

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

E.0 Participant Information	
E.0.1 Participant ID: <u>10</u>	E.0.2 Session date: <u>13-APR-2025</u> <small>/DD-MMM-YYYY/</small>
E.1 Session timing	
E.1.1 Session Start Time: <u>21:20</u>	E.1.2 Session End Time: <u>22:41</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 type="checkbox"/> Calm <input type="checkbox"/> Nervous <input checked="" 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 checked="" type="checkbox"/> Minimal answers / Quiet <input type="checkbox"/> Balanced – nether talkative, nor quiet <input type="checkbox"/> _____
E.4 Observation Summary	
<p>Participant stated they were very confused with the terms used across the UI – section, blog, page, header, post... Performance could have been better potentially if the participant was not as tired as they stated they were. They were asked about it beforehand and stated they still wanted to proceed. Lots of repetitive mistakes. Did not drift off tasks much.</p> <p>Combined time for all tasks: 62 minutes.</p> <p>1. Overall Usability Issues Identified: The buzzwords used across the UI seemed confusing for the participant. "Quick Edit" and "Manage Posts" kept confusing them.</p> <p>2. Positive Feedback: Post creation seemed easy and straightforward. Participant was confident they would perform much better if they have a second go at it.</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>21:30</u>	E.5.1.1.2 Task end time: <u>21:50</u>	E.5.1.1.3 Total time spent on this task: <u>20</u> minutes	E.5.2.1.1 Task start time: <u>21:51</u>	E.5.2.1.2 Task end time: <u>21:59</u>	E.5.2.1.3 Total time spent on this task: <u>8</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)		
<p>TASK START</p> <p>! - Windows-related bug occurred.</p> <p>- Tried to register a domain.</p> <p>ER - Made a blog post instead of a home page.</p> <p>AS - Requested help: "Have you got an indication of what page you're on?"</p> <p>ER - Went on "Blog" again. x3</p> <p>- Did not respect gridlines.</p> <p>TASK END Barely completed on time.</p>			<p>TASK START</p> <p>- Copying and pasting image didn't work.</p> <p>ER - "Add section"</p> <p>ER - "Quick Edit" x2</p> <p>TASK END</p>		
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>2</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>0</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.5.4 Task 4 Observation		
E.5.3.1 Task Timing			E.5.4.1 Task Timing		
E.5.3.1.1 Task start time: <u>22:00</u>	E.5.3.1.2 Task end time: <u>22:20</u>	E.5.1.1.3 Total time spent on this task: <u>20</u> minutes	E.5.4.1.1 Task start time: <u>22:21</u>	E.5.4.1.2 Task end time: <u>22:29</u>	E.5.4.1.3 Total time spent on this task: <u>8</u> 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)			E.5.4.2 Task Events Timeline (notable quotes, critical incidents)		
<div style="border-left: 2px solid black; padding-left: 10px;"> <div style="background-color: black; color: white; text-align: center; padding: 2px 5px;">TASK START</div> <p>ER - "Quick Edit" for changing post colour.</p> <p>ER - "Manage posts" for changing post colour.</p> <p>ER - "Quick Edit" again.</p> <p>ER - "Page Settings" for BLOG.</p> <p>ER - "Manage Posts" again.</p> <p>ER - "Add Section"</p> <p>AS - "Not adding, but changing stuff."</p> <p>ER - "Quick Edit" again.</p> <p>ER - "Manage Posts" again.</p> <p>ER - Correctly opened Design menu for changing post background, but closed it again. x2</p> <p>ER - Changed Site theme instead.</p> <p>ER - Manage posts.</p> <div style="background-color: black; color: white; text-align: center; padding: 2px 5px;">TASK END</div> <p style="text-align: right;">Barely completed on time.</p> </div>			<div style="border-left: 2px solid black; padding-left: 10px;"> <div style="background-color: black; color: white; text-align: center; padding: 2px 5px;">TASK START</div> <p>ER - "Add Section" for creating a post.</p> <div style="background-color: black; color: white; text-align: center; padding: 2px 5px;">TASK END</div> </div>		
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 <div style="border: 2px solid black; padding: 2px 10px; display: inline-block;">F</div>	E.5.3.3.2 Total number of assists (AS): <u>1</u>	E.5.3.3.3 Total number of errors (ER): <u>12</u>	E.5.4.3.1 Completion: F = Fully completed P = Partially Completed N = Not Completed <div style="border: 2px solid black; padding: 2px 10px; display: inline-block;">F</div>	E.5.4.3.2 Total number of assists (AS): <u>0</u>	E.5.4.3.3 Total number of errors (ER): <u>1</u>
E.5.3.3.4 Total number of task breakdowns (TB): <u>0</u>			E.5.4.3.4 Total number of task breakdowns (TB): <u>0</u>		

E.5.5 Task 5 Observation

E.5.5.1 Task Timing

E.5.5.1.1 Task start

time:
22:30

E.5.5.1.2 Task end

time:
22:36

E.5.5.1.3 Total time spent

on this task:
6 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

ER - "Add Section" for navigating back to the homepage
X2
ER - pressed on the menu itself
ER - "Quick Edit" X2
Ad

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):

3

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

0

E.5.6 Additional Notes (if applicable)

1. Went through the account registration process

Completion:

F = 4

P = 1

N = 0

Total:

AS: 2

ER: 20