

## 1 User Information

Name	Highest Level of Education	Major of Study	Computer Comfort Level	Age
L	1 semester of graduate school	Psychology, and then Behavior Analysis	5	24
S	4 years college	Math	5	23
R	Masters Science	Linguistics	4	30
O	Masters Science	Computer Science	5	24
C	Bachelor's	Computer Science & Physics	5	25

## 2 Task List

1. Add a company
2. Add a job
3. View the details of the note about John Doe at Tufts University.
4. Remove the job that was added in step 2.
5. Remove the company that was added in step 1.
6. Add a person.
7. Add a note.
8. View the details of the person you added in step 6.
9. View the details of "Real Company".
10. View the details of "Jane Doe".
11. Remove the note you added in step 7.
12. Remove the person you added in step 6.

## 3 Experience Questionnaire Results

### 3.1 Multiple Choice Questions

Question Text	1	2	3	4	5
How easy was the system to use?	0	0	0	0	5
How would you rate the general look and feel of the system?	0	2	2	1	0
How much did you enjoy using the system?	0	0	3	1	1
Overall grade?	0	0	1	2	2

### 3.2 Open Answer Summaries

1. Which tasks were easy to complete?
  - (a) 4 of the users said all tasks were easy to complete. (R, L, O, S)
  - (b) C commented that adding entries to the lists was particularly easy
  - (c) L said that “many [of the tasks] could have been completed more efficiently
2. Can you identify why the solutions were clear?
  - (a) A few comments about the clarity of the interface, how it was uncluttered. (C, L)
  - (b) A few more said the vocabulary used in the instructions and the UI was self explanatory (S, R)
  - (c) OO didn’t answer.
3. Which tasks were difficult to complete?
  - (a) 4 of the 5 users said ‘None’ (R, L, O, S)
  - (b) C commented that deleting would have been harder if all of the entries had delete buttons, rather than just the entry he had added.
4. How would you make those tasks easier to complete?
  - (a) 2 said ‘N/A’ (R, S)
  - (b) O wanted a better looking interface
  - (c) C said to add a ‘date added’ field, to help identify which entry you might not want, especially while testing. He also suggested thinning the borders, and alternating the color of each row to make them more readable.
  - (d) L wanted to be able to add new entries of any type from any page. For example, on the company page, you should be able to go to a company’s row and click a single button to add a job at that company, instead of having to navigate to the job page first.
5. Were there any instructions, vocabulary or labels that you found confusing?
  - (a) 2 users said ‘No’ (R, O)
  - (b) C and S had trouble with the wording of task number 3, and started by looking under the “People” tab instead of the “Notes” tab.
    - i. This is more a problem of how the task is phrased, rather than how the UI works. Once they reread the task, they knew the answer immediately.

- (c) L complained about the technical jargon on the introduction page, which lead her to give up and skip half of the instructions about how the demo differed from a real system.
6. Any general complaints or suggestions?
- (a) Most of the responses were about the ugliness of the GUI. (R, C, O)
    - i. C recommended some CSS.
    - ii. O wanted more color
  - (b) S complained about how much she had to click for each of the tasks. I imagine that the suggestion from L in question 4 would help this.

## 4 Observations of users, and other verbal comments they made

### 4.1 Observations about the demo

- Almost every user found the uneditable fields confusing. They understand from previous experience that they are usually able to fill in fields. We should try very hard to make our next demo not have this.
- All users thought the current demo was unattractive, and that colored their opinion of it. We should also strive to make the next demo much more visually appealing
- Our current links do not draw the eye enough. We should try to make these more clear, perhaps into buttons, for the next demo.
- Four users had trouble understanding our introduction page.
  - One suggested we refer to ‘people’, ‘jobs’, ‘companies’ and ‘notes’ as ‘entries’ instead of ‘objects’.
- Three of the users read the third task quickly, and went to the details about “John Doe” on the person page instead of the note about him. Once they were prompted to re-read the task, they took the correct action.
- The second open ended question on the questionnaire was confusing. For two users, it was not clear what was being asked.
- Two of the users noted that the “view details” page for each entry was the same as the list item for that entry. We should have more data on those pages for the future demos. Two users noted that deleting objects was too easy, since there was only one row with a delete button.

## 4.2 Observations about the design

- Deleting entries should be harder - an accidental click deletes objects at this point. We either should add a confirmation page or an undo button.
- Many users wanted it to be easier to move from one type of entry to another and add entries of different types from one page. This yields two possible changes
  - One or more ‘Add X’ buttons for each entry, that, for example, allows you to add a job at a company from that companies entry, rather than having to go to the job page to add the job. Perhaps this would best be done using a dropdown menu.
  - The “details” page for each entry should have links to the other relevant entries. For example, if a person is mentioned in several notes, those notes should appear on their details page.
- Two users suggested there should be more dates in the program.
  - One wanted to be able to add relevant dates to notes or jobs, and have them appear on a calendar page
  - Another wanted “last edited” or “created” dates for each entry
- One user suggested a totally different layout for our program, based on a schoolwork tracking program she used.

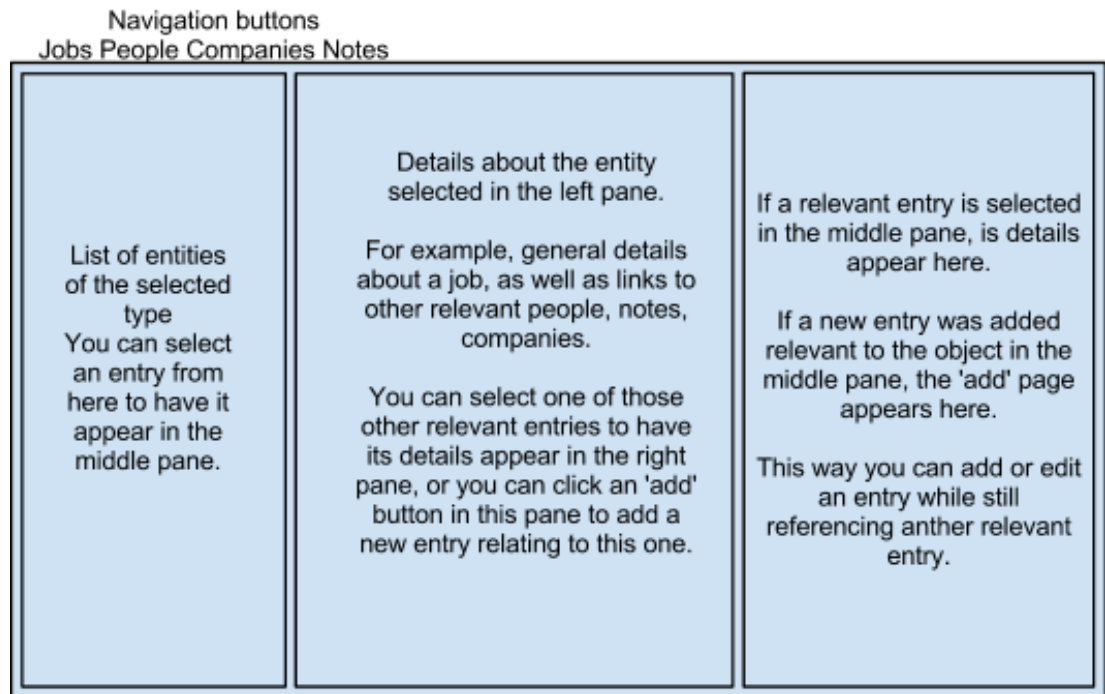


Figure 1: New Layout Suggestion