

Study Tasks:

Type: Admin

Task Difficulty Ratings:

- 1) Lookup a ticket by its number and mark it as done: **1**
- 2) Look up a user and delete them: **2**
- 3) Change a user's displayed full name: **2**

I carefully monitored the person using the system without coaching them. They were briefly explained the system to a basic understanding, and were informed about the roles of the admin. This description included a basic overview of the website, what people would use it for, and what his responsibilities were as an “administrator”, including the tasks he would have to perform. This instruction was done before showing him the paper cutouts, so he didn't have any bias about how to use the website layout.

For the first task, he had no trouble intuitively grasping that he could use the search bar as intended to look for a specific ticket by its number, and clicking the box that said “Done”. For the second task the “admin” was slightly confused, and asked me how to look up a user. Shortly after without coaching he noticed the “Users” tab and clicked on that. From there he was able to intuitively grasp how to look up a user, delete their account and change their name.

I asked him for feedback on the interface after the tests were completed. He said that the layout was simple and that “it wasn't hard to use at all”. Even though this tester had no previous experience administering a website, he was able to use the paper layout without much confusion.