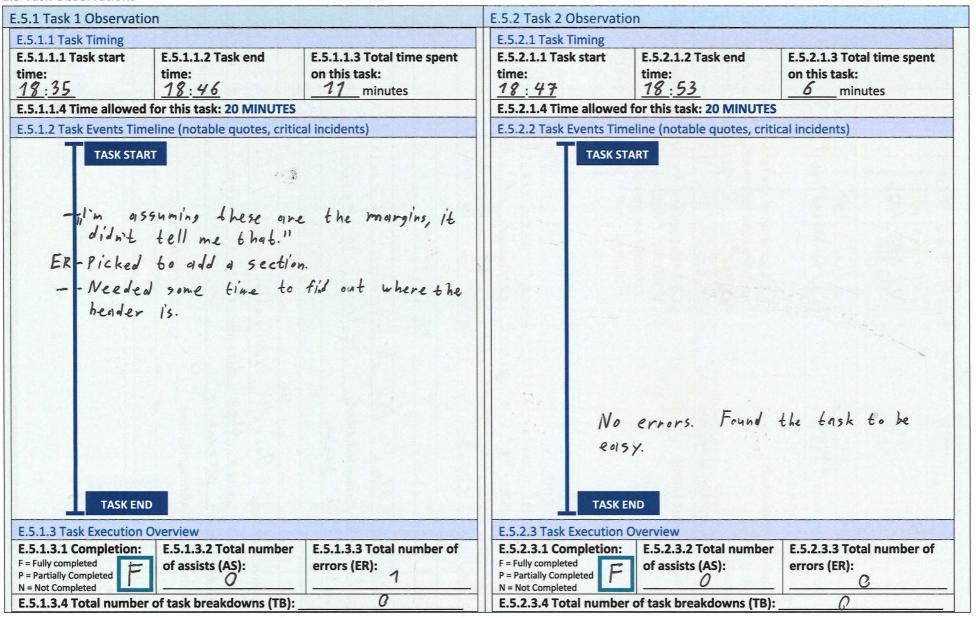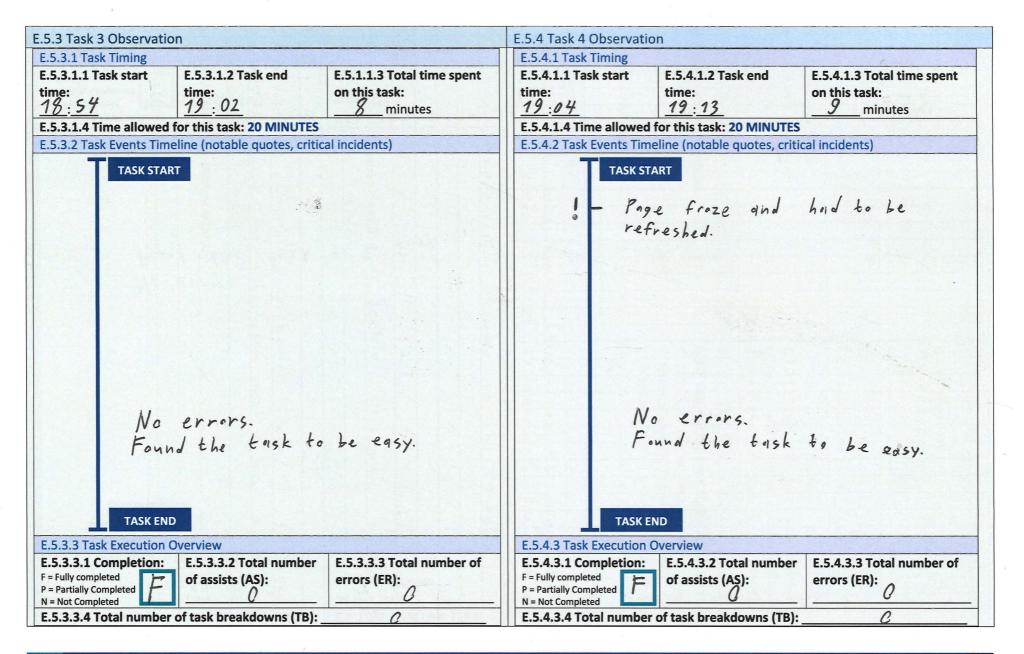## Appendix E: Observation Sheet *(to be filled by moderator)*

E.0 Participant Information

E.0.1 Participant ID:	E.0.2 Session date:
2	08-APR-2025
	/DD-MMM-YYYY/

E.1 Session timing

E.1.1 Session Start Time: 18:48	E.1.2 Session End Time: 19:27

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	Kingston University Library

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

Some initial uncertanties. Easily got the hang of it though and demonstrated a great command of the available tools. 4 out of 5 tasks were done with no errors. No error repetition. Focused on the tasks.

Combined time for all tasks: 46 minutes.

1. **Overall Usability Issues Identified:** „Section" is again a very attractive option it seems.

2. **Positive Feedback:** Overall navigation seemed to be easy. Especially once they discovered most things start with „adding an element".

3. **Improvement Recommendations:** _____

E.5 Task Observations

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

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:
18:35	18:46	11 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

— "I'm assuming these are the margins, it didn't tell me that."

ER — Picked to add a section.

— Needed some time to find out where the header is.

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):
F	0	1

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:
18:47	18:53	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 the task to be 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.5.4 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:
18:54	19:02	8 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

No errors.
Found the task to be easy.

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):
F	0	0

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:
19:04	19:13	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 froze and had to be refreshed.

No errors.
Found the task to be 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): 0

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

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:
19:14	19:21	7 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 the task to be 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	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. Page freeze during task 4.

Total:
AS: 0
ER: 1

Completion:
F — 5
P — 0
N — 0