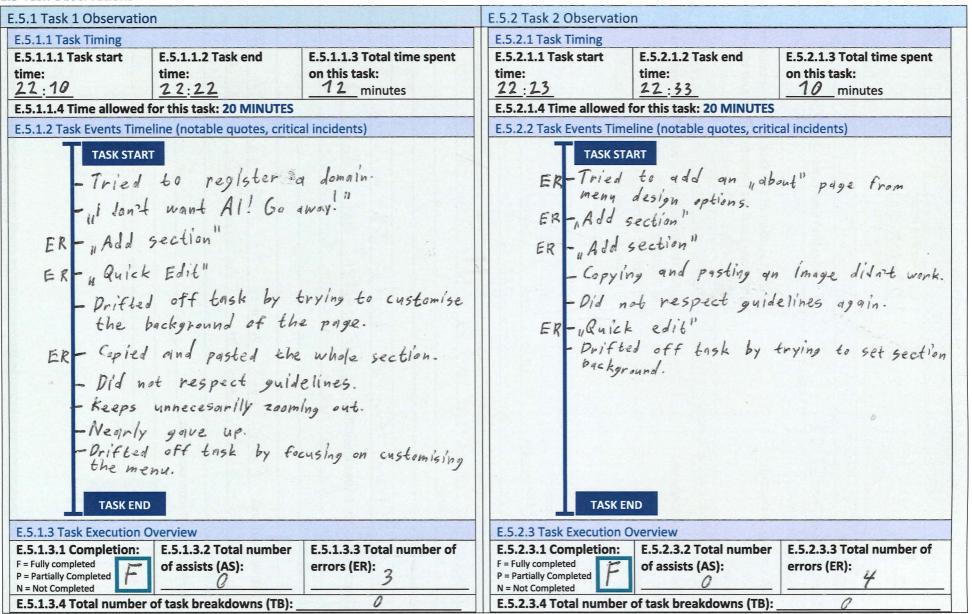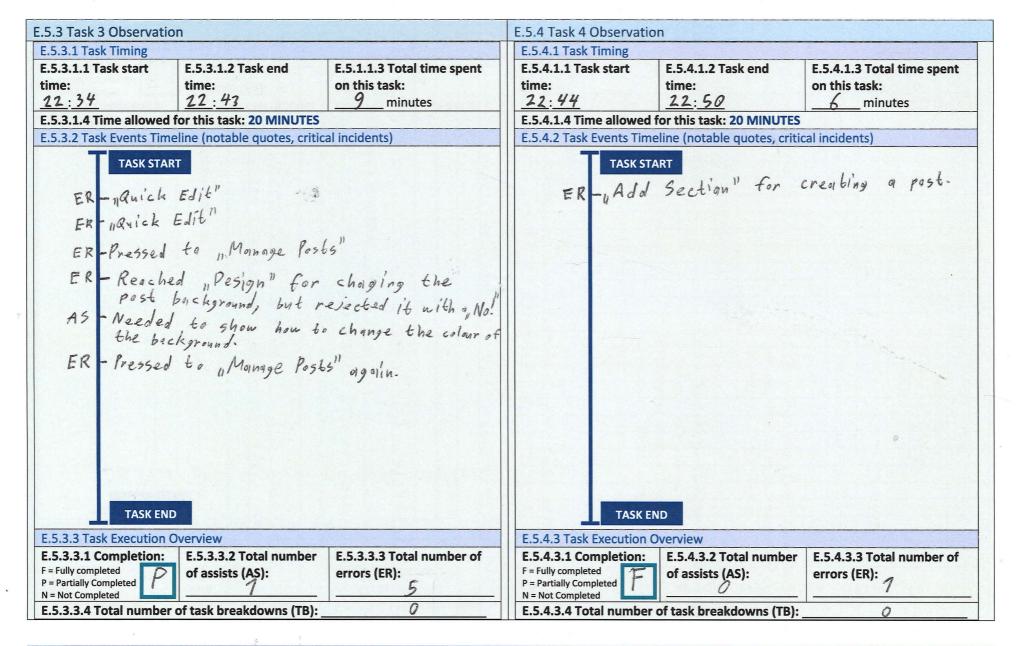## Appendix E: Observation Sheet *(to be filled by moderator)*

E.0 Participant Information

E.0.1 Participant ID: 3	E.0.2 Session date: 09-APR-2025 /DD-MMM-YYYY/

E.1 Session timing

E.1.1 Session Start Time: 22:10	E.1.2 Session End Time: 23:05

E.2 Session Environment

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

E.3 Pre-test impression of participant

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

E.4 Observation Summary

Good performance - 4 fully and 1 partially completed tasks. Participant was doubting themselves a few times before succeeding at certain tasks.

Frequently repetitive errors. Quite some drifting off the set tasks at times.

Combined time for all tasks: 51 minutes.

1. **Overall Usability Issues Identified:** „Add section" and „Quick Edit" seem to keep drawing users' attention for no reason.

2. **Positive Feedback:** Participant seemed to like the wide variety of options that seemed to stimulate their creativity.

3. **Improvement Recommendations:** _____

E.5 Task Observations

E.5.1 Task 1 Observation	E.5.2 Task 2 Observation

E.5.1.1 Task Timing

E.5.1.1.1 Task start time: 22:10	E.5.1.1.2 Task end time: 22:22	E.5.1.1.3 Total time spent on this task: 12 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

- Tried to register a domain.
- "I don't want AI! Go away!"

ER - "Add section"

ER - "Quick Edit"

- Drifted off task by trying to customise the background of the page.

ER - Copied and pasted the whole section.
- Did not respect guidelines.
- keeps unnecesarily zooming out.
- Nearly gave up.
- Drifted off task by focusing on customising the menu.

TASK END

E.5.1.3 Task Execution Overview

E.5.1.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed **F**	E.5.1.3.2 Total number of assists (AS): 0	E.5.1.3.3 Total number of errors (ER): 3

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

E.5.2.1 Task Timing

E.5.2.1.1 Task start time: 22:23	E.5.2.1.2 Task end time: 22:33	E.5.2.1.3 Total time spent on this task: 10 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

ER - Tried to add an "about" page from menu design options.

ER - "Add section"

ER - "Add section"
- Copying and pasting an image didn't work.
- Did not respect guidelines again.

ER - "Quick edit"
- Drifted off task by trying to set section background.

TASK END

E.5.2.3 Task Execution Overview

E.5.2.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed **F**	E.5.2.3.2 Total number of assists (AS): 0	E.5.2.3.3 Total number of errors (ER): 4

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

E.5.3 Task 3 Observation	E.5.4 Task 4 Observation

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:
22:34	22:43	9 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 – „Quick Edit"

ER – „Quick Edit"

ER – Pressed to „Manage Posts"

ER – Reached „Design" for chaging the post background, but rejected it with „No!"

AS – Needed to show how to change the colour of the background.

ER – Pressed to „Manage Posts" again.

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	1	5

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:
22:44	22:50	6 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" for creating a post.

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	1

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:	E.5.1.1.2 Task end time:	E.5.1.1.3 Total time spent on this task:
22:51	23:05	14 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

— Drifted off task by customising site theme.

TASK END

E.5.5.3 Task Execution Overview

E.5.5.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed	E.5.5.3.2 Total number of assists (AS):	E.5.5.3.3 Total number of errors (ER):
F	0	0

E.5.5.3.4 Total number of task breakdowns (TB): 0

E.5.6 Additional Notes (if applicable)

1. No account registration process.

2. Some pages were loading a little too slowly.

Total:
AS: 1
ER: 13

Completion:
F — 4
P — 1
N — 0