

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

E.0 Participant Information	
E.0.1 Participant ID: <u>8</u>	E.0.2 Session date: <u>12-APR-2025</u> <small>/DD-MMM-YYYY/</small>
E.1 Session timing	
E.1.1 Session Start Time: <u>10:30</u>	E.1.2 Session End Time: <u>11:20</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 checked="" type="checkbox"/> Minimal answers / Quiet <input type="checkbox"/> Balanced – nether talkative, nor quiet <input type="checkbox"/> _____
E.4 Observation Summary	
<p><u>Excellent performance. Despite some wandering around in the first half of the test, the second was flawless.</u></p> <p><u>Participant is happy with the system but suspects many other users won't be.</u></p> <p><u>No error repetition. No drifting off the tasks.</u></p>	
<p><u>Combined time for all tasks: 32 minutes.</u></p>	
<p>1. Overall Usability Issues Identified: <u>"Quick edit" keeps on confusing users. "Manage posts" could be confused for having an option to design the look and feel of the posts.</u></p>	
<p>2. Positive Feedback: <u>User is happy with the UI overall.</u></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>10:38</u>	E.5.1.1.2 Task end time: <u>10:46</u>	E.5.1.1.3 Total time spent on this task: <u>8</u> minutes	E.5.2.1.1 Task start time: <u>10:47</u>	E.5.2.1.2 Task end time: <u>10:53</u>	E.5.2.1.3 Total time spent on this task: <u>6</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-left: 2px solid black; padding-left: 10px;"> <div style="background-color: #003366; color: white; padding: 2px 5px; text-align: center;">TASK START</div> <p style="margin-top: 10px;">- Tried to register a custom domain.</p> <p style="margin-top: 100px;">No errors. Found the task easy.</p> <div style="background-color: #003366; color: white; padding: 2px 5px; text-align: center;">TASK END</div> </div>			<div style="border-left: 2px solid black; padding-left: 10px;"> <div style="background-color: #003366; color: white; padding: 2px 5px; text-align: center;">TASK START</div> <p style="margin-top: 10px;">ER - "Add elements" for a new page creation.</p> <p style="margin-top: 10px;">ER - "Quick Edit" for adding text.</p> <div style="background-color: #003366; color: white; padding: 2px 5px; text-align: center;">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; display: inline-block; font-weight: bold;">F</div>	E.5.1.3.2 Total number of assists (AS): <u>0</u>	E.5.1.3.3 Total number of errors (ER): <u>0</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; display: inline-block; font-weight: bold;">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>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>10:54</u>	E.5.3.1.2 Task end time: <u>11:01</u>	E.5.1.1.3 Total time spent on this task: <u>7</u> minutes	E.5.4.1.1 Task start time: <u>11:02</u>	E.5.4.1.2 Task end time: <u>11:08</u>	E.5.4.1.3 Total time spent on this task: <u>6</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: 1px solid black; padding: 10px;"> <div style="text-align: center; background-color: #003366; color: white; padding: 2px 5px;">TASK START</div> <p>ER - Picked "text colour" instead of post "overlay colour"</p> <p>ER - Pressed "Manage posts" for customising the design of the posts.</p> <div style="text-align: center; background-color: #003366; color: white; padding: 2px 5px;">TASK END</div> </div>			<div style="border: 1px solid black; padding: 10px;"> <div style="text-align: center; background-color: #003366; color: white; padding: 2px 5px;">TASK START</div> <p style="text-align: center;">No errors Found it easy.</p> <div style="text-align: center; background-color: #003366; color: white; 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	E.5.3.3.2 Total number of assists (AS): <u>0</u>	E.5.3.3.3 Total number of errors (ER): <u>2</u>	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>0</u>	E.5.4.3.3 Total number of errors (ER): <u>0</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:

11:09

E.5.1.1.2 Task end time:

11:14

E.5.1.1.3 Total time spent on this task:

5 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 it 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

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

E.5.6 Additional Notes (if applicable)

1. No account registration process.

Total:
AS: 0
ER: 4

Completion:
F - 5
P - 0
N - 0