

Appendix E: Observation Sheet (to be filled by moderator)

E.0 Participant Information	
E.0.1 Participant ID: <u>4</u>	E.0.2 Session date: <u>10-APR-2025</u> <small>/DD-MMM-YYYY/</small>
E.1 Session timing	
E.1.1 Session Start Time: <u>17:50</u>	E.1.2 Session End Time: <u>19:05</u>
E.2 Session Environment	
E.2.1 Session is conducted: <input type="checkbox"/> Face-to-Face <input checked="" type="checkbox"/> Remotely	E.2.2 Location of the face-to-face session or software used for remote access and observation: <u>TEAMVIEWER</u>
E.3 Pre-test impression of participant	
E.3.1 The participant seems: <input checked="" type="checkbox"/> Calm <input type="checkbox"/> Nervous <input type="checkbox"/> Tired <input type="checkbox"/> Irritated / Annoyed <input type="checkbox"/> _____	E.3.2 The participant's verbal behavior seems: <input type="checkbox"/> Talkative / Verbally expressive <input type="checkbox"/> Minimal answers / Quiet <input checked="" type="checkbox"/> Balanced – neither talkative, nor quiet <input type="checkbox"/> _____
E.4 Observation Summary	
<p>Participant was a little doubting of the their digital literacy. Failed one task, completed four, one partially. Wide diversity of errors but no repetitive ones among them. Stayed focused on the tasks.</p> <p>Combined time for all tasks: 63 minutes.</p> <p>1. Overall Usability Issues Identified: The "design" options of the blog were found to be a little complicated. It seems to be not immediately obvious how to add a post.</p> <p>2. Positive Feedback: Felt confident making another website at the end.</p> <p>3. Improvement Recommendations:</p>	

E.5 Task Observations

E.5.1 Task 1 Observation			E.5.2 Task 2 Observation		
E.5.1.1 Task Timing			E.5.2.1 Task Timing		
E.5.1.1.1 Task start time: <u>17:55</u>	E.5.1.1.2 Task end time: <u>18:13</u>	E.5.1.1.3 Total time spent on this task: <u>18</u> minutes	E.5.2.1.1 Task start time: <u>18:14</u>	E.5.2.1.2 Task end time: <u>18:23</u>	E.5.2.1.3 Total time spent on this task: <u>9</u> minutes
E.5.1.1.4 Time allowed for this task: 20 MINUTES			E.5.2.1.4 Time allowed for this task: 20 MINUTES		
E.5.1.2 Task Events Timeline (notable quotes, critical incidents)			E.5.2.2 Task Events Timeline (notable quotes, critical incidents)		
<div style="border: 1px solid black; padding: 5px;"> <p>TASK START</p> <ul style="list-style-type: none"> - Little uncertainty with "Design Site". ER - "Add Section" x2 x3 AS - "We need to add a simple text not a whole section." - Centered text by slamming the space bar instead of using the text alignment option. - Did not respect gridlines. <p>TASK END</p> </div>			<div style="border: 1px solid black; padding: 5px;"> <p>TASK START</p> <ul style="list-style-type: none"> ER - "Add Section" ER - Tried to paste text straight on the page with no text field. <p>TASK END</p> </div>		
E.5.1.3 Task Execution Overview			E.5.2.3 Task Execution Overview		
E.5.1.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed	E.5.1.3.2 Total number of assists (AS): <u>1</u>	E.5.1.3.3 Total number of errors (ER): <u>3</u>	E.5.2.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed	E.5.2.3.2 Total number of assists (AS): <u>4</u>	E.5.2.3.3 Total number of errors (ER): <u>2</u>
E.5.1.3.4 Total number of task breakdowns (TB): <u>0</u>			E.5.2.3.4 Total number of task breakdowns (TB): <u>0</u>		

E.5.3 Task 3 Observation

E.5.3.1 Task Timing

E.5.3.1.1 Task start time:	E.5.3.1.2 Task end time:	E.5.1.1.3 Total time spent on this task:
19:24	18:37	13 minutes

E.5.3.1.4 Time allowed for this task: **20 MINUTES**

E.5.3.2 Task Events Timeline (notable quotes, critical incidents)

TASK START

- ER - Opened "Settings" of the blog correctly, but then closed it.
- ER - "Section background"
- ER - Tried changing colour of navigation instead of post background.
- ER - Tried changing colour theme of the site.
- ER - ~~Changed~~ Changed colour of post text on hover.
- ER - "Manage posts"
- ER - Tried changing colour of links.
- AS - "You are on the right page. You need to change "Post Background"!"

TASK END

E.5.3.3 Task Execution Overview

E.5.3.3.1 Completion:	E.5.3.3.2 Total number of assists (AS):	E.5.3.3.3 Total number of errors (ER):
F = Fully completed P = Partially Completed N = Not Completed P	1	7
E.5.3.3.4 Total number of task breakdowns (TB): 0		

E.5.4 Task 4 Observation

E.5.4.1 Task Timing

E.5.4.1.1 Task start time:	E.5.4.1.2 Task end time:	E.5.4.1.3 Total time spent on this task:
18:39	18:59	20 minutes

E.5.4.1.4 Time allowed for this task: **20 MINUTES**

E.5.4.2 Task Events Timeline (notable quotes, critical incidents)

TASK START

- ER - "Add Section"
- ER - "Add Element"
- AS - "Nothing to add, just work with the blog you personalised"
- ER - Tried to add text to the page. x2
- ER - "Blog settings".
- ! - page froze and had to be refreshed.
- AS - Showed they had to do it using the "manage posts" option.

TASK END

Barely completed on time.

E.5.4.3 Task Execution Overview

E.5.4.3.1 Completion:	E.5.4.3.2 Total number of assists (AS):	E.5.4.3.3 Total number of errors (ER):
F = Fully completed P = Partially Completed N = Not Completed N	2	4
E.5.4.3.4 Total number of task breakdowns (TB): 0		

E.5.5 Task 5 Observation

E.5.5.1 Task Timing

E.5.5.1.1 Task start time:

19:00

E.5.1.1.2 Task end time:

19:03

E.5.1.1.3 Total time spent on this task:

3 minutes

E.5.5.1.4 Time allowed for this task: 20 MINUTES

E.5.5.2 Task Events Timeline (notable quotes, critical incidents)

TASK START

No errors.
Found it easy.

TASK END

E.5.5.3 Task Execution Overview

E.5.5.3.1 Completion:

F = Fully completed
P = Partially Completed
N = Not Completed

F

E.5.5.3.2 Total number of assists (AS):

0

E.5.5.3.3 Total number of errors (ER):

0

E.5.5.3.4 Total number of task breakdowns (TB):

0

E.5.6 Additional Notes (if applicable)

1. Went through the account creation process.

Completion:

F = 3

P = 1

N = 1

Total:

AS: 4

ER: 18