Participant 1

Task 1: Easy

Task 2: Unable to find the submit button

Noticed subtask colour change

Only submitted one subtask

Task 3: Easy

Task 4: Went to dashboard first

Did not know it had to be dragged

Thought it had to be loaded when clicked

Task 5: Asked if this is the progress

Task 6: Easy

Task 7: Went to account for logout

Task 8: Tried logging in to change password

Got lost

Additional observation: Preferred going to the CW through the dashboard instead of courses

About participant: 4th year cs student, was in a hurry

Participant 2 (8 mins)

Task 1: Easy

Task 2: Could not find the submit button

Task 3: Easy

Task 4: Took a while but completed

Task 5: Easy

Task 6: Easy

Task 7: Easy

Task 8: Could not find forgot password

Went to help but read the FAQ about forgot username. Clicked on the link and reached contact us. She was entering the details. I had to stop her and guide her. Took 2.15 for this task

About Participant: Was in a hurry. Uses Macbook so was slow on windows. Wanted better structured tasks and instructions about dragging (on board). CS 4th year student

Participant 3

Task 1: Easy. Noticed name

Task 2: Easy. Noticed locked subtasks and understood the purpose

Task 3: Went to coursework page instead of timeline

Repeated the task but viewed F21DF instead of F21SF

Task 4: Went to coursework page again instead of board

Repeated the task but failed to drag

Task 5: Easy

Task 6: Did it separately

Task 7: Easy

Task 8: Logged in again instead of using forget password

Completed it

About participant: Also, in a hurry. CS 4th year student

Participant 4

Task 1: Easy

Task 2: Noticed all changes except stars

Task 3: Did not check the subtasks

Task 4: Dragged and dropped halfway through. Needed help

Task 5: Did not notice the bar

Task 6: Went to coursework page. Some difficulty in finding edit profile but found it

Task 7: Easy

Task 8: Easy

Entered email for verification code

About participant: CS 4th year student. Read the sheets

Participant 5

Task 1: Easy

Task 2: Found it hard to find the submit button

Thought the button was for resubmit only

Noticed 100% complete

Task 3: Opened view subtask

Found it later

Task 4: Went to dashboard to do it

Then board

Was clicking on it

Figured out dragging without help

Task 5: Did not notice the bar

Task 6: Went to settings first

Task 7: Easy

Task 8: Easy

Thought email and phone number, both had to be entered so got confused

Additional Observation: Did struggle slightly

About participant: CS 4th year student. Read the sheets

Participant 6

Task 1: Easy

Task 2: Easy

Task 3: Went to course page instead of timeline

Went to timeline but did not view it

Task 4: Clicked on them

Found the drag but struggles slightly

Task 5: Did not notice the bar

Task 6: Easy

Task 7: Easy

Task 8: Easy

Additional Observation: Used back buttons of browser instead of interacting with the menu

About participant: CS 3rd year student

Participant 7

Task 1: Made mistake in password. Tried to re-enter password without closing alert

Task 2: Went to coursework from side bar instead of using the CW links on the dashboard

Easy

Noticed the locked subtasks

Noticed the progress

Task 3: Went to courses instead of timeline

Could not find timeline

Viewed F21DF instead of F21SF

Task 4: Clicked on the subtask

Thought he must go back to courses

Couldn’t figure out dragging. Needed help

Task 5: Did not notice the progress bar

Task 6: Easy

Task 7: Easy

Task 8: Went to help and followed the correct FAQ

He thought email was skipped but later realized it was an option to select either email or phone number

Needed the show button for confirm password

About participant: CS 3rd year student. Read the sheets before test

Additional Observation: Seemed to have some eye vision problem

Participant 8

Task 1: Easy

Task 2: Took long and viewed subtasks

Did not notice any changes

Was submitting same subtask again

Task 3: Went to dashboard

Then to courses -> Software Engineering

Then to timeline

Task 4: Went to dashboard

Then to courses -> database

Submitted subtasks there

Repeated the task after I told him. He clicked on the subtasks but could not figure out the dragging part

Task 5: Did not notice the progress bar

Task 6: Did the tasks separately

Task 7: Easy

Task 8: Went to help, then dashboard, then to help, checked the correct FAQ but clicked on the link without reading and reached contact us. Asked him to read. Completed

Additional Observation: Did not use the logo to go back to the main page to change password. Went for browser back button

About participant: Engineering student. Not good with computers. Made basic mistakes. Did not read any of the sheets provided before the test. Was conscious because I was making notes and many times stopped in between.

Participant 9

Task 1: Easy

Task 2: Went to courses 2 times. Confused. Then selected the CW from dashboard

Tried to submit next subtask without closing the alert

Task 3: Thought he had to click on the colour key Software Engineering. Then he realized and viewed the correct subtask

Task 4: Clicked on the subtask

Could not figure out

Task 5: Did not notice the bar

Task 6: Easy

Task 7: Easy

Task 8: Easy

About participant: Robotics student

Participant 10

Task 1: Easy, Liked the green colour and the design

Task 2: Went to courses instead of dashboard

Found it straightforward

Got confused with the button working Re/Submit

Noticed the updated work progress

Task 3: Went to courses first

Task 4: First clicked on the tasks

Found the dragging part himself but took time

Task 5: Went to e-commerce

Then went to notifications

Then saw the progress

Task 6: First went to settings

Task 7: Easy but expected a log out confirmation

Task 8: Was about to log in again but saw the forgot password option

Entered email for username

Needed show/hide to see password on new password page

About participant: Robotics student

Most common mistakes:

* Show/hide button on new password page
* Dragging on board page
* Should have course code and course name everywhere
* People did not use the help section when they got stuck
* Directly clicked the links for solution rather than reading the FAQ properly
* Most did not notice the progress bar
* Many ignored the alert window
* Some expected change password to be in settings or profile
* Most preferred using the browser back buttons
* Logout and login was easy
* Board was difficult
* Most found the Re/Submit button confusing. Most did not even notice the colour change. No one noticed the stars. Some explanation must be provided on the page
* Most were in a hurry
* Most were not confident enough to explore the website on their own, may be conscious because of me
* Most did not read the sheets and tasks before the task

My mistakes:

* Forgot to record participant 2
* It was too late to perform testing. Most of them were in a hurry since it was time for them to go home
* The tasks on the task sheet were not clear. I failed to structure them properly
* Should have recruited all participants from same year of study and program