E.0 Participant Information

E.0.1 Participant ID:	E.0.2 Session date:
5	10-APR-2025
	/DD-MMM-YYYY/

E.1 Session timing

E.1.1 Session Start Time: 19:47	E.1.2 Session End Time: 21:04

E.2 Session Environment

E.2.1 Session is conducted:	E.2.2 Location of the face-to-face session or software used for remote access and observation:
☐ Face-to-Face	TEAMVIEWER
☑ Remotely	

E.3 Pre-test impression of participant

E.3.1 The participant seems:	E.3.2 The participant's verbal behavior seems:
☑ Calm	☐ Talkative / Verbally expressive
☐ Nervous	☐ Minimal answers / Quiet
☐ Tired	☑ Balanced – nether talkative, nor quiet
☐ Irritated / Annoyed	☐ _____
☐ _____	

E.4 Observation Summary

Found some of the task challenging, but managed to complete them all. Quite the contrast in navigation between different tasks. Not being able to find a single feature seems to send the participant down a spiral of errors. High error repetition. Quite some drifting off the tasks.

Combined time for all tasks: 52 minutes.

1. **Overall Usability Issues Identified:** "Home" on the dashboard is confused with the website's home page. "Manage posts" could leave the impression of having post design options. "Add section" is yet another vague description of an option.

2. **Positive Feedback:** Found it fun. Feels far more confident using it. Creating posts and customising home page seemed easy.

3. **Improvement Recommendations:** _____

E.5 Task Observations

E.5.1 Task 1 Observation

E.5.1.1 Task Timing

E.5.1.1.1 Task start time:	E.5.1.1.2 Task end time:	E.5.1.1.3 Total time spent on this task:
19:59	20:15	16 minutes

E.5.1.1.4 Time allowed for this task: 20 MINUTES

E.5.1.2 Task Events Timeline (notable quotes, critical incidents)

TASK START

! – Selected "Modern Dance" as the type of website. This caused the system to ask tons of irrelevant questions, so the task had to be restarted.

ER – Thought "Home" on the dashboard was the home page of the website.

– Spent a bit too much time stylising the title.

ER – "Add Section" for adding the menu.

ER – Tried to create manual menu with links.

AS – "Title and Menu need to be in the header."

– Did not respect the gridlines. (initially)

TASK END

E.5.1.3 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):	E.5.1.3.3 Total number of errors (ER):
P	1	3

E.5.1.3.4 Total number of task breakdowns (TB): 0

E.5.2 Task 2 Observation

E.5.2.1 Task Timing

E.5.2.1.1 Task start time:	E.5.2.1.2 Task end time:	E.5.2.1.3 Total time spent on this task:
20:17	20:23	6 minutes

E.5.2.1.4 Time allowed for this task: 20 MINUTES

E.5.2.2 Task Events Timeline (notable quotes, critical incidents)

TASK START

No errors.
Found it easy.

TASK END

E.5.2.3 Task Execution Overview

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):	E.5.2.3.3 Total number of errors (ER):
F	0	0

E.5.2.3.4 Total number of task breakdowns (TB): 0

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:
20:25	20:42	17 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

- Drifted off the task by trying to change of font.

ER - "Manage Posts" for changing layout of blog.

ER - Thought "Design" was changing the layout.

ER - Pressed "Add Elements"

AS - "We do not need to add anything, just change the layout of what we already have."
- Drifted off task with the font again.

AS - "This is navigation. It's Posts that we want to change."

ER - "Manage Posts" for customising post page.

ER - Opened (correctly) settings pane and then closed it.

ER - "Add section"

ER - "Add elements" x2

TASK END

E.5.3.3 Task Execution Overview

E.5.3.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed	E.5.3.3.2 Total number of assists (AS):	E.5.3.3.3 Total number of errors (ER):
P	2	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:
20:43	20:52	9 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

- Page needed refreshing as it froze.

No errors.
Found it easy.

TASK END

E.5.4.3 Task Execution Overview

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

E.5.4.3.4 Total number of task breakdowns (TB): c

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E.5.5 Task 5 Observation	E.5.6 Additional Notes (if applicable)

E.5.5.1 Task Timing

E.5.5.1.1 Task start time: 20:53	E.5.1.1.2 Task end time: 20:57	E.5.1.1.3 Total time spent on this task: 4 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:

1. Went through the account creation process.

Total:
AS: 3
ER: 10

Completion:
F — 3
P — 2
N — 0