

Cognitive Crash Dummies Tutorial – Task instructions

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Assume you are designing a new system for collaborative on-line shopping. During your initial field work interviewing potential users, you saw a roommate find an interesting couch on Craigslist and share the link and her opinion of the couch with her roommates by sending it to them using GMail. You want to analyze several existing ways to share a link and an opinion to baseline existing competitors to your system and get inspiration for a better design.

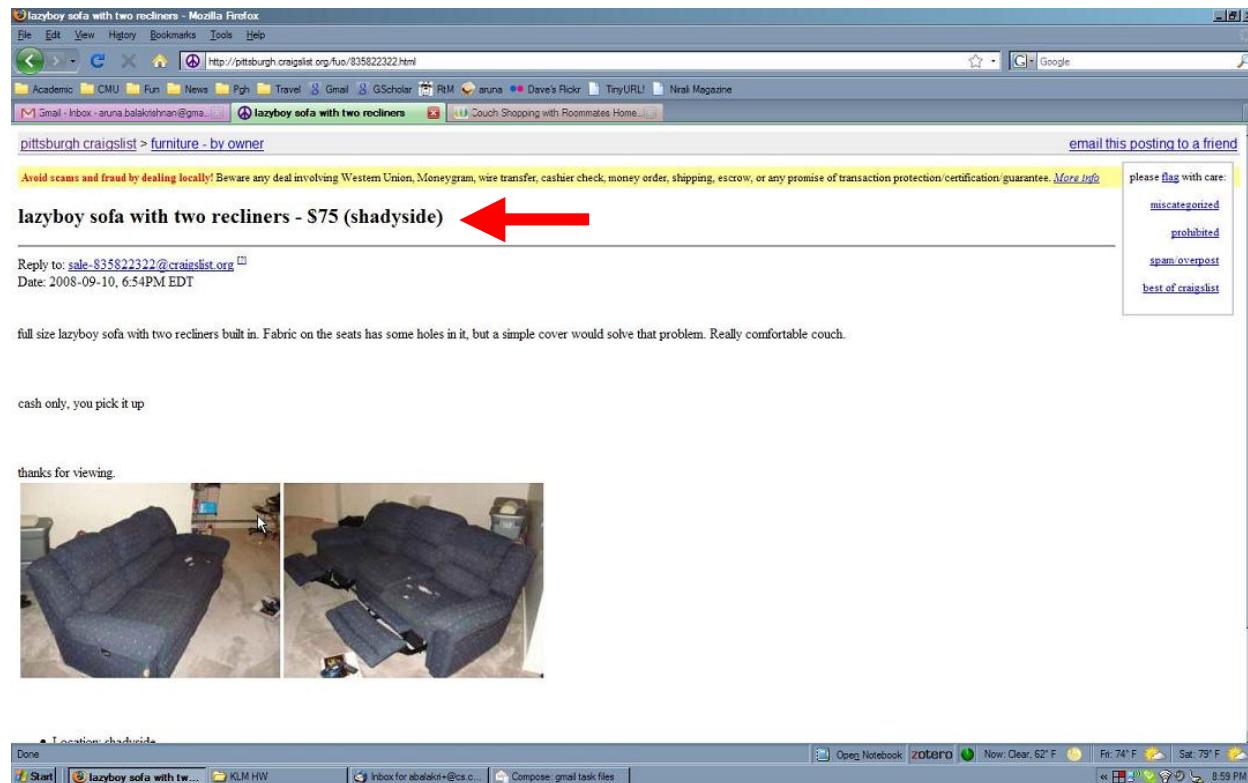
You will model three different methods that could be used to do this task: using Google notebook (now defunct Google project), GMail (as you saw in your field work), or a wiki (e.g., wetpaint.com). This document gives you the steps to do this task on each of the three interfaces. The images shown below are in a zip file in the tutorial materials.

For all tasks, assume:

- The hand starts on the mouse
- The roommates are going to follow the link to see the page, so it doesn't matter if the link is just a URL or a page title.
- All screens load immediately unless otherwise noted.
- The start screen is the Craigslist listing of the couch the roommate wants to share (this image is the first image of each of the folders of images).
- Any necessary sharing has already been set up (i.e., Google Notebook sharing, Gmail group, Wetpaint permissions), so all we are modeling here is how long it takes to share a single link with a comment.

Use Google Notebook share a link and a comment.

Start at the following screen, file name: GoogleNotebook_01.JPG



Highlight the title of this post, "lazyboy sofa with two recliners - \$75 (shadyside)" by triple-clicking anywhere in that title.

File name: GoogleNotebook_02.JPG

A screenshot of a Mozilla Firefox browser window showing a Craigslist listing for a "lazyboy sofa with two recliners - \$75 (shadyside)". The title is highlighted with a red arrow pointing to the right of the plus sign (+) icon. The page includes a warning about scams, a reply-to address, a date, and a message about cash pickup. Below the listing are two photographs of the sofa. The taskbar at the bottom shows various open applications like Zotero and Gmail.

please flag with care:
misclassified
prohibited
spam/overpost
best of craigslist

email this posting to a friend

lazyboy sofa with two recliners - \$75 (shadyside)

Reply to: sale-835822322@craigslist.org

Date: 2008-09-10, 6:54PM EDT

full size lazyboy sofa with two recliners built in. Fabric on the seats has some holes in it, but a simple cover would solve that problem. Really comfortable couch.

cash only, you pick it up

thanks for viewing.

Done Location: shadyside

Start lazboy sofa with tw... KLM HW Inbox for abalekn+cs.c... Compose: gmail task files

Open Notebook zotero Now: Clear: 62° F Fri: 74° F Sat: 79° F 8:53 PM

Click on the plus sign that appears to the right of the highlighted title.

File name: GoogleNotebook_03.JPG

A screenshot of a Mozilla Firefox browser window. The title bar says "Lazyboy sofa with two recliners - Mozilla Firefox". The address bar shows the URL "http://pittsburgh.craigslist.org/cto/835822322.html". The page content is a Craigslist listing for a "lazyboy sofa with two recliners - \$75 (shadyside)". Below the title, there is a "Note this" button with a red arrow pointing to it. To the right of the button is a sidebar with options: "please flag with care", "miserabilized", "prohibited", "spam/overpost", and "best of craigslist". The main text of the listing reads: "full size lazyboy sofa with two recliners built in. Fabric on the seats has some holes in it, but a simple cover would solve that problem. Really comfortable couch." Below the text, it says "cash only, you pick it up". At the bottom of the page, there are two small images of the sofa. The status bar at the bottom of the screen shows various icons and the time "8:53 PM".

Click on the “Note this” that appears in place of the plus sign.
After 1.25 seconds, the Google Notebook appears at the bottom right of the screen.

File name: GoogleNotebook_04.JPG

A screenshot of a Mozilla Firefox browser window showing a Craigslist listing for a "lazyboy sofa with two recliners - \$75 (shadyside)". The URL in the address bar is <http://pittsburgh.craigslist.org/ful/835822322.html>. The page content includes a warning about scams and fraud, a reply-to link (sale-835822322@craigslist.org), and a date (2008-09-10, 6:54PM EDT). A sidebar on the right provides links for reporting the post. Below the main text, there are two photographs of the sofa. A red arrow points from the text "The cursor is already in the comment field below the link." down to the comment input field in a separate "Couch Shopping" window.

please flag with care:
misclassified
prohibited
spam/overpost
best of craigslist

email this posting to a friend

Avoid scams and fraud by dealing locally! Beware any deal involving Western Union, Moneygram, wire transfer, cashier check, money order, shipping, escrow, or any promise of transaction protection/certification/guarantee. [More info](#)

Reply to: sale-835822322@craigslist.org

Date: 2008-09-10, 6:54PM EDT

full size lazyboy sofa with two recliners built in. Fabric on the seats has some holes in it, but a simple cover would solve that problem. Really comfortable couch.

cash only, you pick it up

thanks for viewing.

The cursor is already in the comment field below the link.
Type "I like the color and price."
Click on "Save now"

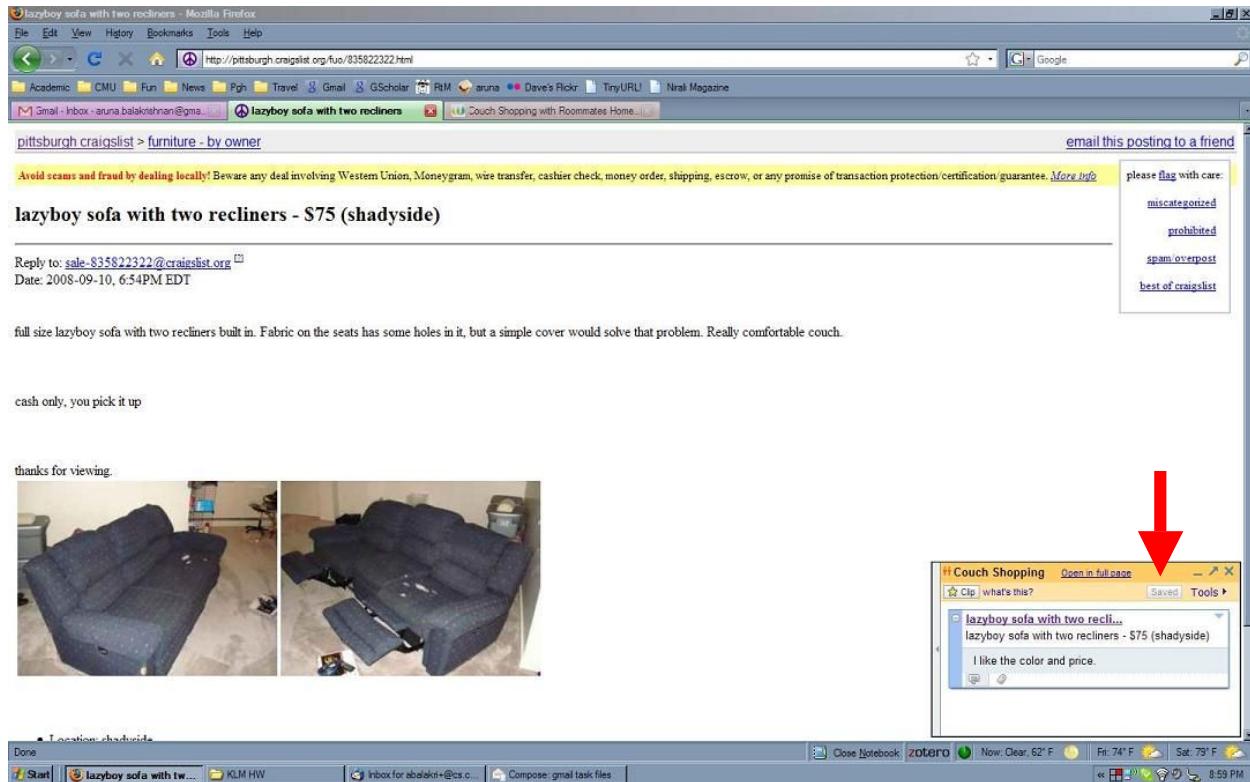
Couch Shopping Open in full page

Clip What's this? Save now Tools

This note has been placed in Couch Shopping. Move

lazyboy sofa with two recliners...
lazyboy sofa with two recliners - \$75 (shadyside)

File name: GoogleNotebook_05.JPG

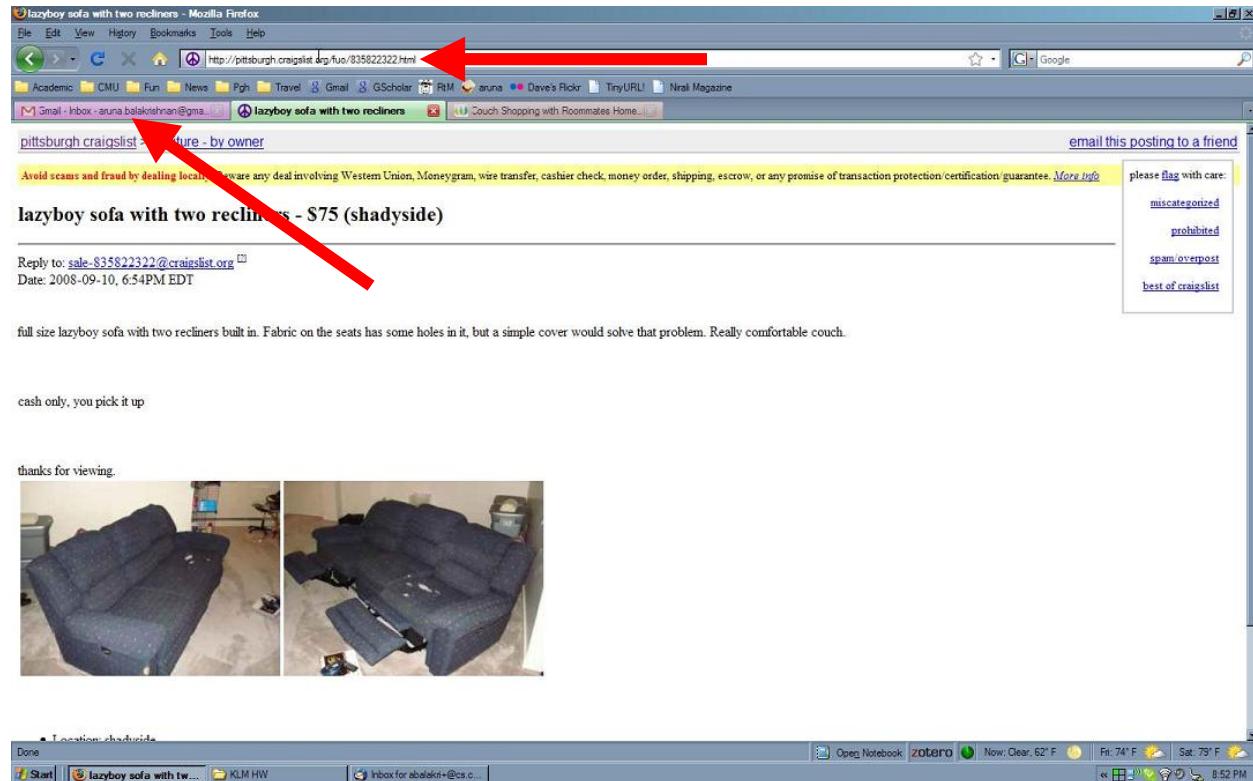


Look at “Saved”, which has changed from “Save now” which indicates that the link and comment have been saved.

This is the end of the task using Google Notebook.

Use Gmail to share a link and a comment.

Start at the following screen, file name: Gmail_01.JPG



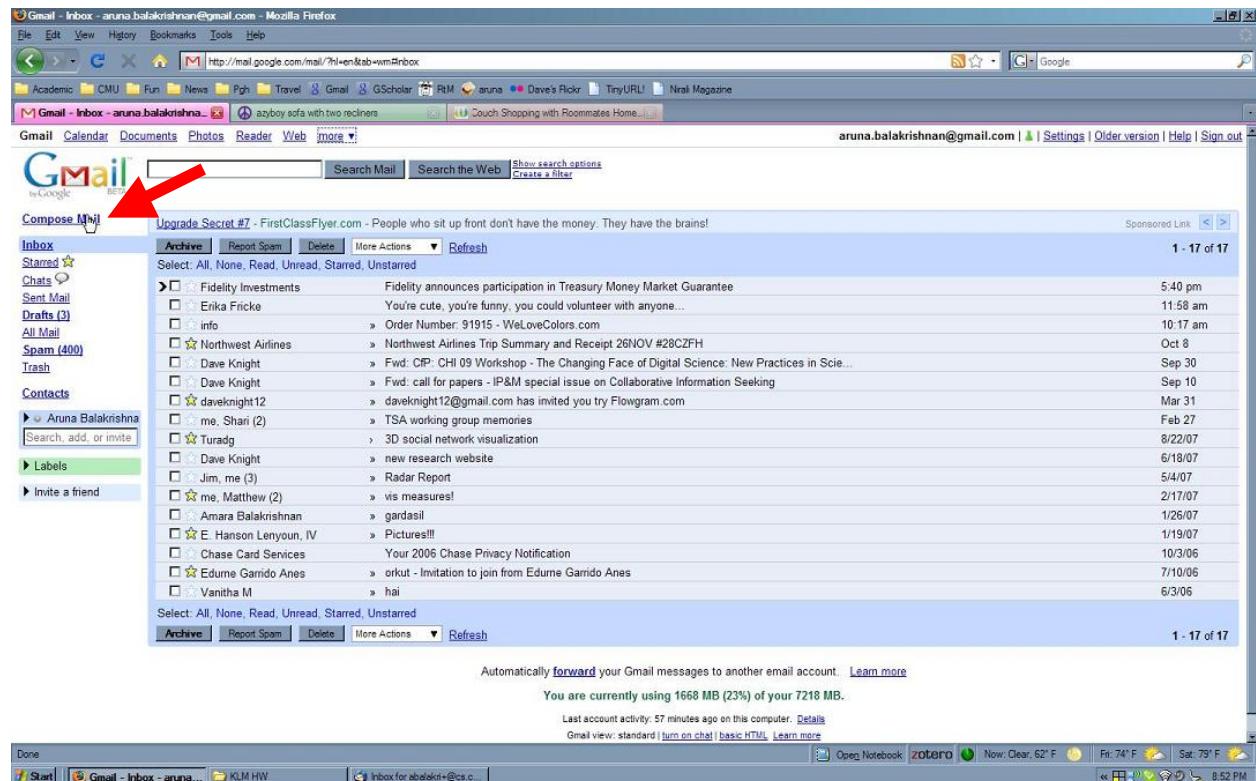
Click on the URL to highlight it.

Type Ctrl-C, to copy the highlighted URL.

Click on the Gmail tab to switch to Gmail.

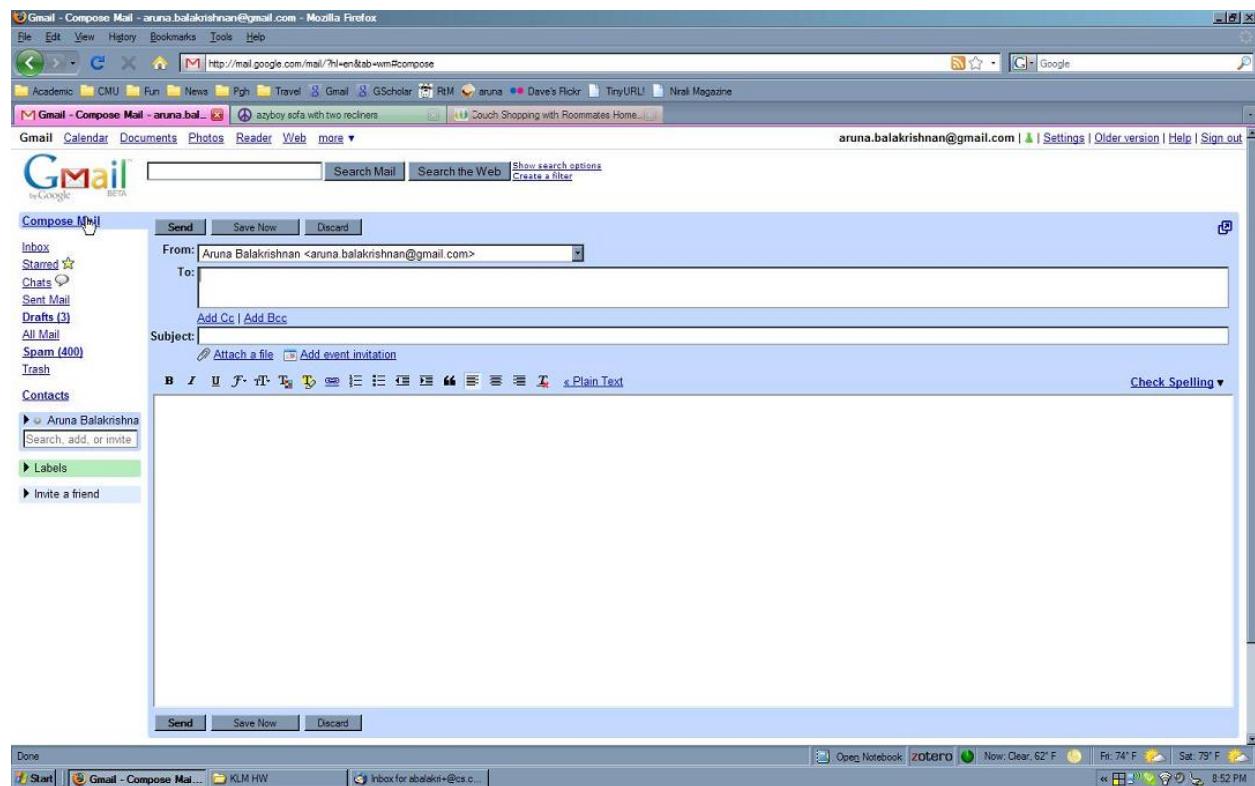
After 0.5 seconds, the next page appears on the screen.

File name: Gmail_02.JPG



Click on Compose Mail.

File name: Gmail_03.JPG



The cursor is already blinking in the To: field.

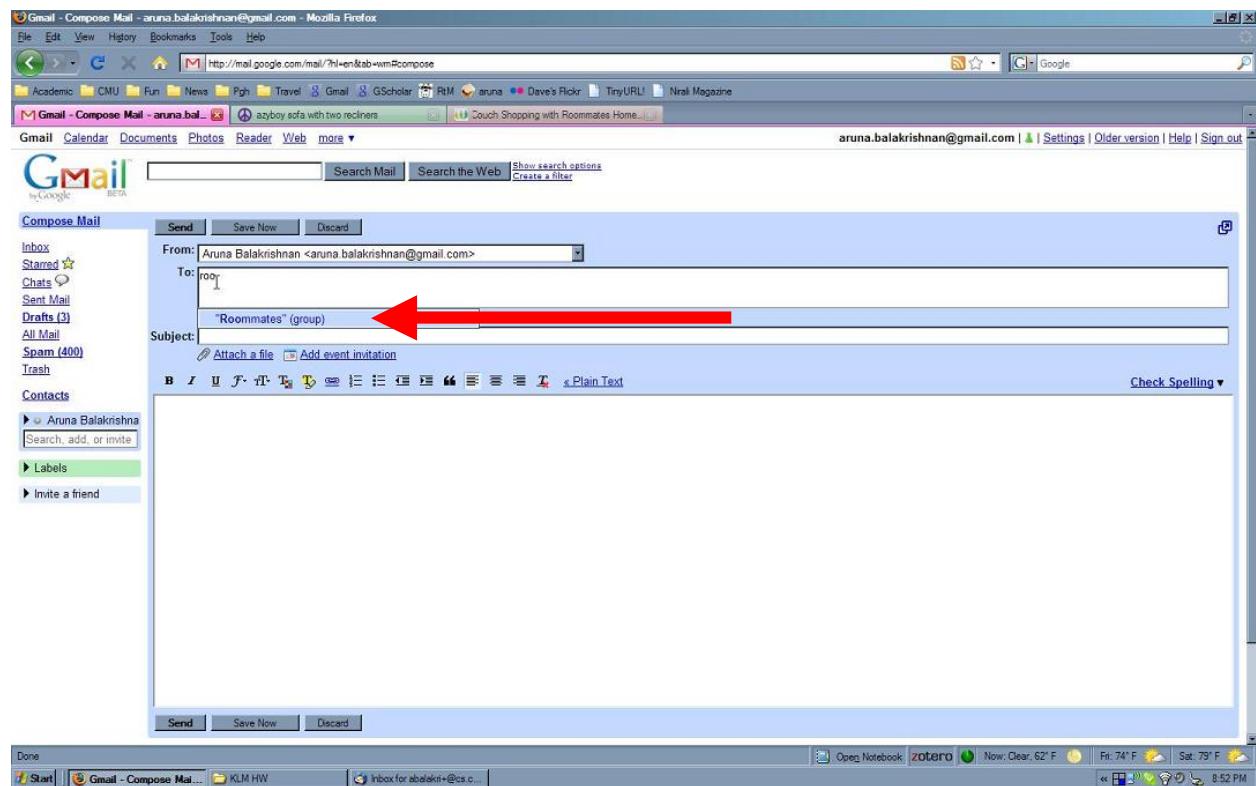
Type "roo" to get the Roommates group to appear (see next image).

NOTE: When the "r" is typed, a list of contacts starting with "r" appears.

When the first "o" is typed, a list of contacts starting with "ro" appears.

When the second "o" is typed, the list of contacts starting with "roo" appears; it contains only "Roomates (group)", as seen in the next image.

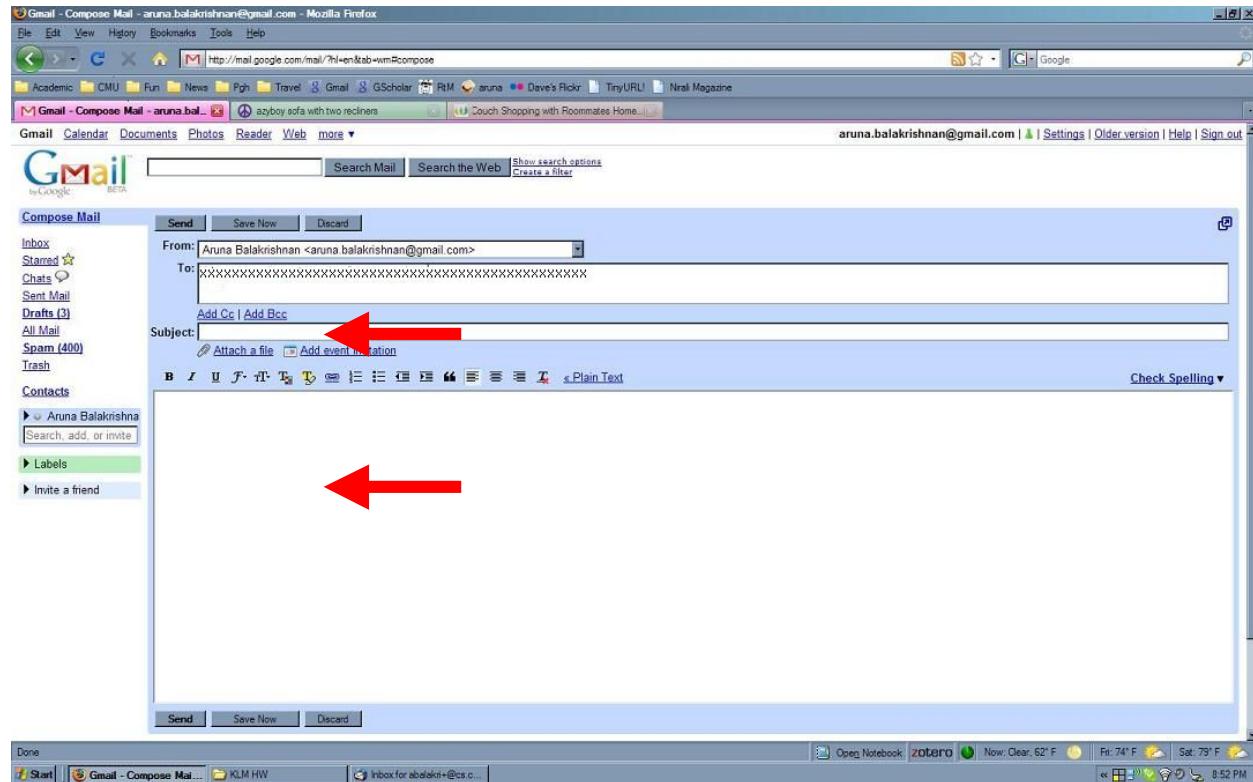
File name: Gmail_04.JPG



Click on the “Roommates”(group).

File name: Gmail_05.JPG

NOTE: we have Xed out the roommates' email addresses.

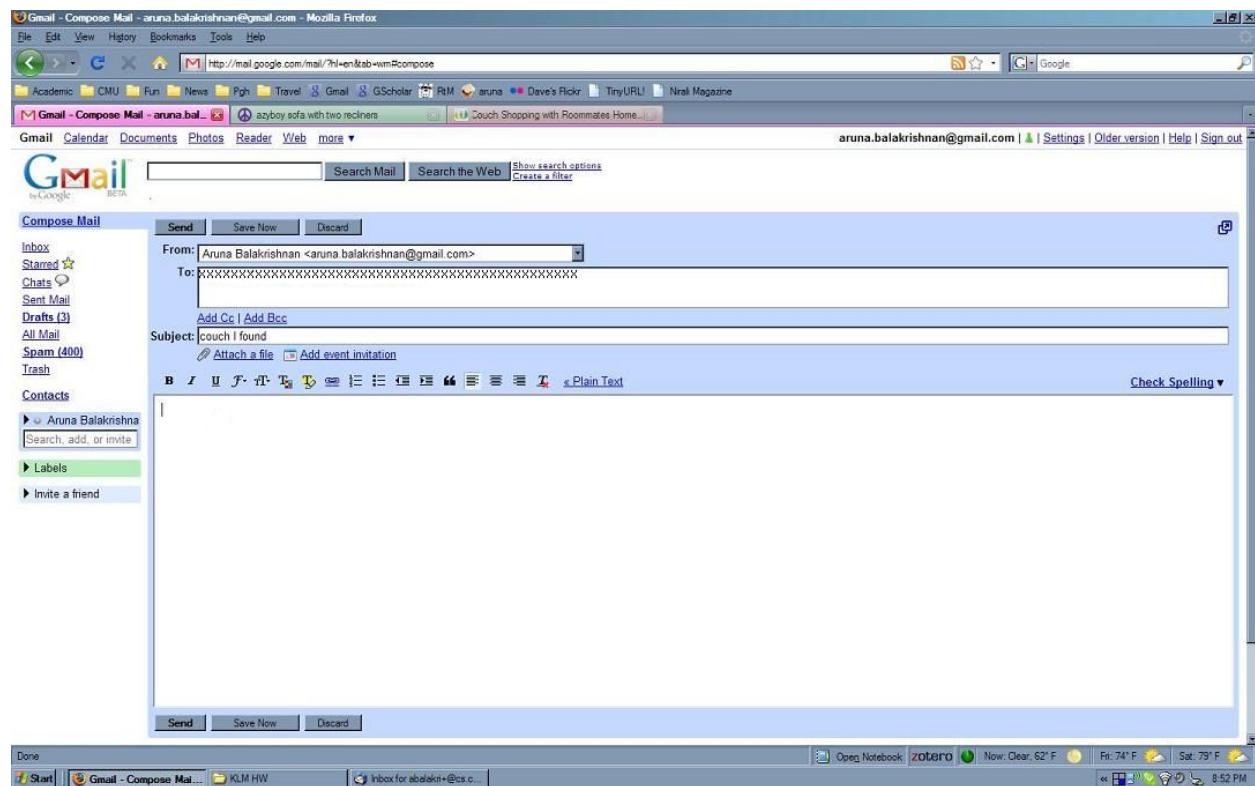


Click in the Subject: field.

Type "couch I found"

Click in the main message area to put the cursor in that area.

File name: Gmail_06.JPG

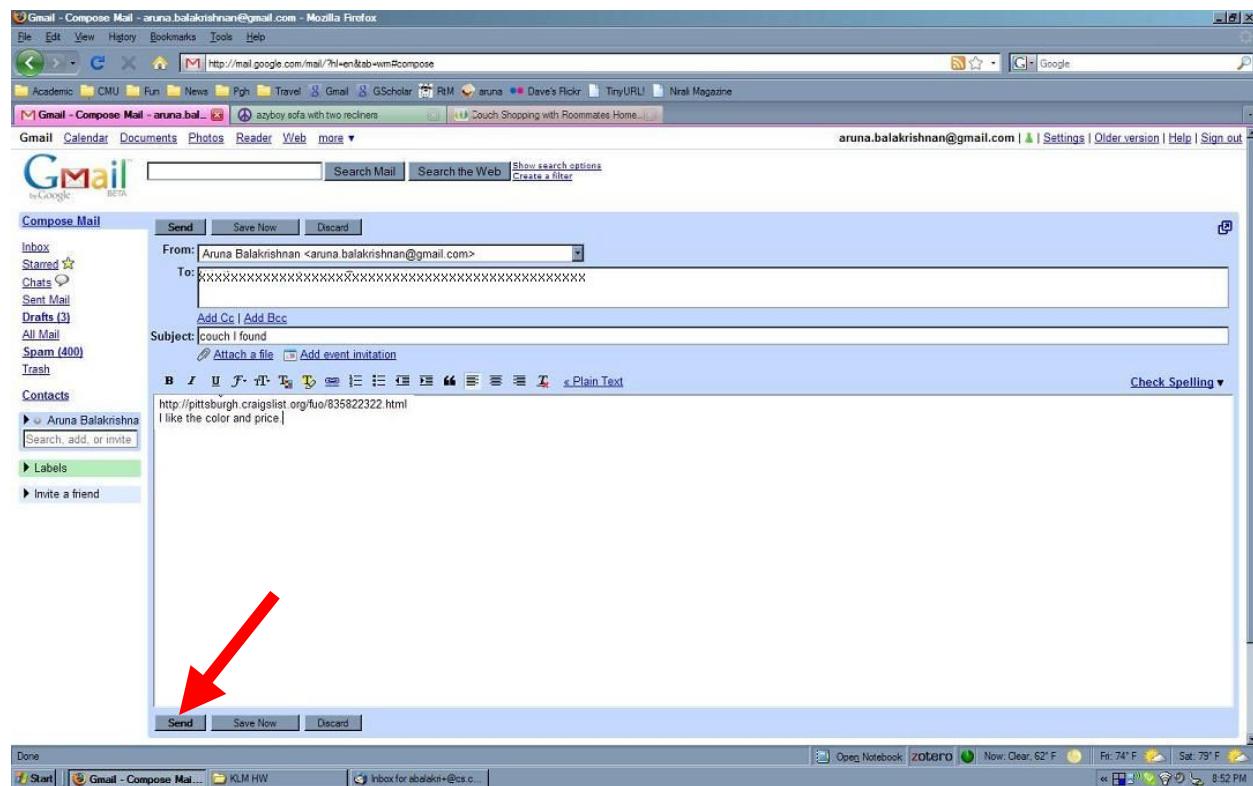


Type CNTRL-v to paste the link.

Type ENTER to move to the next line.

Type "I like the color and price." to add the comment.

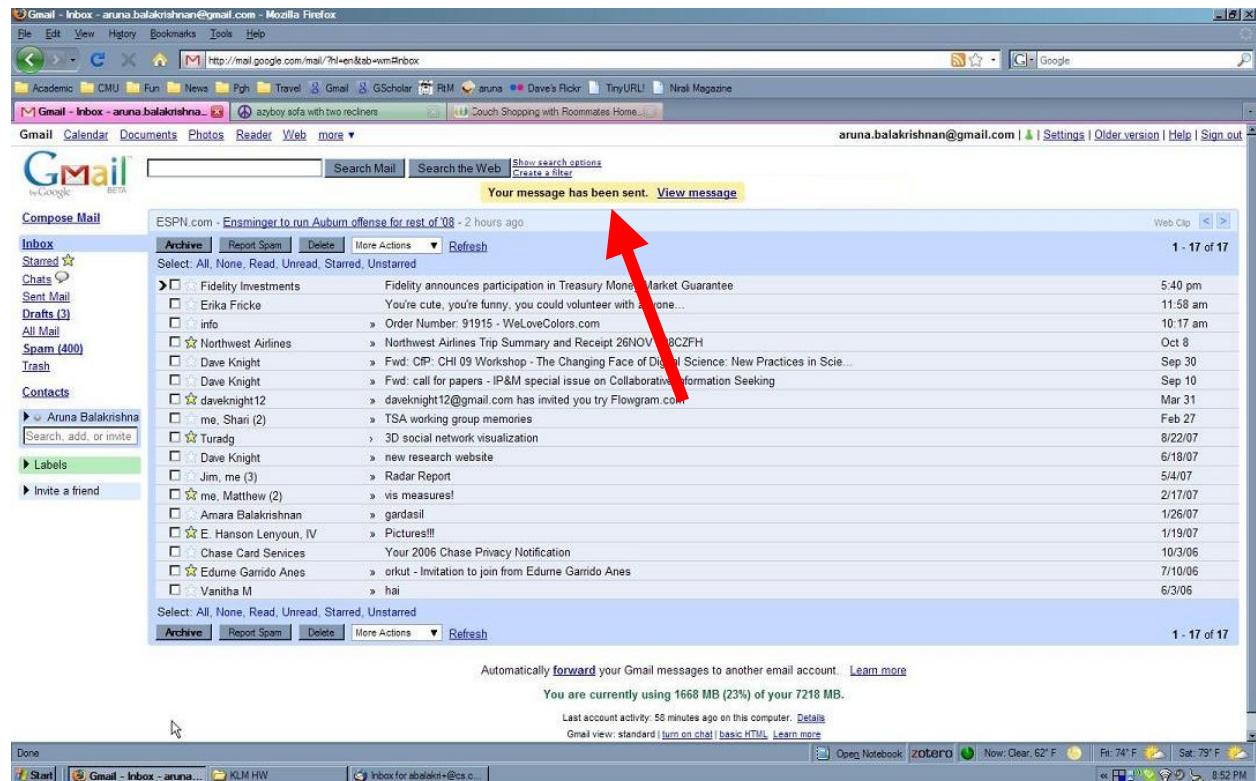
File name: Gmail_07.JPG



Click on SEND to send the email.

After 1.25 seconds, the next screen appears.

File name: Gmail_08.JPG

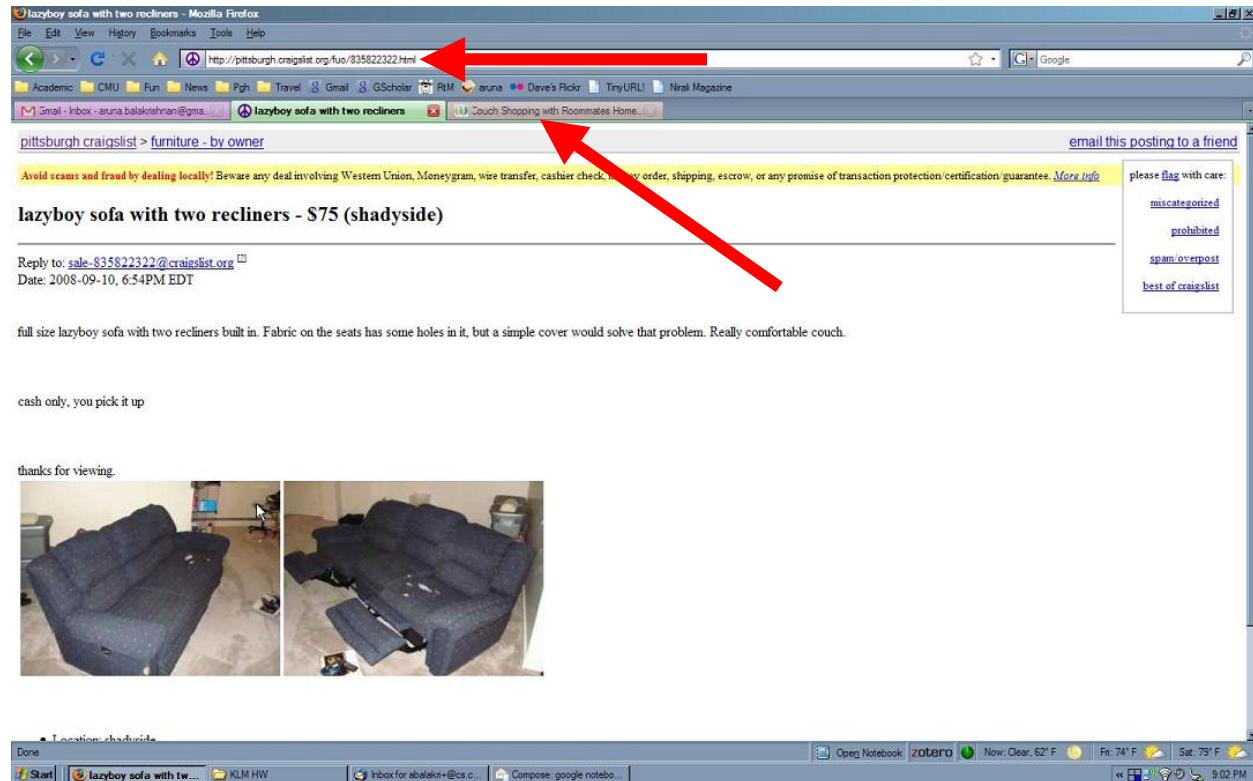


Look at the yellow confirmation message to make sure the email was sent.

This is the end of the task using Gmail.

Use Wetpaint to share a link and a comment.

Start at the following screen, file name: wetpaint_01.JPG

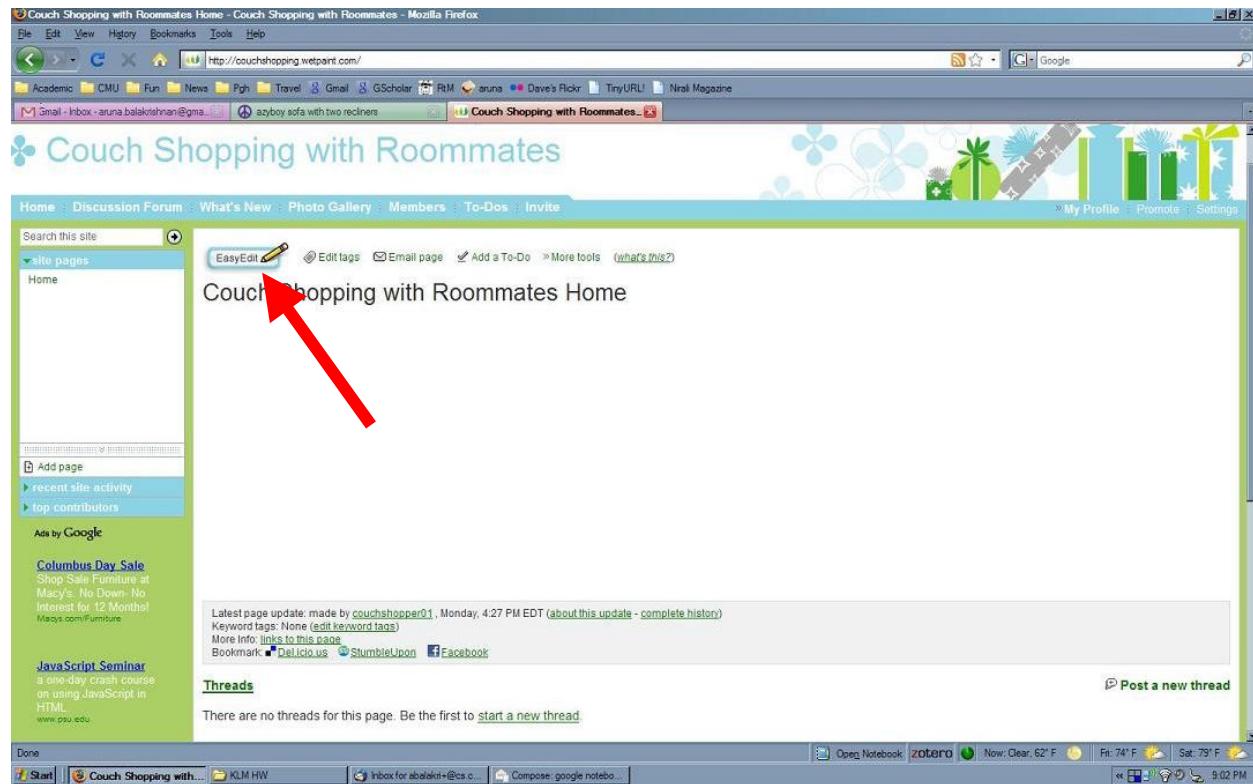


Click on the URL to highlight it.

Type Ctrl-C, to copy the highlighted URL.

Click on the "Couch Shopping with Roommates Home" tab to switch to Wetpaint.

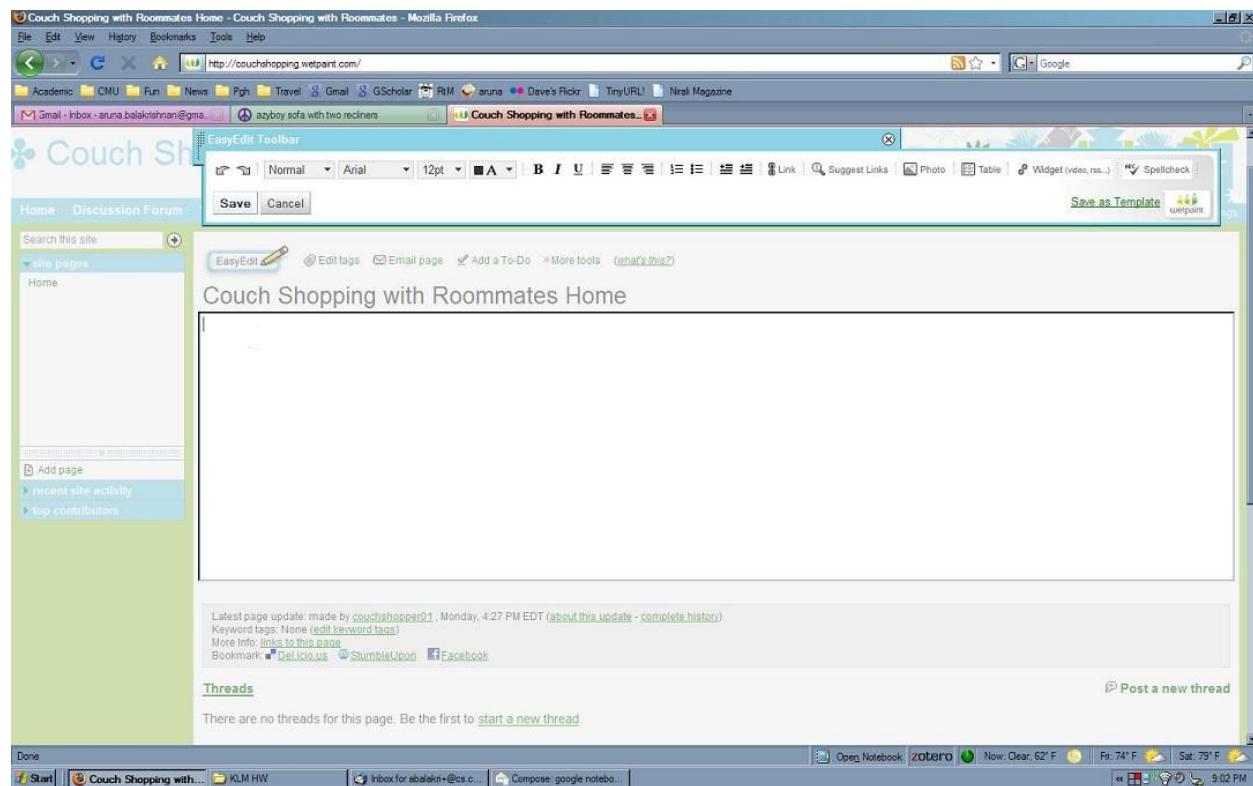
File name: wetpaint_02.JPG



Click EasyEdit.

After 2.00 seconds, the editing page loads (see next image).

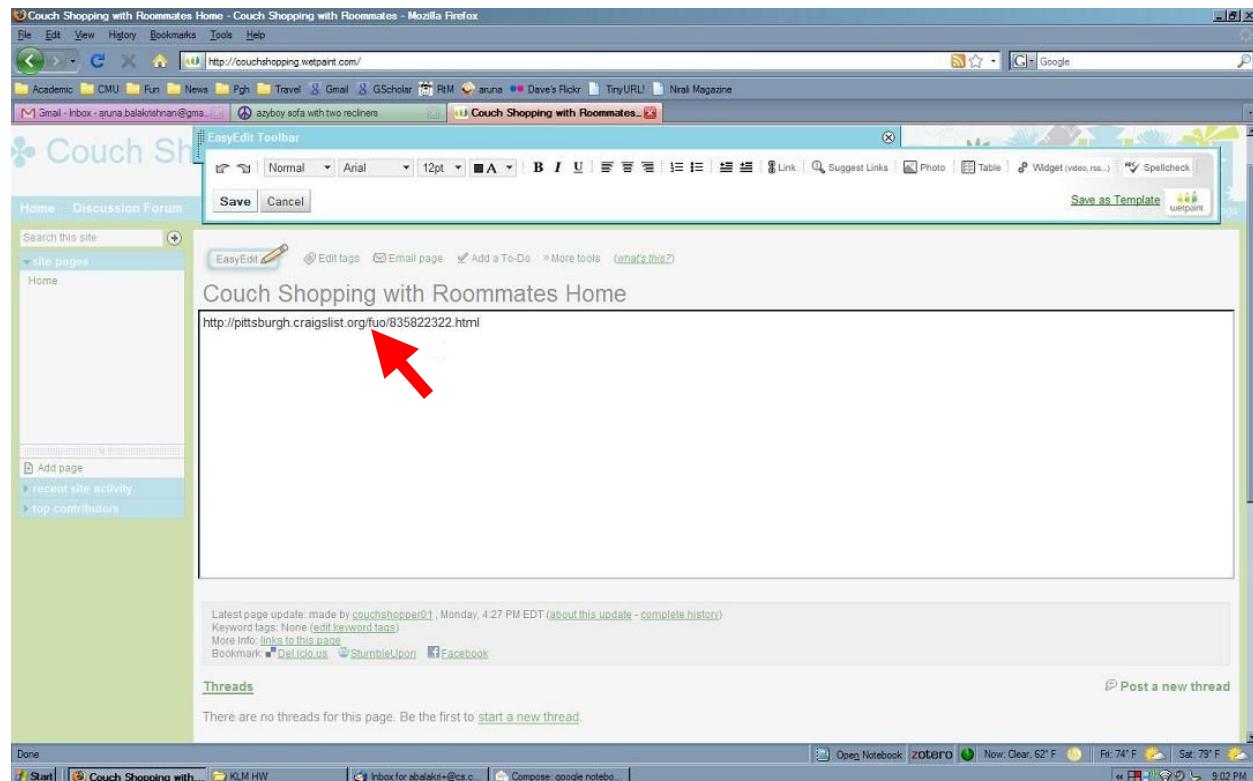
File name: wetpaint_03.JPG



The cursor is already in the editing area.

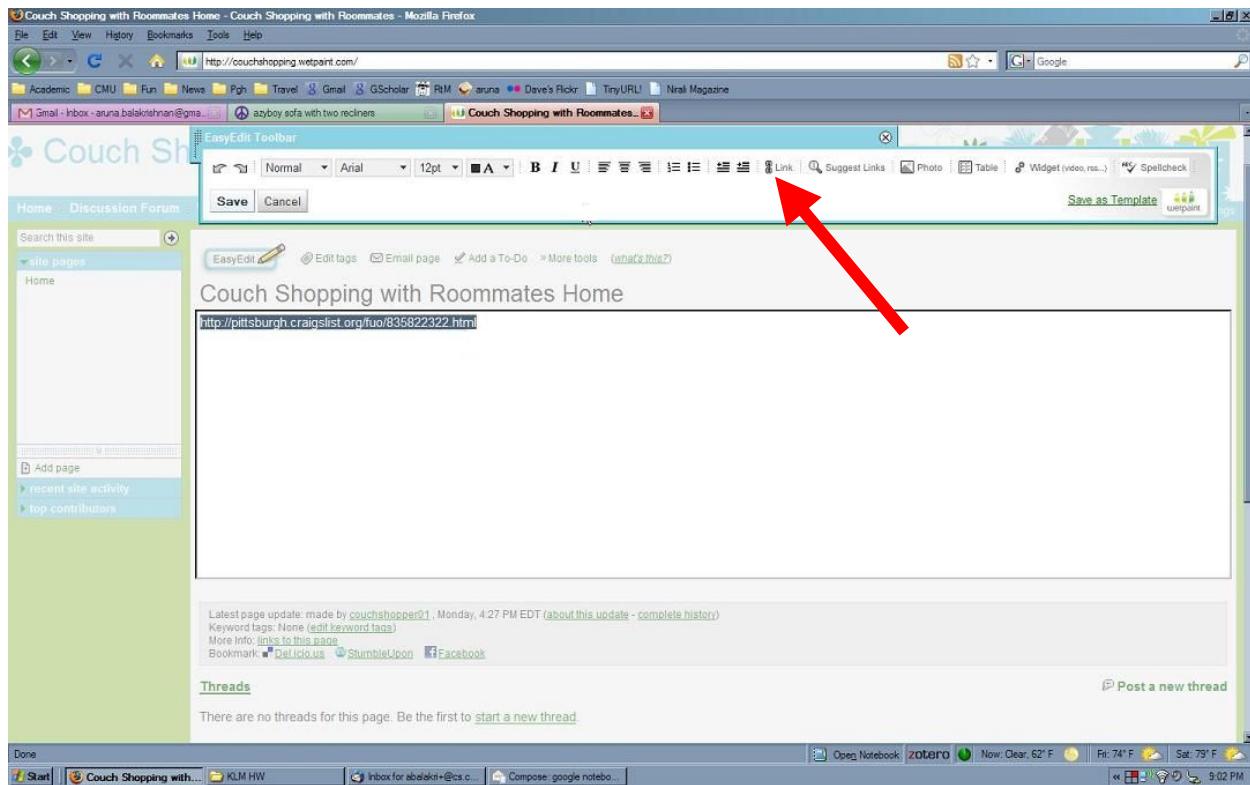
Type CNTRL-v to paste the link.

File name: wetpaint_04.JPG



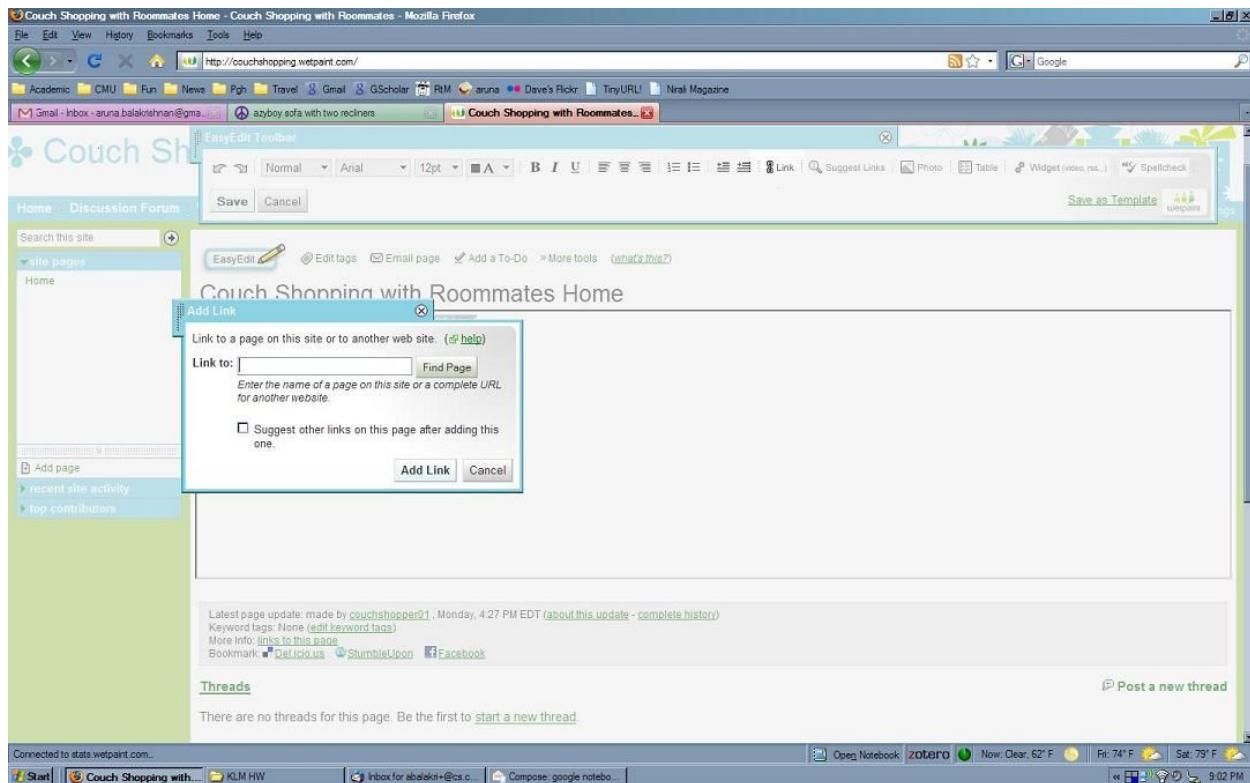
The link pasted in as text, not as a link. To change it to a link, do the following.
Double-click on the text of the link just pasted, to highlight the entire link.

File name: wetpaint_05.JPG



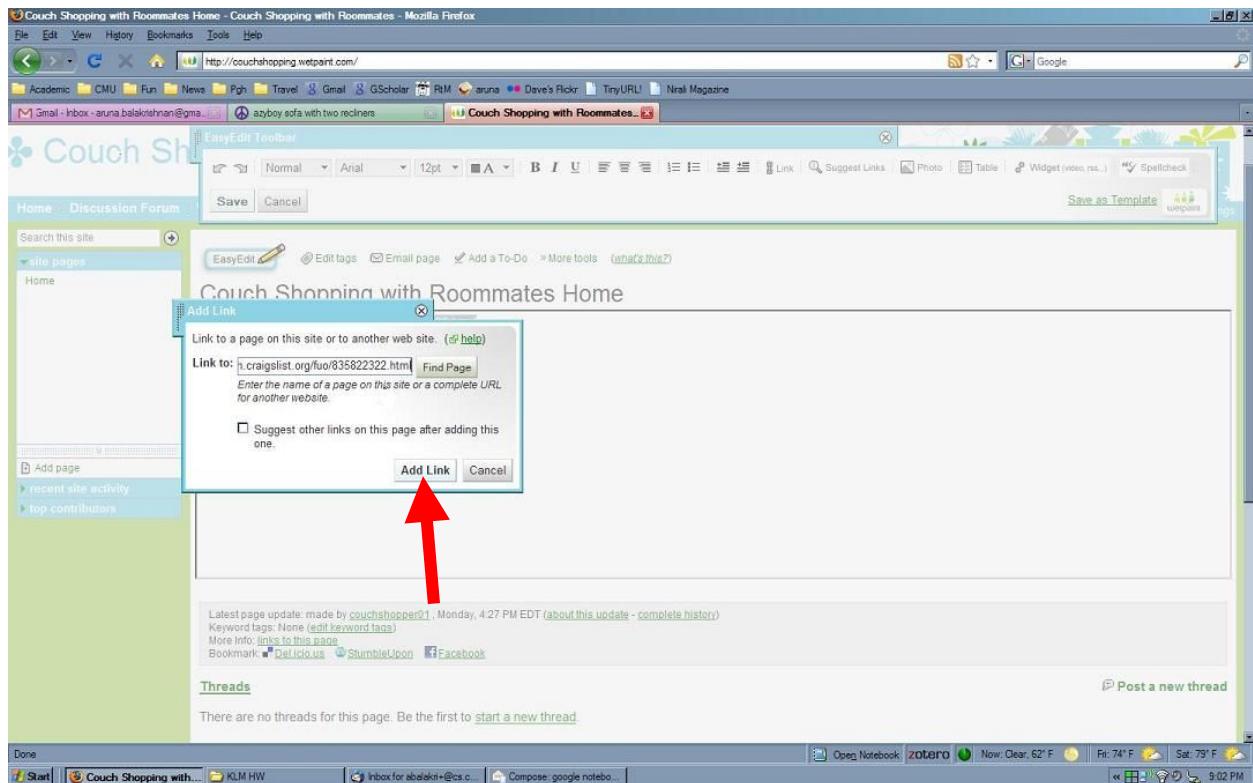
Click Link.

File name: wetpaint_06.JPG



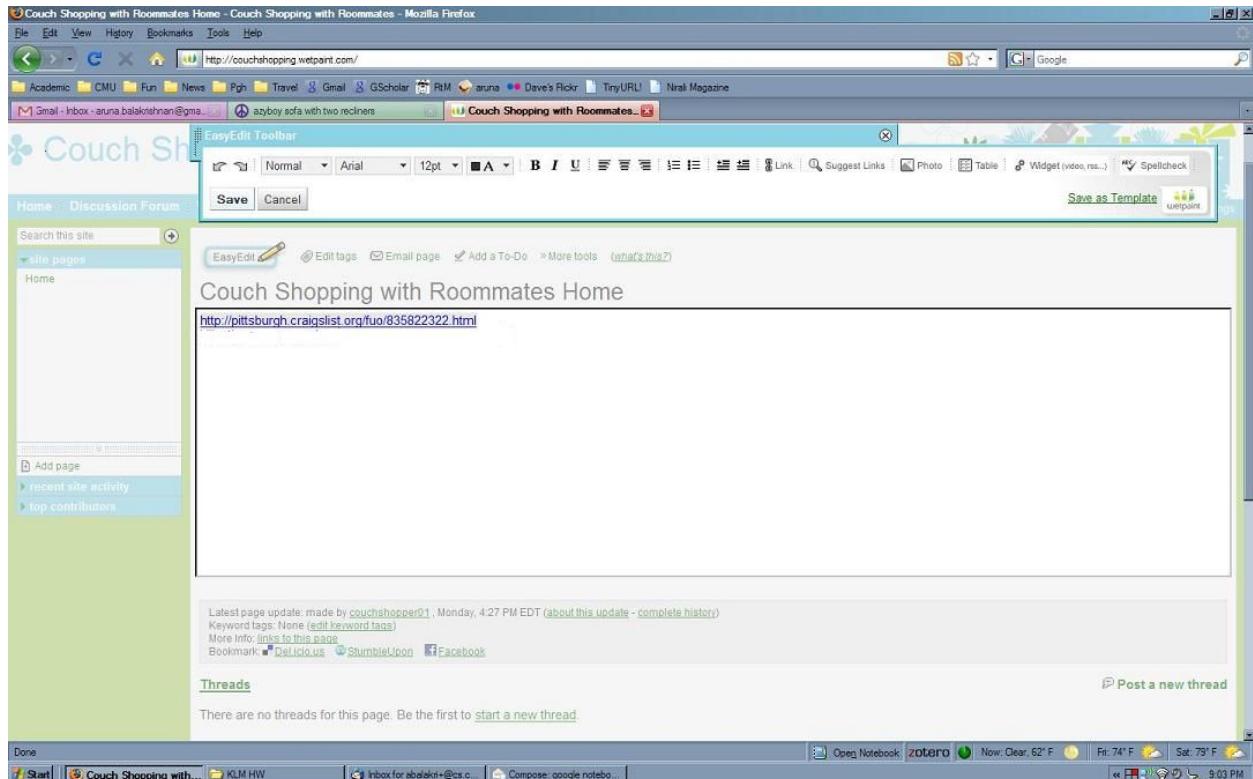
The cursor is already blinking in the Link to: field.
CNTRL-v to paste the link into the field.

File name: wetpaint_07.JPG



Click "Add Link".

File name: wetpaint_08.JPG

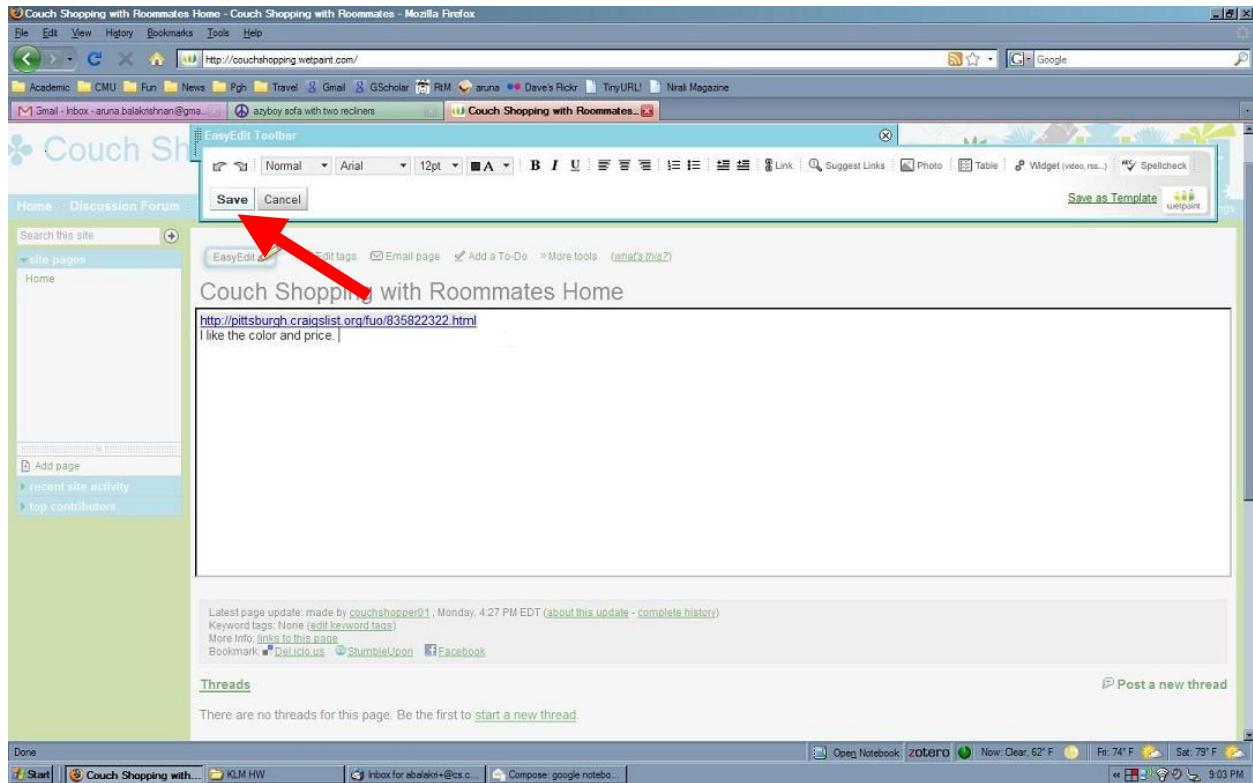


Type the right-arrow key to make the cursor move to the end of hyperlink.

Type ENTER to move the cursor to a new line.

Type "I like the color and price." to add the comment.

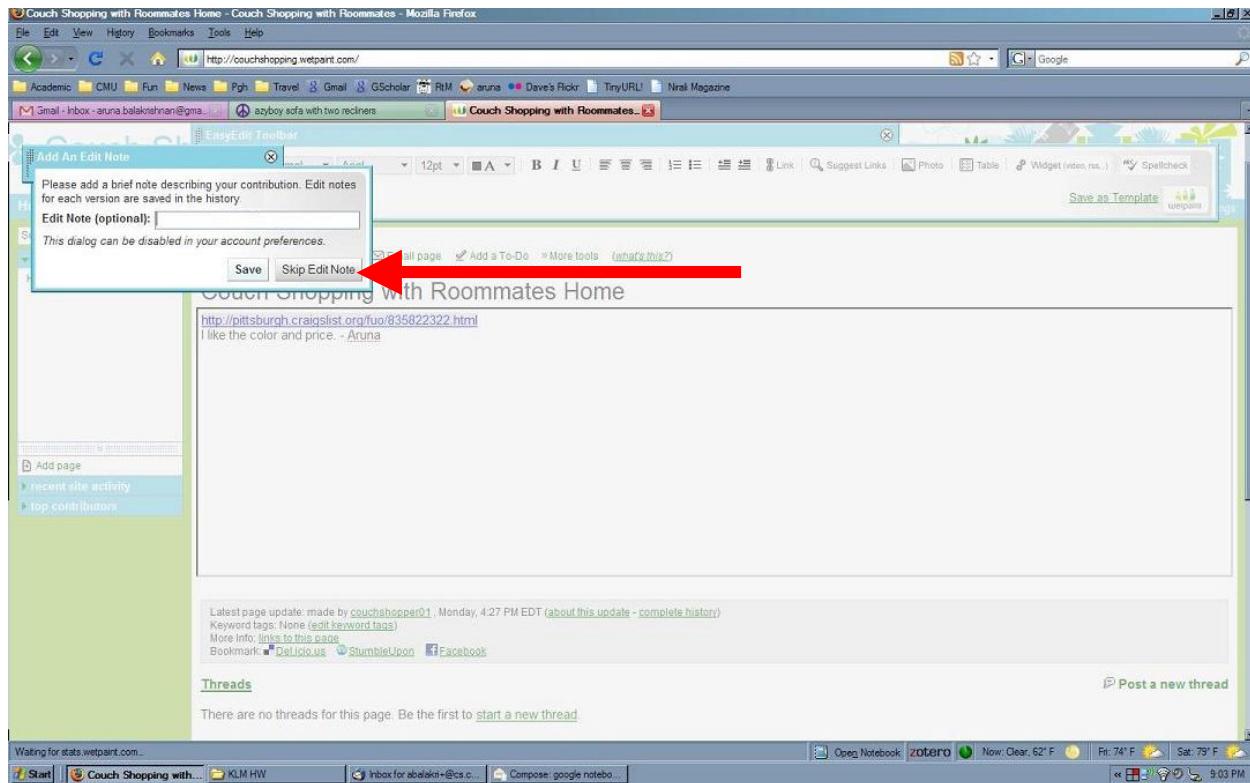
File name: wetpaint_09.JPG



Click on “Save”.

After 0.75 seconds, the EditNote dialog pops up (see next image).

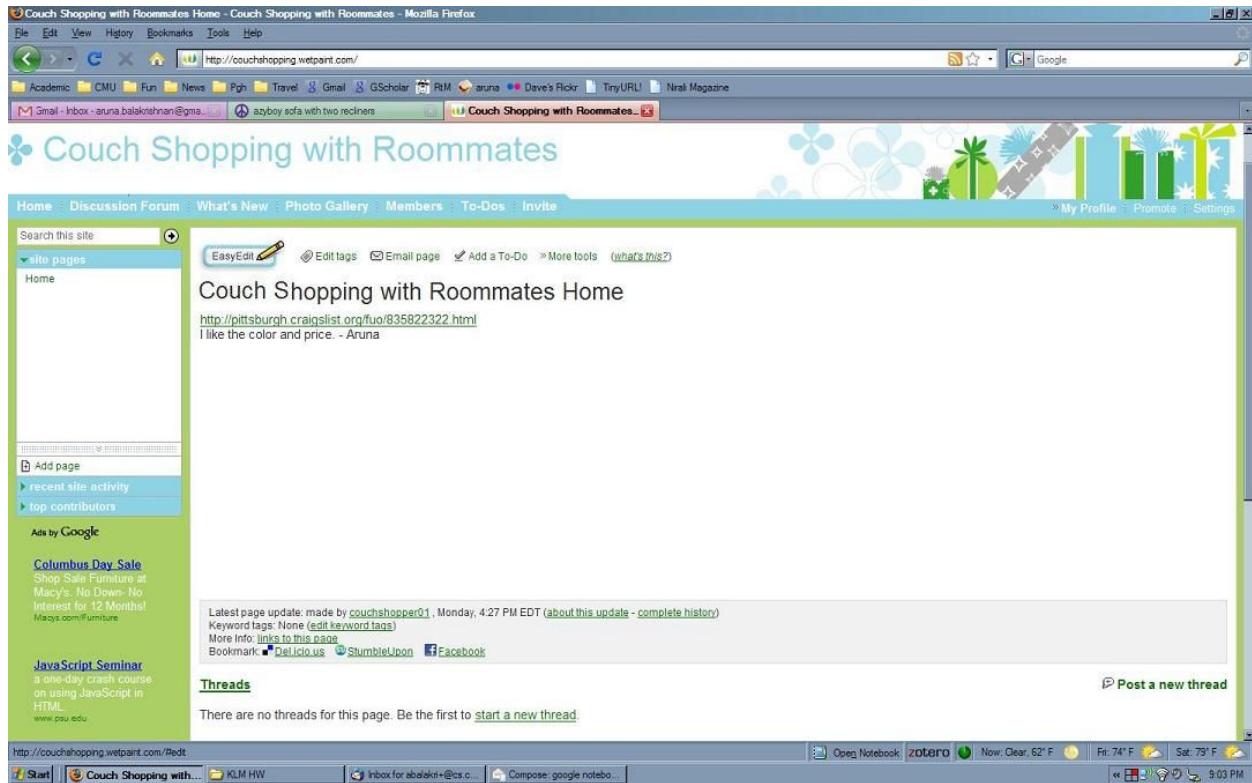
File name: wetpaint_10.JPG



Click "Skip Edit Note"

After 1.00 seconds, the next screen appears.

File name: wetpaint_11.JPG



Look at the post to make sure it is correct.

This is the end of the task using Wetpaint.