Appendix E: Observation Sheet *(to be filled by moderator)*
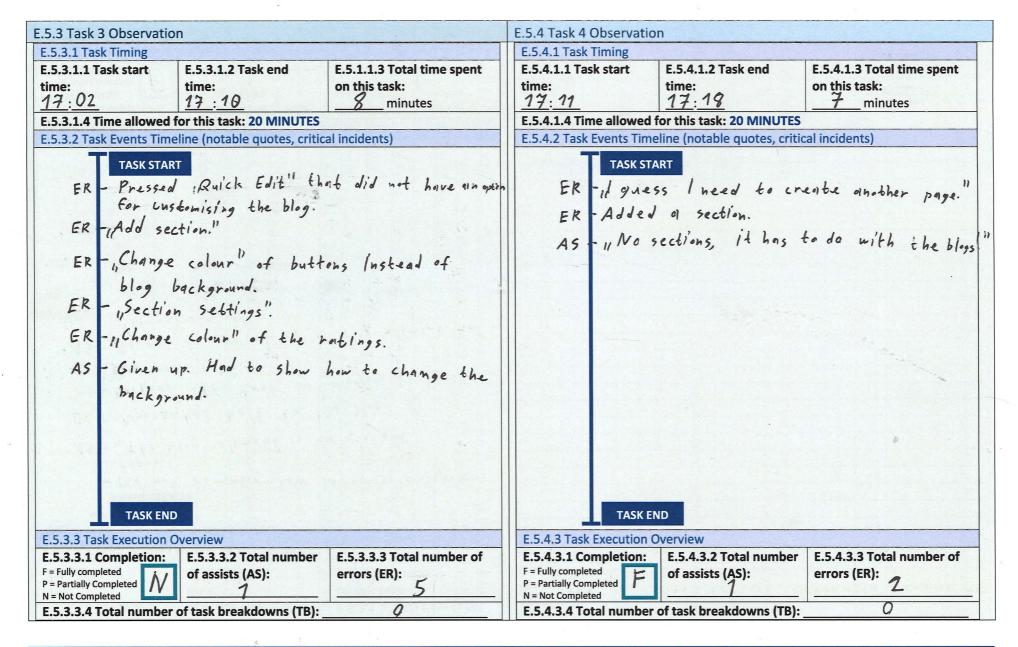
E.0 Participant Information

E.0.1 Participant ID:	E.0.2 Session date:
1	08-APR-2025
	/DD-MMM-YYYY/

E.1 Session timing

E.1.1 Session Start Time: 16:11   **E.1.2 Session End Time:** 17:34

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 ☑ Remotely	TEAMVIEWER

E.3 Pre-test impression of participant

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

E.4 Observation Summary

Overall the participant seemed to struggle with the wide variety of options presented on the screen. Navigating between them seems tricky.
A glitch during task 1 meant the attempt had to be restarted. Some repetitive errors present. Frequently drifted off the tasks.

Combined time for all tasks: 63 minutes.

1. **Overall Usability Issues Identified:** Adding a "section" seems to be a little abstract and unclear. Navigating between pages does not seem to be too straightforward of a process.

2. **Positive Feedback:** Managed posts quite easily. Account and site creation also seemed easy.

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: 16 : 21	E.5.1.1.2 Task end time: 16 : 51	E.5.1.1.3 Total time spent on this task: 30 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

- — Mentioned the „App" selection is unclear.
- — Drifted off task by focusing on domain registration
- ER — Pressed to write a blog post.
- ER — Pressed „Home" on the dashboard.
- ! — Picked another template and switched to „from scratch", which caused a glitch and forced AI use. Task had to be restarted.
- AS — ⬆ with the help of the moderator.
- — Drifted off task by changing colour theme.
- AS — Needed clarification title is expected to be in the header.

TASK END Not within the permitted timeframe.

E.5.1.3 Task Execution Overview

E.5.1.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed → N	E.5.1.3.2 Total number of assists (AS): 2	E.5.1.3.3 Total number of errors (ER): 2

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: 16 : 52	E.5.2.1.2 Task end time: 17 : 00	E.5.2.1.3 Total time spent on this task: 8 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 — „Add elements" for page creation.
- — Drifted off task by trying to customise blog.
- ER — „Add section".
- AS — Requested. Needed to show „Manage pages".
- ER — Picked „Add Elements" to add an image, but rejected it with a „No!"
- — Picked to change the background.
- ER — „Add section" for adding image.
- AS — „Add elements was right!"
- — Drifted off task by trying to add a form.
- ER — Added a section instead of a text field.

TASK END

E.5.2.3 Task Execution Overview

E.5.2.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed → P	E.5.2.3.2 Total number of assists (AS): 2	E.5.2.3.3 Total number of errors (ER): 5

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.5.3.1 Task Timing			**E.5.4.1 Task Timing**		
E.5.3.1.1 Task start time: 17:02	**E.5.3.1.2 Task end time:** 17:10	**E.5.1.1.3 Total time spent on this task:** 8 minutes	**E.5.4.1.1 Task start time:** 17:11	**E.5.4.1.2 Task end time:** 17:18	**E.5.4.1.3 Total time spent on this task:** 7 minutes
E.5.3.1.4 Time allowed for this task: 20 MINUTES			**E.5.4.1.4 Time allowed for this task: 20 MINUTES**		

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

TASK START

ER – Pressed „Quick Edit" that did not have an option for customising the blog.

ER – „Add section."

ER – „Change colour" of buttons Instead of blog background.

ER – „Section settings".

ER – „Change colour" of the ratings.

AS – Given up. Had to show how to change the background.

TASK END

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

TASK START

ER – „I guess I need to create another page."

ER – Added a section.

AS – „No sections, it has to do with the blogs."

TASK END

E.5.3.3 Task Execution Overview			E.5.4.3 Task Execution Overview		
E.5.3.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed **N**	**E.5.3.3.2 Total number of assists (AS):** 1	**E.5.3.3.3 Total number of errors (ER):** 5	**E.5.4.3.1 Completion:** F = Fully completed P = Partially Completed N = Not Completed **F**	**E.5.4.3.2 Total number of assists (AS):** 1	**E.5.4.3.3 Total number of errors (ER):** 2
E.5.3.3.4 Total number of task breakdowns (TB): 0			**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:
17:20	17:30	10 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

- Did not remember how to navigate between pages.

AS - "The blog element is an element."

ER - Navigated back to the blog.

- Drifted off task by changing background of blog page.

AS - Given up on adding a blog element. Had to demonstrate it.

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):
P	2	1

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

E.5.6 Additional Notes (if applicable)

1. Went through the registration process.

2. Task 1 had to be restarted cause of a glitch.

Total:
AS: 8
ER: 14

Completion:
F — 1
P — 2
N — 2