**Task completion:** The task should be considered complete when the participant provides an answer that he/she thinks is complete and correct. I will record one of the following for each task: “completed with no moderator assistance”, “completed with moderator assistance”, or “did not complete”. For each task that was completed I will record either that the participant provided a “correct answer” or “incorrect answer”. There will be a time limit of 10 minutes for each task. For each task that the participant did not complete, I will note the reason that the task was not completed – e.g., reached time limit, participant wanted to stop, or moderator stopped the test.

**Time on Task:** I will be using my cell phone as the timer for the test and I will start the timer once the participant has had time to read the task and no questions on what the task is asking him/her to do and then the timer will begin. I will stop the timer when the user provides an answer or the task is stopped for some reason. The times will be recorded in seconds.

**Errors:** Anytime a user navigates or performs an action unnecessary for task completion I will mark down the user’s actions and the time it was made I will then remind or ask the participant to say his thoughts out loud as to get a deeper understanding of the user’s actions without explicitly telling him/her that they are doing it wrong. I will record their responses if it is important or relevant to making the error. At the end when the task is complete I will look back on my notes to decide if the case is actually an error of the site or simply a user error.