

People-Oriented Computing

Project Assignment: GenderMag walkthrough

GenderMag walkthrough of an interactive system used for
text editing or document creation

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Description of Scenario

The scenario for this GenderMag walkthrough will be the following. Abby is being asked to create a text file with frequently asked questions about accounting. Her boss wants her to use a new approach for the task. Instead of using plain old MS Word she should use Markdown (a text formatting language) for the Task in the Typora application.

For now, Abby only needs to create a Header that says “FAQ”, followed by the one and only Question of this FAQ, a smaller Header saying “Where do I send my paylips?”. Then followed by this formatted answer, “Send them to **Abby@gmail.com**. (Used to be ~~abby1@gmail.com~~)”.

Her boss would then like to export the written FAQ to HTML, PDF and Docx files. With that Abby writes the FAQs in one place in one file and she can then send them out per email, print them out or put them on a website.

Preview

FAQ

Where do I send my paylips?

Send them to Abby@gmail.com. (Used to be abby1@gmail.com)

Markdown

FAQ

Where do I send my paylips?

Send them to ****Abby@gmail.com****. (Used to be ~~abby1@gmail.com~~)

Description of chosen interface/system

The application chosen for this task is “Typora” a Markdown writing App for macOS. It is said to be very intuitive, minimalistic and its special feature is that it uses a WYSIWYG (What you see is what you get) Editor.

After finishing writing on the current line the editor will take the written text in Markdown format and show how it looks.

This will be a semi-big Header



This will be a semi-big Header

Image 1 - Markdown to Visual Output

This application, therefore, is a product laying between conventional text editors like Word and conventional Markdown editors. With Word one is always working on top of the eventual output, with conventional Markdown editors, one only writes in the Markdown format and doesn't see the output till one exports.

Methods

Two computers will be used for this walkthrough a Desktop Computer for testing the script and a laptop to answer to the subgoal and action questions.

Introduction of recruit for the walkthrough

My neighbor Natasha was kind enough to do a walkthrough for this GenderMag Assignment. She works as a graphic designer and had already heard a bit about the GenderMag Analysis method and therefore just needed a quick refresh on how it works to get going.

Analysis of findings

Subgoals and individual actions that are potentially problematic

After conducting the two GenderMag analyses the following subgoals/actions turned out to be potential problems.

- Action #1.2: Navigate to the Navigation Bar and Click File -> New File and save the file as a .md file (file-name/location irrelevant)
- Subgoal #2: Use Markdown to create a FAQ file
 - Action #2.1: Create an FAQ Header: Type "# FAQ"
 - Action #2.2: Create a smaller header for the (only) question. Please type "## Where do I send my payslips?"
 - Action #2.3: Add formatted Answer by typing: Send them to **Abby@gmail.com**.
(Used to be ~~abby1@gmail.com~~)
- Subgoal #3: Export to HTML and PDF
 - Action #3.3: Navbar go to > File > Export > HTML
 - Action #3.4: Open each export by double clicking them

The relationship between problematic aspects of the interaction and the facets

Most of the problematic subgoals and actions listed above can be associated with three facets, Computer Self-Efficacy, Attitude Towards Risk & Tinkering.

Having a look at Action #1,2, having never used the file extension .md might bring up insecurities. Can I just do what I'm used to doing with this application and file format as well? It then requires a tendency towards risk to just go ahead with what you know and don't let oneself be confused by this new file format.

Problems with subgoal #2 and its problematic action 2.1,2.2 & 2.3 are that the user is using completely new software with a vastly different interface and way of writing, viewing and formatting text. Any actions in this new environment require an attitude towards risk to use the system as it isn't clear at all what is possible and what can happen. There is no manual or tutorial to start writing Markdown in Typora, all you get is a blank white window with a cursor, so to start tinkering with the system is almost required as there are no signifiers indicating anything. You need to browse through the navigation menus, start typing to get a feeling for the system.

There are two ways of formatting the text, either know the commands (e.g. # is a Big Header) or using the navigation bar e.g (Format > Strong or Paragraph > Heading 1.). Natasha and I both think that is very unlikely that Abby would know the Markdown syntax commands. Given that a couple of Applications make use of the navigation bar to also allow to format text Abby is likely to use the navbar or will get stuck at this step trying to formulate the action.

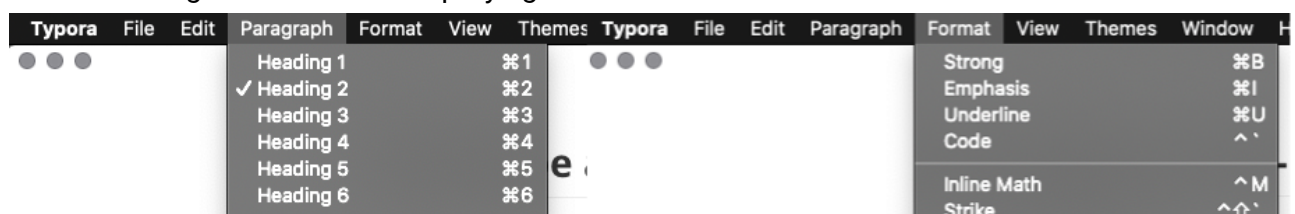


Image 2 - Navigation bar for formatting text

Exporting and the handling of the exported files are potential deal-breakers as well. Again some level of self-efficacy might be required to just feel confident to treat an HTML file the same as a familiar PDF file. The possible intimidating nature the HTML file can have, associating it with the internet, can make the user handle it more averse. It might be confusing for the user to double click the HTML and it then opening an internet browser displaying the file. Looking at the file in a text editor it looks like a complete mess with funky symbols which might make the user think that the file is corrupted or broken.

Successful and problematic Features

There are positive aspects of the system's design. Having most of the system being so closely integrated with the operating system. Basic file creation, saving, previewing, the opening action is the same as with any file. The files live on your computer and not in the cloud or in the app which makes things quite simple.

If Abby finds out that she can use the Navigation Bar I think that due to her way of processing information after a while Abby will be able to grasp the syntax of the markdown, having experienced the way the application works and having comprehended the linkage between what she is seeing and the markdown syntax.

But there's a good chance she might not find out about the navigation bar and this is a big problem. Typora is a very niche, specific and bare application. It only does one thing and doesn't distract the user with fancy features and a cluttered dashboard. But Typora might have gone a bit too far with its simplicity and minimalism. An Onboarding experience, question mark button showing the Markdown syntax commands or an example file would be beneficial to new users like Abby.

Tinkering almost seems like a required step using the application for the first time as there is guidance or signifiers. Therefore the application should accommodate users that might not tinker as much and are a bit more risk-averse, to get them to start using and in the longterm understand the system & syntax. Because once you start tinkering around the validation of one's actions is immediate. You type something and you immediately receive feedback by showing you the render of your text. Improvements are needed in providing a better system image.

Using Markdown and therefore a Markdown application is slightly dipping into the development world and that can be intimidating and may require certain risks to be taken and tinkering to understand a system that most of the time has been built with assumptions geared towards "professionals" and not novices using it.

(There are more upsides to use Markdown but those shouldn't be credited towards the system rather to the Markup language itself.)

General Analysis of the system

The application is quite special as it borrows different principles from different applications and forms them into one Application. As a user, you can edit your text in a “command-line fashion way” but also through direct manipulation with the WYSIWYG Editor. You type your text in Markdown syntax and while typing there isn’t much feedback and you feel like you’re giving commands to the system but then suddenly you see the Markdown being rendered as nicely formatted text. You receive rapid feedback and you can go ahead and continue editing the text in Markdown or editing it in the rendered text. You get the best of both worlds, rapid feedback, manipulating objects directly, feeling of control, actual control, transparency and completely understanding the system (no black box).

The application also makes little use of signifiers which lead to a rather poor system image and discoverability and a hardly perceivable affordance. Where the application shines is by providing feedback. It is immediate and informative and not obtrusive.

I find the applications gulf of evaluation very small, it informs the user of its state and through its visual is easily comprehensible and interpretable. But the gulf of execution could be better, the actions are executable quite easily but the application is not really matching the intentions of the user.

For some operations, the application’s affordance is quite clear because it uses operating system methods and not highly customized proprietary methods. Thanks to that a user gains a lot of starting knowledge because the application isn’t reinventing the wheel but using concepts the user already knows.

Overall Assessment

I was surprised to see that when taking fewer assumptions and being less self-efficacious it could be a daunting task to use a new application, writing technique, and file format. It, therefore, can be disadvantaging to people that are risk-averse or that have low computer self-efficacy. Tinkering is also quite helpful with this system as it is very bare and there’s no UI guiding you to possible actions, it’s all just inside that simple text editor. While one is clearly disadvantaged as a new user using this system I think the upsides of the system will, in the long run, outperform the negatives. This is of course as with a lot of things in the world due to the power of habit but I think that as soon as Markdown is just being recognized as another file format not different than .docx or .pdf and the application just being a text editor it will become easier for those people to use. The close interaction with the operating system can hopefully accelerate that process. Through small changes to the problems mentioned above the application could accommodate more users and become an overall truly great product.

Tabular GenderMag Forms with Checkboxes

Subgoal form

Scenario name: Boss wants Abby to create an FAQ for accounting document in Markdown format and export it as a PDF and HTML file. _____
(e.g., Boss just called Abby and told her to remove Kelly's access to the system)

Subgoal #: <u>1</u>	
Subgoal name: <u>Open Typora and create a new file and save it.</u>	
• Q: Will <persona> have formed this sub-goal as a step to their overall goal? YES NO MAYBE (Circle all that apply)	
• Q(a): Why? (Please explain.)	Q(b): Which, if any, of <persona> facets did you use to answer question Q(a)?
Abby works with Computers it should be possible for her to open a app and create and save a new file she knows that this is the required start for using a text application	<input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above

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Action form

• Action #: <u>1.1</u>	
• Name: <u>Navigate to Application Dock and double click Typora</u>	
⇒ Please do <u>not</u> perform the action yet. Instead, just name it, and answer Q1 on the left below	
• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)	• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)
• Q1(a) Why? (Please explain)	• Q2(a) Why? (Please explain)
Abby works with computers she can do this	Known operation, she can see a new window on her screen
Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above	Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above
⇒ After Q1, perform the action & go to Q2	
⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.	

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Action form

• Action #: <u>1.2</u>	
• Name: <u>Navigate to the Navigation Bar and Click File -> New File and save the file as a .md file (file-name/location irrelevant)</u>	
⇒ Please do <u>not</u> perform the action yet. Instead, just name it, and answer Q1 on the left below	
• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)	• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)
• Q1(a) Why? (Please explain)	• Q2(a) Why? (Please explain)
Almost all applications create files in the same way, nav bar, new file and saving shows the operating system component which she should be familiar with	She has saved files before and therefore she knows if the file saved
Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above	Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above
⇒ After Q1, perform the action & go to Q2	
⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.	

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Subgoal form

Scenario name: Boss wants Abby to create an FAQ for accounting document in Markdown format and export it as a PDF and HTML file. _____
(e.g., Boss just called Abby and told her to remove Kelly's access to the system)

Subgoal #: <u>2</u>	
Subgoal name: <u>Use Markdown language to write a FAQ file</u>	
• Q: Will <persona> have formed this sub-goal as a step to their overall goal? YES NO MAYBE (Circle all that apply)	
• Q(a): Why? (Please explain.)	Q(b): Which, if any, of <persona> facets did you use to answer question Q(a)?
Her boss told her to use markdown so she should kind of get it but what Markdown is might be a question she ahs	<input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above

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Action form

• Action #: 2.1
 • Name: Create an FAQ Header: Type “# FAQ

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? <u>YES NO MAYBE</u> (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>She doesn't know how to create Headers (typing #) she might find the option in the navbar but probably not, no instructions at all or guidance. She would need to just type letters, click button, browse through menus, tinker with the system</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input checked="" type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p> <p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? <u>YES NO MAYBE</u> (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She'll see it correctly rendered</p> <p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>
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Action form

• Action #: 2.2
 • Name: Create a smaller header for the (only) question. Please type “## Where do I send my paylips?

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? <u>YES NO MAYBE</u> (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>Same as 2.1 but if she was successful she's more likely to clear this task</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input checked="" type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p> <p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? <u>YES NO MAYBE</u> (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She'll see it correctly rendered</p> <p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>
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Action form

• Action #: 2.3
 • Name: Add formatted Answer by typing: Send them to **Abby@gmail.com**. (Used to be ~abby1@gmail.com~)

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? <u>YES NO MAYBE</u> (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>If she found the navigation menu yes, because selecting text and formatting isn't difficult for her, but she might not tinker around enough or might be intimidated by the system</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input checked="" type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p> <p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? <u>YES NO MAYBE</u> (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She'll see it correctly rendered</p> <p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>
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Tabular GenderMag Forms with Checkboxes

Subgoal form

Scenario name: Boss wants Abby to create an FAQ for accounting document in Markdown format and export it as a PDF and HTML file. _____
 (e.g., Boss just called Abby and told her to remove Kelly's access to the system)

• Subgoal #: 3
 • Subgoal name: Exporting Markdown file to PDF Docx and HTML

• Q: Will <persona> have formed this sub-goal as a step to their overall goal? YES NO MAYBE (Circle all that apply)

• Q(a): Why? (Please explain.)

Was part of the task her boss gave her

Q(b): Which, if any, of <persona> facets did you use to answer question Q(a)?

☐ Motivations
☐ Information Processing Style
☐ Computer Self-Efficacy
☐ Attitude Towards Risk
☒ Learning: by Process vs. by Tinkering
☐ None of the above

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Action form

• Action #: 3.1
• Name: Navbar go to > File > Export > PDF

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>Usual exports are found at the same location, she has learned this over time</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She can check the file system</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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Action form

• Action #: 3.2
• Name: Navbar go to > File > Export > Docx

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>Usual exports are found at the same location, she has learned this over time</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She can check the file system</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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Action form

• Action #: 3.3
• Name: Navbar go to > File > Export > HTML

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>HTML is maybe intimidating to her having it maybe heard in association if internet so there could be some uncertainty what do but the process at its core is one that she has learned over time and is capable of doing</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She can check the file system but again HTML can be intimidating and she might now know how a html should look like on her computer, should it just be like any other file in her filesystem?</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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Action form

• Action #: 3.4
• Name: Open each export by double clicking them

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>Checking the export is maybe unusual to her with the html file, can she just double click it? she never worked with this format so maybe it is different she thinks</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>PDF and Docx she can do but the html file opens in the browser and if she checks the file she might see weird symbols and think the file is corrupted or broken</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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June 26, 2018

Tabular GenderMag Forms with Checkboxes

Subgoal form

Scenario name: Boss wants Abby to create an FAQ for accounting document in Markdown format and export it as a PDF and HTML file. _____
(e.g., Boss just called Abby and told her to remove Kelly's access to the system)

• Subgoal #: <u>1</u>	
• Subgoal name: <u>Open Typora and create a new file and save it.</u>	
• Q: Will <persona> have formed this sub-goal as a step to their overall goal? YES NO MAYBE (Circle all that apply)	
• Q(a): Why? (Please explain.)	Q(b): Which, if any, of <persona> facets did you use to answer question Q(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above
Abby is able to do basic computer operations and is aware that to create a FAQ file she needs to use the application her boss told her to use and create a new file	

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Action form

• Action #: <u>1.1</u>	
• Name: <u>Navigate to Application Dock and double click Typora</u>	
⇒ Please do <u>not</u> perform the action yet. Instead, just name it, and answer Q1 on the left below	
• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)	• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)
• Q1(a) Why? (Please explain)	• Q2(a) Why? (Please explain)
abby is able to do basic computer operations	she'll see the application launch
Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)? <input type="checkbox"/> Motivations <input checked="" type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above	Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above
⇒ After Q1, perform the action & go to Q2	
⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.	

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Action form

• Action #: <u>1.2</u>	
• Name: <u>Navigate to the Navigation Bar and Click File -> New File and save the file as a .md file (file-name/location irrelevant)</u>	
⇒ Please do <u>not</u> perform the action yet. Instead, just name it, and answer Q1 on the left below	
• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)	• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)
• Q1(a) Why? (Please explain)	• Q2(a) Why? (Please explain)
abby can create and save files, she uses computers at work	regular system operation she'll see the file where she saved it
Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)? <input type="checkbox"/> Motivations <input checked="" type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above	Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above
⇒ After Q1, perform the action & go to Q2	
⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.	

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Tabular GenderMag Forms with Checkboxes

Subgoal form

Scenario name: Boss wants Abby to create an FAQ for accounting document in Markdown format and export it as a PDF and HTML file. _____
(e.g., Boss just called Abby and told her to remove Kelly's access to the system)

• Subgoal #: <u>2</u>	
• Subgoal name: <u>Use Markdown language to write a FAQ file</u>	
• Q: Will <persona> have formed this sub-goal as a step to their overall goal? YES NO MAYBE (Circle all that apply)	
• Q(a): Why? (Please explain.)	Q(b): Which, if any, of <persona> facets did you use to answer question Q(a)? <input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above
This subgoal was quite clearly mentioned in the task she received so yes but she might lack the motivation as she isn't seeing a reason to use this new program and approach	

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Action form

• Action #: 2.1
 • Name: Create an FAQ Header: Type "# FAQ"

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>Without knowing that hashtags are headers there's no indication on how to do this</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>The markdown is always shown how it really is</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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⇒ After Q1, perform the action & go to Q2

⇒ Are there more actions for this subgoal?
 If yes, proceed with another Action form.
 If no, proceed with another Subgoal form.

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Action form

• Action #: 2.2
 • Name: Create a smaller header for the (only) question. Please type "## Where do I send my paylips?"

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>Like the previous step without knowing that hashtags are headers there's no sign on how to do this</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>The markdown is always shown how it really is</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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⇒ After Q1, perform the action & go to Q2

⇒ Are there more actions for this subgoal?
 If yes, proceed with another Action form.
 If no, proceed with another Subgoal form.

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Action form

• Action #: 2.3
 • Name: Add formatted Answer by typing: Send them to **Abby@gmail.com**. (Used to be ~~~abby1@gmail.com~~~)

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>Like the previous step without knowing that hashtags are headers there's no indication on how to do this</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>The markdown is always shown how it really is</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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⇒ After Q1, perform the action & go to Q2

⇒ Are there more actions for this subgoal?
 If yes, proceed with another Action form.
 If no, proceed with another Subgoal form.

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Tabular GenderMag Forms with Checkboxes

Subgoal form

Scenario name: Boss wants Abby to create an FAQ for accounting document in Markdown format and export it as a PDF and HTML file. _____
 (e.g., Boss just called Abby and told her to remove Kelly's access to the system)

• Subgoal #: 3
 • Subgoal name: Exporting Markdown file to PDF Docx and HTML

• Q: Will <persona> have formed this sub-goal as a step to their overall goal? **YES NO MAYBE** (Circle all that apply)

• Q(a): Why? (Please explain.)

Q(b): Which, if any, of <persona> facets did you use to answer question Q(a)?

☐ Motivations
☐ Information Processing Style
☐ Computer Self-Efficacy
☐ Attitude Towards Risk
☐ Learning: by Process vs. by Tinkering
☐ None of the above

She will most likely form this sub goal it is said in the scenario task

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Action form

• Action #: 3.1
 • Name: Navbar go to > File > Export > PDF

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>She can do this it's same in word and excel and she know those apps</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input checked="" type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She know that she can check if the file created on her Desktop</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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Action form

• Action #: 3.2
 • Name: Navbar go to > File > Export > Docx

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>She can do this it's same in word and excel and she know those apps</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input checked="" type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She know that she can check if the file created on her Desktop</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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Action form

• Action #: 3.3
 • Name: Navbar go to > File > Export > HTML

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>She can do this it's same in word and excel and she know those apps</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input checked="" type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>She know that she can check if the file created on her Desktop</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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Action form

• Action #: 3.4
 • Name: Open each export by double clicking them

⇒ Please do not perform the action yet. Instead, just name it, and answer Q1 on the left below

<p>• Q1: Will <persona> know what to do at this step? YES NO MAYBE (Circle all that apply)</p> <p>• Q1(a) Why? (Please explain)</p> <p>She can check files by opening them, normal computer action</p> <p>⇒ After Q1, perform the action & go to Q2</p>	<p>Q1(b): Which, if any, of <persona> facets did you use to answer Q1(a)?</p> <p><input type="checkbox"/> Motivations <input checked="" type="checkbox"/> Information Processing Style <input type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>	<p>• Q2: If <persona> does the right thing, will s/he know that s/he did the right thing and is making progress toward their goal? YES NO MAYBE (Circle all that apply)</p> <p>• Q2(a) Why? (Please explain)</p> <p>Maybe surprised that Chrome opens</p> <p>⇒ Are there more actions for this subgoal? If yes, proceed with another Action form. If no, proceed with another Subgoal form.</p>	<p>Q2(b): Which, if any, of <persona> facets did you use to answer Q2(a)?</p> <p><input type="checkbox"/> Motivations <input type="checkbox"/> Information Processing Style <input checked="" type="checkbox"/> Computer Self-Efficacy <input type="checkbox"/> Attitude Towards Risk <input type="checkbox"/> Learning: by Process vs. by Tinkering <input type="checkbox"/> None of the above</p>
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