a new word document.
Errors	This task presented no further errors. All those that had potential to disrupt this task had already been resolved in the previous task.
Other notes	

Abstract task 2: Export content of the e-textbook.

2.1 Suppose you wanted to export the pages 15-24 onto your computer, how would you go about doing this?

User ID	T16DG3P1
Task ID	2.1
Overall successful?	No
Clock Time 21:25	P1 reads the task and navigates to page 15.
21:27	Said: "Export is a weird word, I am not sure what it is referring to. I don't think it merely means 'to copy'""
21:28	Said: "Let me look at the icons at the top." Participant views options in the top toolbar.
21:30	Said: "There is the chapter download at the top. It doesn't give me the option to just copy a specific page range." Participant has viewed the 'export to PDF' function of the textbook and decides that it is not the function needed to perform this task.
21:30	Participant continues to look through the icon options at the top of the e-textbook.
21:32	Said: "I guess I would probably copy the content from these pages. Again, I will use the same procedure as in the previous task"

Clock Time	(continued)
21:33	Participant highlights all the text on the first page, and subsequently clicks the 'copy' icon from the pop up toolbar.
21:33	She uses Command-C to copy this text across into a word document.
21:35	She repeats this action for the remaining 9 pages.
21:45	Participant claims she has completed the task.
Errors	Participant was not able to find the option to export several pages, rather than a whole chapter, as a PDF. As a result, she assumed that the question must be asking her to merely just copy the content.
Other notes	

Abstract task 2: Export content of the e-textbook.

2.2 Suppose you want to export chapter 10 (UX Goals, Metrics, and Targets), how would you do this?

User ID	T16DG3P1
Task ID	2.2
Overall successful?	Yes
Clock Time	
21:48	Participant navigates to chapter 10 via table of contents and begins task.
21:50	Said: "I am going to try and press chapter download by clicking on the PDF icon." Participant chooses icon from the top toolbar and pop-up screen pops up when she clicks on it.
21:52	Said: "APA is highlighted and there is a few other options. For this task it doesn't seem to matter what I choose." Participant is referring to the citation options available when exporting content.
21:53	Said: "It is creating PDF." Chapter 10 is generated into a PDF.
21:54	Said: "It has downloaded, and there it is."
21:54	Participant successfully completed task.
Errors	
Other notes	

Abstract task 3: Print a page of the e-textbook.

3.1 Suppose you wanted to get the hard copy of pages 170-173, how would you go about doing this?

User ID	T16DG3P1
Task ID	3.1
Overall successful?	Yes
Clock Time **21:59** **22:00** **22:00** **22:01** **22:01** **22:03** **22:04**	 Participant begins the task, already on page 170. Said: "I suppose I would use this printer icon". Participant clicks on the printer icon in the top toolbar and a pop up screen occurs. Said: "Then I would click 'print to PDF'. There is a page range. I am going to put in the page range and choose whatever citation style." Participant opens the generated PDF. Said: "I am confused, it hasn't actually printed anything yet, it has just downloaded the pages as a PDF." Said: "I guess I now need to click the printer icon again. Okay here it is, now I can select the correct printer and actually print it off." Participant clicks final 'print' button and successfully prints pages.
Errors	
Other notes	Participant was visibly confused by the fact that she had to click the print icon for a second time. The textbook function for printing content merely produces a PDF, which can then be printed. This is misleading.

Abstract task 3: Print a page of the e-textbook.

3.2 Suppose you wanted to get the hard copy of chapter 10, how would you go about doing this?

User ID	T16DG3P1
Task ID	3.2
Overall successful?	Yes
Clock Time **22:07** **22:08** **22:09** **22:09** **22:11**	Participant starts the task already at Chapter 10 in the e-textbook. Said: "Okay so I suppose I would conduct a similar process again. I am going to click on the printer icon in the top toolbar". Said: "Instead of specifying a page range, I am going to click 'current chapter'." Participant clicks continue and the chapter downloads as a PDF. Participant clicks the printer icon again on the PDF, and successfully prints the chapter.
Errors	
Other notes	

Abstract task 4: Download the e-textbook to be used offline using an e-reader.

4.1 Suppose you wanted to read the full text offline on your personal computer for 7 days, how would you do this?

User ID	T16DG3P1
Task ID	4.1
Overall successful?	Yes
Clock Time **22:12** **22:15** **22:18** **22:19** **22:20** **22:20** **22:21**	Participant reads task. Said: "You could download all the chapters individually. But there are 24 chapters and that's a lot" Said: "Or in the top bar, there is the download icon where we can do a full download". Participant clicks on the download icon and a pop-up screen appears. Said: "It is giving me some options now. I am going to click 'Laptop Desktop" and that "I am using my own computer"". Participant clicks 'continue.' Said: "It is telling me to download Adobe Digital editions but I already have this program so I am going to click 'done with this step'." Said: "I'm choosing how long I need it for - which is 7 days in this case." Participant successfully completes the task.
Errors	
Other notes	Slightly ambiguous and quite similar metaphors for 'downloading', 'exporting' and 'copying' used in the top toolbar are cause for some confusion.

Abstract task 4: Download the e-textbook to be used offline using an e-reader.

4.2 Suppose you wanted to read the full text onto a shared, non-private computer for 3 days, how would you do this?

User ID	T16DG3P1
Task ID	4.2
Overall successful?	No
Clock Time 22:30 22:31 22:31 22:32 22:33 22:35	Participant reads the task. Said: "I am going to use the same technique as last time". Participant clicks the download icon in the top toolbar and a pop-screen appears. Said "Instead, this time I am going to click that I am using it on a public computer." "It won't let me download it for a new time frame because I have already downloaded the text onto the e-reader in the previous task." Participant is unable to go on.
Errors	
Other notes	Technical difficulties meant that the participant was not able to finish this task. However, it would appear that the participant would have been successful had these technical difficulties not occurred.

Abstract task 5: Download the e-textbook citation to various platforms.

5.1 Suppose you want to generate a reference in Vancouver style of "The UX Book" and paste it to a new word

User ID	T16DG3P1
Task ID	5.1
Overall successful?	Yes
Clock Time **22:40**	Participant reads the task.
22:42	Said: "Maybe if I choose the print option as in the previous task; I know that it will give me the option of the reference style. But I don't want to print it even though that gave me the option of choosing Vancouver style."
22:43	Participant reviews the top toolbar.
22:43	Said: "I think I need to click on the icon with the little commas"
22:44	Participant clicks on the citation icon and chooses the Vancouver style option.
22:44	Said: "and then I need to click EndNote or RefWorks."
22:45	Said: "Actually I don't need to do that, I can just click Command-C."
22:45	Participant successfully pastes the citation onto a new word document and thus, completes the task.
Errors	
Other notes	Participant was confused by the multiple functions that generated a reference as part of their role e.g. printing, and exporting as a PDF

Abstract task 5: Download the e-textbook citation to various platforms.
5.2 Suppose you want to generate a reference in APA style of "The UX Book" and export it to EndNote. How would you do this?

User ID	T16DG3P1
Task ID	5.2
Overall successful?	Yes
Clock Time 22:47 22:49 22:50 22:50 22:51 22:51	Participant reads task. Said: "Okay I know how to do this one. I can just the repeat the steps from before". Participant clicks on the citation icon from the top toolbar and a pop-up screen appears. Said: "I am going to choose the APA style option". Said: "This time I am actually going to choose the EndNote option." Participant successfully completes task.
Errors	
Other notes	

1.1 Suppose you wanted to transfer the content of page 170 and paste it on a new word document, how would you go about doing this?

Description of Problem	Heuristics Violated	Severity Rating
Icon for copying information is slightly different to the normal 'copy' metaphor and may not allow users to recognise it easily	Match between system and the real world	1
Under help section, does not provide any details on how to copy information	Help and documentation	2
Keyboard short cut command+c does not work for this textbook.	Match between system and real world. Flexibility and efficiency of use.	3
No way to copy images, something which is allowed in most online documents.	Match between system and real world.	2

Abstract task 1: Transfer text to a word document.

1.2 Suppose you wanted to transfer the first paragraph of page 55 to a new word document, how would you go about doing this?

Description of Problem	Heuristics Violated	Severity Rating
Does not notify user that command+c does not work, leading them to waste time trying to make it work.	Visibility of system status.	2
Does not confirm that user has successfully copied text.	Visibility of system status.	2
Process of copying text is time-consuming and no short cuts have been enabled.	Flexibility and efficiency of use.	2

Abstract task 2: Export content of the e-textbook.

2.1 Suppose you wanted to export the pages 15-24 onto your computer, how would you go about doing this?

Description of Problem	Heuristics Violated	Severity Rating
No clear metaphor to achieve this task - all obvious metaphors lead to exporting the whole textbook or a whole chapter.	Match between system and the real world.	4
Help section does not provide details of how to achieve this.	Help and documentation.	2
The print metaphor necessary to achieve this task is not clearly linked to the task itself.	Match between system and the real world.	3
It is not until the user completes this task that they are sure that what they are actually doing is going to get them their desired results. The system does not give clear updates on what different actions are achieving.	Visibility of system status.	2

Abstract task 2: Export content of the e-textbook.

2.2 Suppose you want to export chapter 10 (UX Goals, Metrics, and Targets), how would you do this?

Description of Problem	Heuristics Violated	Severity Rating
The e-textbook does not use the normal 'export' metaphor seen on other platforms as an icon to achieve this task.	Match between system and the real world	1
No short cut that allows you to specify the exact chapter you want. You can only print the current chapter you are on.	Flexibility and efficiency of use.	2
Must be on the first page of the desired chapter for the download 'current chapter' function to work. Otherwise, the e-textbook just downloads the single page you are on.	Flexibility and efficiency of use.	3
There is nothing showing you that you must then go to the first page of the chapter in order to successfully use this function.	Help users recognise, diagnose and recover from errors.	3

Abstract task 3: Print a page of the e-textbook.

3.1 Suppose you wanted to get the hard copy of pages 170-173, how would you go about doing this?

Description of Problem	Heuristics Violated	Severity Rating
Despite using the printer metaphor to signify a way to print, rather it allows to you create a PDF of your chosen page range. Users must then know to click yet another printer icon to print this page. What to do in this second stage is not obvious.	Visibility of the system status.	3
No option to return to the previous page once the PDF has been generated.	User control and freedom.	1
Slightly different printer metaphors used between the first and second stage of completing this process.	Consistency and standards.	0
Does not give users the option to print a range of pages starting from the current page. This means uses must remember the page number they are currently on if they wish to print more than one page at once.	Recognition rather than recall.	3

3.2 Suppose you wanted to get the hard copy of chapter 10, how would you go about doing this?

Description of Problem	Heuristics Violated	Severity Rating
Users cannot print Chapter 10 unless they are currently at Chapter 10 or have memorised the page numbers encompassing chapter 10.	Recognition rather than recall, flexibility and efficiency of use	2
Whilst users get the option to print 'current chapter', the interface does not confirm what chapter they are printing.	Visibility of system status.	1
Users must be on the first page of the chapter in order for the 'print current chapter' function to work. Otherwise it just prints a single page and does not inform the user of the error, why it occurred, or how they may fix it.	Visibility of system status, error prevention, help users recognise, diagnose and recover from errors.	3

Abstract task 4: Download the e-textbook to be used offline using an e-reader.

4.1 Suppose you wanted to read the full text offline on your personal computer for 7 days, how would you do this?

Description of Problem	Heuristics Violated	Severity Rating
They have used a 'download' metaphor that is usually associated with downloading a text as a PDF, however, in this case, the exact same icon is used as a function to download the textbook to an e-reader.	Match between system and real world.	2
It is not clear that what you are doing is downloading the text onto an e-reader. This only becomes clear once you've finished the whole process.	Visibility of system status.	1
Does not give users clear details on what the restrictions that come along with downloading the book onto an e-reader are. Is does not make it clear whether they will be able to re-download the textbook once their time has expired.	Visibility of system status.	1

Abstract task 4: Download the e-textbook to be used offline using an e-reader.

4.2 Suppose you wanted to read the full text onto a shared, non-private computer for 3 days, how would you do this?

Description of Problem	Heuristics Violated	Severity Rating
Does not specify how the options of downloading on a public or private computer differ.	Help and documentation.	1
Does not specify whether Adobe Digital Editions has been successful installed and recognised by the e-textbook.	Visibility of the system status.	1
Does not give guidance on how to actually use the e-book once downloaded.	Help and documentation.	1

Abstract task 5: Download the e-textbook citation to various platforms.

5.1 Suppose you want to generate a reference in Vancouver style of "The UX Book" and paste it to a new word document, how would you do this?

Description of Problem	Heuristics Violated	Severity Rating
No documentation available to explain how to generate citations within 'help' section.	Help and documentation.	2
No documentation available to explain how the different citation formats differ within 'help' section.	Help and documentation.	1
Citation metaphor is not necessarily intuitive as it could also be seen as a function to copy a quote from the textbook (as it is quotation marks).	Match between system and real world.	1
Relies on user to use keyboard short-cut command+c to copy the citation and offers no 'copy' button	Flexibility and efficiency of use.	1

Abstract task 5: Download the e-textbook citation to various platforms.
5.2 Suppose you want to generate a reference in APA style of "The UX Book" and export it to EndNote. How would you do this?

Description of Problem	Heuristics Violated	Severity Rating
No documentation to explain the meaning of the different export platforms.	Help and documentation.	1
No function allowing user to return to previous page after choosing their export platform.	User control and freedom.	1
This task requires endNote to be downloaded on user's computer. Textbook does not give any guidance on how to download this platform	Help and documentation.	1

5427 Week 5 mini-assignment

P2--from Shanzheng Liu

Abstract task 1: Transfer text to a word document.

1.1 Suppose you wanted to transfer the contents of page 170 and paste it on a new word document, how would you go about doing this?

User ID	T16DG3P2
Task ID	1.1
Overall successful?	Yes
Clock Time	20.55 login in Canvas 20.55 Input username and password 20.55 login successfully 20.56 open the course 5427 website 20.56 get into the course content 20.56 open the link E-textbook (UX book) 20.56 click the "accept" to achieve the goal website 20.56 Nothing show up on the website 20.58 click the right-top button and click the language 20.58 click the English and Save 20.59 click the go to text and input 170, and press Enter of the keyboard 21.00 select the half page of 170 said why I can't zoom the page 21.00 right click the mouse but can not find the copy option 21.00 select the whole page of 170 again and click the third button of the tool menu which is copy 21.00 press common+c on the keyboard 21.01 create a document and paste the content to it 21.01 select the rest of page and paste to the document
Errors	20.56 Nothing show up on the website 21.00 right click the mouse but can not find the copy option
Other notes	

Abstract task 1: Transfer text to a word document.

1.2 Suppose you wanted to transfer the first paragraph of page 55 to a new word document, how would you go about doing this?

User ID	T16DG3P2
Task ID	1.2
Overall successful?	Yes
Clock Time	21.02 click the go to text and input 55, and press Enter of the keyboard 21.03 select the first paragraph 21.03 click the button which showed up after selection 21.03 press common+c on the keyboard 21.03 create a document and paste the content to it
Errors	
Other notes	

Abstract task 2: Export content of the e-textbook.

2.1 Suppose you wanted to export the pages 15-24 onto your computer, how would you go about doing this?

User ID	T16DG3P2
Task ID	2.1
Overall successful?	Only-with-help
Clock Time	21.04 click the first button of the tool menu 21.04 select "I'm using my own computor" andclick continue 21.04 clicked the button "Done with this step" 21.05 said "Why I can't select the page?" and clicked the cross 21.05 press the button "PDF" and press continue 21.05 look confuesd and asked "Where can I download the page" 21.06 tell her to click the "print to PDF" button and select the second option 21.07 input 15 and 24 into the textfield 21.07 clicked continue 21.08 save the pdf as a file
Errors	
Other notes	

Abstract task 2: Export content of the e-textbook.

2.2 Suppose you want to export chapter 10 (UX Goals, Metrics, and Targets), how would you do this?

User ID	T16DG3P2
Task ID	2.2
Overall successful?	Yes
Clock Time	21.09 click the item and go to the chapter 10 21.09 press the button "PDF" and press continue 21.09 succefully export the chapter 10
Errors	
Other notes	

Abstract task 3: Get a hard copy of a page of the e-Textbook.

3.1 Suppose you wanted to get the hard copy of pages 170-173, how would you go about doing this?

User ID	T16DG3P2
Task ID	3.1
Overall successful?	Yes
Clock Time	21.11 click the "print to PDF" button and select the second option 21.11 input 170 and 173 into the textfield 21.11 click continue 21.12 open PDF and said "I feel so confused why can not select printer"
Errors	
Other notes	

Abstract task 3: Get a hard copy of a page of the e-Textbook.

3.2 Suppose you wanted to get the hard copy of chapter 10, how would you go about doing this?

User ID	T16DG3P2
Task ID	3.2
Overall successful?	Yes
Clock Time	21.12 click the chapter 10 on the left. 21.12 click the "print to PDF" button and select the third option 21.12 click the "current chapter" option and click continue 21.13 click the continue 21.13 click open the continue
Errors	
Other notes	

Abstract task 4: Transform the e-textbook so it can be read offline using an e-reader.

4.1 Suppose you wanted to read the full text offline on your personal computer for 7 days, how would you do this?

User ID	T16DG3P2
Task ID	4.1
Overall successful?	Yes
Clock Time	21.13 said "I think I don't need to do anything and I can read it on my computer" 21.14 after my persuade, she clicked the "full download" button 21.14 select "I'm using my own computer" 21.14 click "down with this step" and looks like annoying 21.15 select "7 days" 21.15 click "download your book"
Errors	
Other notes	

Abstract task 4: Transform the e-textbook so it can be read offline using an e-reader.

4.2 Suppose you wanted to read the full text onto a shared, non-private computer for 3 days, how would you do this?

User ID	T16DG3P2
Task ID	4.2
Overall successful?	Only-with-help
Clock Time	21.16 went to the index and click the "Download fulltext" again 21.16 click the first "edit this step" on the page 21.17 select "I am using public computer" 21.17 click "I have Adobe digital Editions" 21.17 click "Download your book".
Errors	relogin another account because the task 4.1 finished
Other notes	

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms.

5.1 Suppose you wanted to generate a reference in Vancouver style of "The UX Book" and paste it to a new word document, how would you do this?

User ID	T16DG3P2
Task ID	5.1
Overall successful?	Yes
Clock Time	21.18 click the "citation" button on the tool menu 21.18 click the fomat option select the "vancouver" . 21.18 select the whole text on the textfiled and right click the mouse 21.19 click copy 21.19 create a new document and paste the citation on it
Errors	
Other notes	

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms.

5.2 Suppose you wanted to generate a reference in APA style of "The UX Book" and export it to EndNote. How would you do this?

User ID	T16DG3P2
Task ID	5.2
Overall successful?	Yes
Clock Time	21.20 click the "citation" button on the tool menu 21.21 click the fomat option select the "APA" . 21.21 click the button "Endnote/Citavi"
Errors	
Other notes	

problem	Description	heuristics	rate severity
task 1.1	can not zoom the page and select the whole page in one time	Flexibility and efficiency of use	2
task 1.2	can not copy directly after select and the content have	Flexibility and efficiency of use.	2
task 2.1	can not find the function export in the button "download chapter " but in the "print to PDF"	Match between system and real world.	3
task 2.2	can only download the current chapter, so users have to select the current on the item and download	Match between system and real world.	3
task 3.1	didn't show the remind about how many rest pages we can export	Flexibility and efficiency of use.	2
task 3.2	the button "download chapter" has the same function as the button "print to PDF" when download the chapter	Aesthetic and minimalist design	2
task 4.1	didn't provide the instruction for how to install the "Adobe Digital Editor"	Help and documentation	1
task 4.2	didn't provide a instruction about "you can't reborrow after borrowing"	Help and documentation	2
task 5.1	didn't show any example about the citation which will make user mis-click	Help and documentation	1
task 5.2	don't ask the user where you want to download the file	Help and documentation	2

5427 Week 5 mini-assignment

P3--from Jialu He

Task 1   Abstract task 1: Transfer text to a word document.

1.1 Suppose you wanted to transfer the contents of page 170 and paste it on a new word document, how would you go about doing this?

User ID	T16DG3P3
Task ID	1.1
Overall successful?	No
Clock Time	1st Sept (E-textbook already opened) 20:32 Observe the e-textbook interface, included the name of book and some buttons of this e-textbook reader. 20:34 Try to find some buttons from the reader left list which can jump to page170 directly but unsuccessful 20:34 Keep on finding the "page jump", even go through "go to page " but don't think it can jump to the right page directly (think it only can go through the page one by one). (After help) 20:37 Fill the space with "170" and jump it successful, as well as said "it is really hard to find this button to jump the page". 20:37 Long press the left mouse to select the entire contents of this page, after that using keyboard shortcuts "Ctrl C" and "Ctrl V" to a new world document but command-+c doesn't work. 20:38 Finish.
Errors	the user didn't notice the button "Copy"; Command-+c doesn't work well.
Other notes	We also should involve some useful command-+c which are familied by most people.

Abstract task 1: Transfer text to a word document.

1.2 Suppose you wanted to transfer the first paragraph of page 55 to a new word document, how would you go about doing this?

User ID	T16DG3P3
Task ID	1.2
Overall successful?	No
Clock Time	Since the experience of last task, it is easy to locate page55 20:39 Long press the left mouse to select the entire contents of this page, after that using keyboard shortcuts "Ctrl C" and "Ctrl V" to a new world document. (However, she couldn't use command-+c to do a series of action.) 20:41 Finish.
Errors	The user didn't notice the button "Copy"; Command-+c doesn't work well.
Other notes	

Abstract task 2: Export content of the e-textbook.
2.1 Suppose you wanted to export the pages 15-24 onto your computer, how would you go about doing this?

User ID	T16DG3P3
Task ID	2.1
Overall successful?	No
Clock Time	20:42 Locate page15, it is a little bit slow to move to page15. 20:43 Long press the left mouse to select the entire contents of this page, after that using keyboard shortcuts "Ctrl C" and "Ctrl V" to a new world document. 20:44 Continue with page16, same action with last step. 20:45 Continue with page17, same action with last step. 20:45 Same action until page24. (However, she couldn't use command-+c to do a series of action.) 20:49 Finish. (Still choose the same way with task1)
Errors	The user didn't notice the button "Copy".
Other notes	

Abstract task 2: Export content of the e-textbook.
2.2 Suppose you want to export chapter 10 (UX Goals, Metrics, and Targets), how would you do this?

User ID	T16DG3P3
Task ID	2.2
Overall successful?	Yes
Clock Time	20:50 Read the task and find copy chapter 10 may need copy too much page, so try to find some useful button. 20:51 Find chapter from the reader left list but the reader crashed. 20:53 Close the reader. 20:53 Open the reader and still Scroll down the reader left list, this time it can move, and it is easy to locate chapter 10. 20:54 Keep on finding some useful button to copy rather than some tasks before, copy content one by one. 20:54 Find button "Chapter Download" and click it. 20:55 Make sure the pop-up information is correct and click "Continue" button. 20:55 Click "Open the PDF" and it starts downloading automatically. 20:55 Open the file and check do they matched. 20:55 Finish.
Errors	
Other notes	

Abstract task 3: Get a hard copy of a page of the e-Textbook.
3.1 Suppose you wanted to get the hard copy of pages 170-173, how would you go about doing this?

User ID	T16DG3P3
Task ID	3.1
Overall successful?	Only-with-help
Clock Time	20:56 Read the task and feel confused about the meaning of "get the hard copy of page". (After explain) 21:00 Locate to page170. 21:00 Click "Print to PDF" button. 21:01 Change the page range from the pop-up information and click "Continue" button. 21:01 Click "Open the PDF" and it starts downloading automatically. 21:01 Open the file and check do they matched. 21:02 Finish.
Errors	
Other notes	

Abstract task 3: Get a hard copy of a page of the e-Textbook.
3.2 Suppose you wanted to get the hard copy of chapter 10, how would you go about doing this?

User ID	T16DG3P3
Task ID	3.2
Overall successful?	No
Clock Time	21:03 Same action with task2.2, but quicker than last time. 21:03 Finish.
Errors	The user think this task is same with task 2.2, so she continue use same way to achieve this task.
Other notes	The button "Chapter Download" and "Print to PDF" have similar function.

Abstract task 4: Transform the e-textbook so it can be read offline using an e-reader.

4.1 Suppose you wanted to read the full text offline on your personal computer for 7 days, how would you do this?

User ID	T16DG3P3
Task ID	4.1
Overall successful?	Yes
Clock Time	21:05 The user is familiar with the download icon and she click it directly. 21:05 Follow the task description, choose "I'm using my own computer" and click "Continue" button. Install this software and find it is already installed. 21:06 To step 3, choose download period for 7 days. 21:06 Click "Download Your Book" button. 21:07 Finish.
Errors	
Other notes	

Abstract task 4: Transform the e-textbook so it can be read offline using an e-reader.

4.2 Suppose you wanted to read the full text offline on a shared, non-private computer for 3 days, how would you do this?

User ID	T16DG3P3
Task ID	4.2
Overall successful?	Yes
Clock Time	21:08 Click the download icon and go to the pop-up information。 21:08 Choose "I'm using a public computer" and skip to step 3. 21:08 Choose "3 days" for download period. Finish.
Errors	
Other notes	I can't find a public computer, so we assumed it is already download.

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms.

5.1 Suppose you wanted to generate a reference in Vancouver style of "The UX Book" and paste it to a new word document, how would you do this?

User ID	T16DG3P3
Task ID	5.1
Overall successful?	Yes
Clock Time	21:10 Read the task and feel a little bit confused about the task. 21:10 When notice "generate a reference" means "Get Citation", click it. 21:10 Choose "Vancouver" style for format. 21:11 Follow the instruction below "Press Control-C to copy" 21:11 Paste it to a new word document. 21:12 Finish.
Errors	
Other notes	

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms.

5.2 Suppose you wanted to generate a reference in APA style of "The UX Book" and export it to EndNote. How would you do this?

User ID	T16DG3P3
Task ID	5.2
Overall successful?	Yes
Clock Time	21:12 Click "Get Citation" directly. 21:13 Choose "APA" style for format. 21:13Choose "EndNote/Citavi" button and feel this button name is strange. 21;14 Download the file "bibioExport.ris". 21:15 Finish.
Errors	The name of "EndNote/Citavi" button may have some problem.
Other notes	

Task 2

problem	Description	heuristics	rate severity
1.1	Couldn't use commend+c	User control and freedom Flexibility and efficiency of use	3
1.2	Hard to select a particular paragraph sometimes.	User control and freedom Flexibility and efficiency of use	3
2.1	Couldn't choose page range to download (only page by page)	User control and freedom Flexibility and efficiency of use	3
2.2	Must go to the first page of a chapter to download otherwise it couldn't download	User control and freedom Flexibility and efficiency of use	2
3.1	Couldn't print directly (only print to PDF)	User control and freedom	4
3.2	Some button have similar function, such as "Chapter Down" and "Print to PDF"	Visibility of system status	2
4.1	It is unclear whether you download the content successful, you must to click and check it.	Visibility of system status Flexibility and efficiency of use	1
4.2	It is unclear whether you download the content successful, you must to click and check it.	Visibility of system status Flexibility and efficiency of use	1
5.1	Convenience for user	none	0
5.2	Convenience for user	none	0

5427 Week 5 mini-assignment

P4--from Sheng Chen

Task 1   Abstract task 1: Transfer text to a word document.
1.1 Suppose you wanted to transfer the contents of page 170 and paste it on a new word document, how would you go about doing this?

User ID	T16DG3P4
Task ID	1.1
Overall successful?	Yes
Clock Time	1st Sept. 21:46 Click "Go to Page" and input 170 in it, jump to page 170 21:46 Select all content on page 170 21:46 Press "Ctrl + C" 21:46 Press "Ctrl + V" to a word document, but can't paste the content selected before 21:48 Find the "Copy" function button and copy the text of pop-ups 21:48 Paste the content to the word document, succeed!
Errors	
Other notes	The participant suggested that there could add a function that users can copy the content more convenient. It's not good for users to use "copy" function in this interface.

Abstract task 1: Transfer text to a word document.

1.2 Suppose you wanted to transfer the first paragraph of page 55 to a new word document, how would you go about doing this?

User ID	T16DG3P4
Task ID	1.2
Overall successful?	Yes
Clock Time	1st Sept. 21:49 Click "Go to Page" and input 55 in it, jump to page 55 21:49 Select the first paragraph of page 55 21:49 Click "Copy" button and copy the text in the pop-ups 21:49 Paste the content to the word document, succeed!
Errors	
Other notes	The participant found that more information about citation and said this information is not necessary for his copy purpose, it's redundant.

Abstract task 2: Export content of the e-textbook.

2.1 Suppose you wanted to export the pages 15-24 onto your computer, how would you go about doing this?

User ID	T16DG3P4
Task ID	2.1
Overall successful?	Only-with-help
Clock Time	1st Sept. 21:50 Click "Go to Page" and input 15 in it, jump to page 15 21:50 Move mouse to the icon of the "Chapter Download" and the interface shows the tag "Chapter Download" 21:50 Move mouse to the next icon and the interface shows the tag "Print to PDF" 21:50 Roll the scoroll bar of the left sidebar and click chapter 1, jump to page 1 21:51 Click "Go to Page" and input 15 in it, jump to page 15 again 21:51 Click "1.3.7" in the left sidebar, jump to page 15 21:51 Click "Chapter Download" button and choose APA form and click "continue" 21:51 Click "Open PDF" and open a pdf document that only have one page content which belong to page 15 21:52 Click "Full Download" button but close the pop-ups quickly 21:52 Begin using "Chapter Download" function to download the content of page 15-24
Errors	
Other notes	The participant said that the function "Chapter Download" should have choices for users to choose which pages the users want to download. And it's hard to find the function that users need, because the icon is not appearent to show their function, and the tag only show the button's name when mouse move to the icon.

Abstract task 2: Export content of the e-textbook.

2.2 Suppose you want to export chapter 10 (UX Goals, Metrics, and Targets), how would you do this?

User ID	T16DG3P4
Task ID	2.2
Overall successful?	Yes
Clock Time	1st Sept. 21:53 Click "Chapter 10" in the left siderbar, jump to chapter10 21:53 Click "Chapter Download" button and cllick "Continue" and "Open PDF" 21:53 Succeed
Errors	
Other notes	

Abstract task 3: Get a hard copy of a page of the e-textbook.

3.1 Suppose you wanted to get the hard copy of pages 170-173, how would you go about doing this?

User ID	T16DG3P4
Task ID	3.1
Overall successful?	Yes
Clock Time	1st Sept. 21:53 Click "Go to Page" and input 170 in it, jump to page 170 21:54 Rolling the scroll bar and try to find something 21:54 Click icon "Print to PDF" and choose "Pages from 170 to 173" and click "Continue" 21:54 Click "Open PDF" and open a pdf document and print the hard copy by printer
Errors	
Other notes	The participant said the function offered by "Print to PDF" is good to use, but it is hard to be found by users. And the functions like "Full Download" and "Chapter Download" are not necessary, since "Print to PDF" can achieve all function that two functions offering.

Abstract task 3: Get a hard copy of a page of the e-textbook.
3.2 Suppose you wanted to get the hard copy of chapter 10, how would you go about doing this?

User ID	T16DG3P4
Task ID	3.2
Overall successful?	Yes
Clock Time	1st Sept. 21:54 Click "Chapter 10" in the left siderbar, jump to chapter10 21:54 Click icon "Print to PDF" and choose "Current Chapter" and click "Continue" 21:55 Click "Open PDF" and open a pdf document and print the hard copy by printer
Errors	
Other notes	Just like the task 3.2

Abstract task 4: Transform the e-textbook so it may be read offline using an e-reader.

4.1 Suppose you wanted to read the full text offline on your personal computer for 7 days, how would you do this?

User ID	T16DG3P4
Task ID	4.1
Overall successful?	Yes
Clock Time	1st Sept. 21:55 Click "Go to Page" and input 15 in it, jump to page 15 21:55 Click "Full Download" and choose "I'm using my own computer" and click "Continue" 21:55 Click "Get Adobe Digital Editors" and install this software 21:56 Click "7 days" in "DOWNLOAD PERIOD" and click "Download Your Book" 21:56 Succeed!
Errors	
Other notes	The participant said this function is easy to use for this concrete task.

Abstract task 4: Transform the e-textbook so it may be read offline using an e-reader.

4.2 Suppose you wanted to read the full text offline on a shared, non-private computer for 3 days, how would you do this?

User ID	T16DG3P4
Task ID	4.2
Overall successful?	Yes
Clock Time	1st Sept. 21:56 Click "Go to Page" and input 15 in it, jump to page 15 21:56 Click "Full download" and choose "I'm using a public computer" and click "continue" 21:56 Choose "3 days" in "DOWNLOAD PERIOD" and click "Download Your Book" 21:56 Succeed!
Errors	
Other notes	

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms.

5.1 Suppose you wanted to generate a reference in Vancouver style of "The UX Book" and paste it to a new word document, how would you do this?

User ID	T16DG3P4
Task ID	5.1
Overall successful?	Yes
Clock Time	1st Sept. 21:57 Click "Get Citation" button and choose "Vancouver" format 21:57 Copy the text in the text box
Errors	
Other notes	The participant said this function is good. And it saves time for users to write citation through some rules. But it has not the citation including pages that users use certain pages of the article.

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms.
5.2 Suppose you wanted to generate a reference in APA style of "The UX Book" and export it to EndNote. How would you do this?

User ID	T16DG3P4
Task ID	5.2
Overall successful?	Yes
Clock Time	1st Sept. 21:58 Click "Share Link" and close the window quickly 21:58 Click "Get Citation" button and choose "APA" format 21:58 Copy the content in the text box 21:58 Open the Endnot but fail 21:59 Click "Get Citation" button again and find the button "EndNote/Citavi"
Errors	
Other notes	The participant said this function is hard to find. Because the button "EndNote/Citavi" is white which is the same as the background of the pop-ups. The icons can not express their meaning throught what they like for users. And some functions are same, it's not necessary to set so many independent functions that can be done by one certain fuction like "Print to PDF".

Problem	Description	Heuristics	Severity
task 1.1	The copy function is not convenient; Appear some information that users do not need.	Flexibility and efficiency of use; Match between system and real word.	2
task 1.2	The copy function is not convenient; Appear some information that users do not need.	Flexibility and efficiency of use; Match between system and real word.	2
task 2.1	There are lack some choices of choose page no. the users may want to use in the "Chapter Download"	Match between system and real world.	3
task 2.2	There are lack some choices of choose page no. the users may want to use in the "Chapter Download"	Match between system and real world.	3
task 3.1	Some function can be substitute easily by other function like "Chapter Download" can be replaced by "Print to PDF"	Flexibility and efficiency of use.	1
task 3.2	The Icons do not show the function clearly	Help and documentation.	2
task 4.1	didn't provide the instruction for how to install the "Adobe Digital Editor"	Help and documentation	1
task 4.2	didn't provide a instruction about "you can't reborrow after borrowing"	Help and documentation	2
task 5.1	The function of "Get a citation" can not achieve some certain purpose for users like that the users only want to cite a part of the article	Match between system and real world.	2
task 5.2	Some function button are not easy to be seen in the interface	Help and documentation.	3

5427 Week 5 mini-assignment

P5--from Zijie Zhou

Task 1   Abstract task 1: Transfer text to a word document.
1.1 Suppose you wanted to transfer the content of page 170 and paste it on a new word document, how would you go about doing this?

User ID	T16DG3P5
Task ID	1.1
Overall successful?	Yes
Clock Time 12:58 12:59 13:00 13:01 13:01 13:01 13:02 13:02 13:02 13:03	read the task quickly. click "Page info" put the number 170 into "go to page" try to right- click the "copy" failed to copy change to click the "copy" button choose and copy the whole content create a new word document paste the content into this word document finish this task
Errors	try to right-click to copy
Other notes	

Abstract task 1: Transfer text to a word document.

1.2 Suppose you wanted to transfer the first paragraph of page 55 to a new word document, how would you go about doing this?

User ID	T16DG3P5
Task ID	1.2
Overall successful?	Yes

Clock Time
 	
13:28
13:29
13:29
13:30
13:30
13:31
13:32
13:32
13:33
13:33
13:34
	click the Page info
	  put number 55 into go to page
	  choose the first paragraph in this page
	  right-click want to choose copy
	  it is unsuccessful to copy the content
	  try again to choose the COPY button
	  than the first paragraph content will be put in the table
	  choose and copy the whole content
	 create a new word document
	  paste the content to the new word document
	  finish this task

Errors	the same mistake as the former
Other notes	should choose copy button instead of right-click

Abstract task 2: Export content of the e-textbook.
2.1 Suppose you wanted to export the pages 15-24 onto your computer, how would you go about doing this?

User ID	T16DG3P5
Task ID	2.1
Overall successful?	Only-with-help
Clock Time 13:42 13:42 13:43 13:43 13:44 13:54 13:55 13:55 13:56 13:56 13:57 13:57 13:58 13:58	read the task quickly click the page info put the number 15 into the blank use the copy way to copy the whole content of page 15 create a new word document copy the content use the formal way to copy the last 9 pages finish this task be told to use another way click the "Printer" button choose "page from _ to _" put the number 15 and 24 into the blanks click the continue finish this task
Errors	copy the page one by one
Other notes	

Abstract task 2: Export content of the e-textbook.

2.2 Suppose you want to export chapter 10 (UX Goals, Metrics, and Targets), how would you do this?

User ID	T16DG3P5
Task ID	2.2
Overall successful?	Yes
Clock Time 14:00 14:01 14:02 14:03 14:04 14:05 14:05	read the task quickly click the "catalog" button choose the chapter 10 (UX Goals, Metrics, and Targets) click the "PDF" button click the "continue" OPEN PDF in his own computer finish this task
Errors	
Other notes	

Abstract task 3: Get a hard copy of a page of the e-Textbook.
3.1 Suppose you wanted to get the hard copy of pages 170-173, how would you go about doing this?

User ID	T16DG3P5
Task ID	3.1
Overall successful?	Yes
Clock Time 14:06 14:07 14:07 14:08 14:08 14:09 14:09 14:09	read the chapter quickly click the "Printer" button print to PDF choose "page form_to_" put number 170 and 173 into blanks click continue get the PDF of pages 170-173 finish this task
Errors	
Other notes	

3.2 Suppose you wanted to get the hard copy of chapter 10, how would you go about doing this?

User ID	T16DG3P5
Task ID	3.2
Overall successful?	Yes
Clock Time 14:15 14:16 14:16 14:16 14:17 14:17 14:18 14:18 14:19	read the task quickly click the "catalog" button choose the chapter 10 (UX Goals, Metrics, and Targets) click the "PDF" button choose "current chapter" click the "continue" OPEN PDF in his own computer than print to get the hard copy finish this task
Errors	
Other notes	

Abstract task 4: Transform the e-textbook so it can be read offline using an e-reader.

4.1 Suppose you wanted to read the full text offline on your personal computer for 7 days, how would you do this?

User ID	T16DG3P5
Task ID	4.1
Overall successful?	No
Clock Time 14:22 14:23 14:23 14:24 14:25 14:25 14:26 14:27 14:27 14:28	read the task quickly click the "download" button first item is Device choose "I'm using my own computer" than the second item is Install choose "I have Adobe Digital Editions" the final item is Download choose 7 days period than choose "Download Your Book" finish this task
Errors	unsuccessful to login the Adobe Digital Edition unless change the ID number
Other notes	inconvenient to download the book by using another account

Abstract task 4: Transform the e-textbook so it can be read offline using an e-reader.

4.2 Suppose you wanted to read the full text offline on a shared, non-private computer for 3 days, how would you do this?

User ID	T16DG3P5
Task ID	4.2
Overall successful?	Only-with-help
Clock Time 14:31 14:32 14:32 14:33 14:33 14:34 14:35 14:35 14:36 14:36	read the task quickly click the "download" button first item is Device choose "I'm using a public computer" than the second item is Install choose "I have Adobe Digital Editions" the final item is Download choose 3 days period than choose "Download Your Book" finish this task
Errors	the same mistakes as former
Other notes	

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms.

5.1 Suppose you wanted to generate a reference in Vancouver style of "The UX Book" and paste it to a new word document, how would you do this?

User ID	T16DG3P5
Task ID	5.1
Overall successful?	Yes
Clock Time 14:43 14:43 14:44 14:45 14:46 14:46	read the task quickly choose the "citation" button in format item choose Vancouver style copy the whole content in blank paste it to a new word document finish this task
Errors	forget to choose EndNote item
Other notes	

Abstract task 5: Generate an e-textbook reference and transfer it to various platforms..

5.2 Suppose you wanted to generate a reference in APA style of "The UX Book" and export it to EndNote. How would you do this?

User ID	T16DG3P5
Task ID	5.2
Overall successful?	Yes
Clock Time 14:51 14:52 14:53 14:54 14:54 14:55 14:55	read the task quickly choose the "citation" button in format item choose APA style be told to choose Export citation item - EndNote copy the whole content in blank paste it to a new word document finish this task
Errors	
Other notes	

problem	Description	heuristics	rate severity
1.1	tried to use short-cuts to copy and paste	use the copy button to copy the content	2
1.2	same mistake as former	Flexibility and efficiency of use	2
2.1	can not find the correct E-textbook function without assistance	take care of the thinking misunderstanding and use clever way	3
2.2	no challenge to finish this task	Match between system and real world	1
3.1	not easy for user to find the button of printing function	Aesthetic and minimalist design	3
3.2	chapter download are the same function as the "print to PDF"	Aesthetic and minimalist design	1
4.1	it is difficult because there are too many steps	Help and documentation	2

problem	Description	heuristics	rate severity
4.2	it is hard to finish this task without changing account	Help and documentation	4
5.1	no mistake in this task	Help and documentation	1
5.2	ignore the request about EndNote	Help and documentation	2

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