

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

E.0 Participant Information	
E.0.1 Participant ID: <u>9</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>10:57</u>	E.1.2 Session End Time: <u>11:50</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 – nether talkative, nor quiet <input type="checkbox"/> _____
E.4 Observation Summary	
<p>Overall good, but at times the participant gets lost and starts "shooting in different directions" in the dark. Some tasks were extremely easy, and some had small trip hazards.</p> <p>Some error repetition. Some drifting off the tasks.</p> <p>Combined time for all tasks: 37 minutes</p> <p>1. Overall Usability Issues Identified: "Add section" and "quick edit" too vague and confusing. "Design your website" also didn't seem to be clear enough.</p> <p>2. Positive Feedback: Was able to get quite creative once they got the hang of it. Lots of options.</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>11:05</u>	E.5.1.1.2 Task end time: <u>11:15</u>	E.5.1.1.3 Total time spent on this task: <u>10</u> minutes	E.5.2.1.1 Task start time: <u>11:16</u>	E.5.2.1.2 Task end time: <u>11:20</u>	E.5.2.1.3 Total time spent on this task: <u>4</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: 10px;"> <div style="background-color: #003366; color: white; text-align: center; padding: 2px 5px;">TASK START</div> <ul style="list-style-type: none"> - Participant's installed adblockers prevented initial account creation and had to be disabled. - Tried to register a domain. ER - Pressed "Home" on the dashboard. ER - Started writing an article instead of text on the home page. AS - Needed to suggest that that was not the home page of our website. ER - "Quick Edit" - Did not respect the guidelines. <div style="background-color: #003366; color: white; text-align: center; padding: 2px 5px;">TASK END</div> </div>			<div style="border: 1px solid black; padding: 10px;"> <div style="background-color: #003366; color: white; text-align: center; padding: 2px 5px;">TASK START</div> <p style="text-align: center; font-size: 1.2em;">No errors. Found it easy.</p> <div style="background-color: #003366; color: white; text-align: center; padding: 2px 5px;">TASK END</div> </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 <div style="border: 2px solid #003366; padding: 2px 5px; font-size: 1.5em; float: right;">P</div>	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 <div style="border: 2px solid #003366; padding: 2px 5px; font-size: 1.5em; float: right;">F</div>	E.5.2.3.2 Total number of assists (AS): <u>0</u>	E.5.2.3.3 Total number of errors (ER): <u>0</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: <u>11:22</u>	E.5.3.1.2 Task end time: <u>11:32</u>	E.5.1.1.3 Total time spent on this task: <u>10</u> 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 - Added a section.

ER - "Page settings".

ER - Section layout.

- "I'm having trouble finding it (blog customisation)"

ER - "Manage posts". x2

ER - Changes the colour of the navigation insted of the background.

- Drifted off the task with playing with the fonts.

AS - "It's navigation you're changing, not posts!"

ER - "Add section"

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): <u>1</u>	E.5.3.3.3 Total number of errors (ER): <u>7</u>
E.5.3.3.4 Total number of task breakdowns (TB): <u>0</u>		

E.5.4 Task 4 Observation

E.5.4.1 Task Timing

E.5.4.1.1 Task start time: <u>11:33</u>	E.5.4.1.2 Task end time: <u>11:42</u>	E.5.4.1.3 Total time spent on this task: <u>9</u> 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 - Reached "Manage posts", but closed it. x3

ER - "Add section"

AS - "You opened it a few times but closed it."

ER - "Add page"

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): <u>1</u>	E.5.4.3.3 Total number of errors (ER): <u>3</u>
E.5.4.3.4 Total number of task breakdowns (TB): <u>0</u>		

E.5.5 Task 5 Observation			E.5.6 Additional Notes (if applicable)	
E.5.5.1 Task Timing			<p><i>1. Went through the account creation process.</i></p>	
E.5.5.1.1 Task start time: <u>11:43</u>	E.5.1.1.2 Task end time: <u>11:47</u>	E.5.1.1.3 Total time spent on this task: <u>4</u> minutes		
E.5.5.1.4 Time allowed for this task: 20 MINUTES				
E.5.5.2 Task Events Timeline (notable quotes, critical incidents)				
<div style="position: relative;"> <div style="position: absolute; left: -20px; top: 0; bottom: 0; border-left: 2px solid blue; width: 2px;"></div> <div style="position: absolute; left: 0; top: 0; background-color: #003366; color: white; padding: 2px 5px; font-weight: bold;">TASK START</div> <div style="position: absolute; left: 0; bottom: 0; background-color: #003366; color: white; padding: 2px 5px; font-weight: bold;">TASK END</div> <div style="position: absolute; left: 20px; top: 50%; transform: translateY(-50%); font-family: cursive;"> <p>No errors.</p> <p>Found it easy.</p> </div> </div>				
E.5.5.3 Task Execution Overview				
E.5.5.3.1 Completion: <small>F = Fully completed P = Partially Completed N = Not Completed</small> <div style="border: 2px solid blue; display: inline-block; padding: 2px 10px; font-size: 1.5em; font-weight: bold;">F</div>	E.5.5.3.2 Total number of assists (AS): <u>0</u>	E.5.5.3.3 Total number of errors (ER): <u>0</u>		
E.5.5.3.4 Total number of task breakdowns (TB): <u>0</u>				
<div style="float: right; text-align: right;"> Completion: F — <u>2</u> P — <u>3</u> N — <u>0</u> </div> <div style="clear: both;"></div>				