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

E.0 Participant Information

E.0.1 Participant ID:	E.0.2 Session date:
6	11-APR-2025
	/DD-MMM-YYYY/

E.1 Session timing

E.1.1 Session Start Time: 16:16	**E.1.2 Session End Time:** 16:55

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	Kingston University Library
☐ Remotely	

E.3 Pre-test impression of participant

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

E.4 Observation Summary

A few confusions here and there but overall excellent performance. No help needed.
Little error repetition. Very focused on the tasks.

Combined time for all tasks: 27 minutes.

1. **Overall Usability Issues Identified:** The vague "Add section" and "Quick Edit" seen to be confusing again.

2. **Positive Feedback:** Easily understood the drag-and-drop nature of it. Liked the old-school options.

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:
16:20	16:24	4 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

- "Set up without chat???"
- Picked to register a custom domain.
- Did not mind the guides.

No errors on the task requirements.

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	0

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:
16:26	16:32	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

ER — "Add section" for a new page.

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	1

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: 16 : 33	**E.5.3.1.2 Task end time:** 16 : 41	**E.5.1.1.3 Total time spent on this task:** 8 minutes	**E.5.4.1.1 Task start time:** 16 : 42	**E.5.4.1.2 Task end time:** 16 : 47	**E.5.4.1.3 Total time spent on this task:** 5 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)**		

TASK START

ER — „Quick Edit". → „Section Background"

ER — Pressed on „Manage Posts" x2

TASK END

TASK START

ER — „Add section."

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 F	**E.5.3.3.2 Total number of assists (AS):** 0	**E.5.3.3.3 Total number of errors (ER):** 3	**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):** 0	**E.5.4.3.3 Total number of errors (ER):** 1
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.5.6 Additional Notes (if applicable)

E.5.5 Task 5 Observation

E.5.6 Additional Notes (if applicable)

1. No account registration process.

E.5.5.1 Task Timing

E.5.5.1.1 Task start time: 16:48	E.5.1.1.2 Task end time: 16:52	E.5.1.1.3 Total time spent on this task: 4 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 mind the guides.

No errors on task requirements

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): 0

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

Total:
AS: 0
ER: 5

Completion:
F — 5
P — 0
N — 0