**Test Task and Test Plan Questionnaires**

* **Question 1:** How straightforward was it to complete the task? (Scale of 1-5)
* **Question 2:** How frustrating was it to complete the task? (Scale of 1-5)
* **Question 3:** Was there any part of the system that you found difficult or confusing to navigate while completing the task?

Run 1 [Charlotte]

Task 1: (1:35)

* Question 1: Straightforward 3
* Question 2: Frustration 2
* Question 3: scan my item cannot find, only found when hamburger bar was opened

Task 2: (1.10)

* Question 1: Straightforward 2
* Question 2: Frustrating 4
* Question 3: Hamburger sign says redeem leaf and did not know leafs were points, home page does not have it also.

Task 3: (0.45)

* Question 1: Straightforward 4
* Question 2: Frustrating 1
* Question 3: None

Task 4: (0.50)

* Question 1: Straightforward 4
* Question 2: Frustrating 3
* Question 3: Naming of the page, called bulletin instead of events log

Task 5: (0.30)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: None

Task 6: (0.45)

* Question 1: Straightforward 4
* Question 2: Frustrating 2
* Question 3: Class 401 was not clickable for the figma. Thought it was clicking into the class first then verify.

Task 7: (0.45)

* Question 1: Straightforward 4
* Question 2: Frustrating 2
* Question 3: Naming of test task (not my fault…) thought it was under student redemption / other places

Task 8: (1.10)

* Question 1: Straightforward 1
* Question 2: Frustrating 4
* Question 3: Did not know the function of reloading the database, so did not know where to find. Overall hard to find it.

Task 9: (1.00)

* Question 1: Straightforward 3
* Question 2: Frustrating 2
* Question 3: No label or any sort to show the class with the least recyclable.

Task 10: (0.40)

* Question 1: Straightforward 4
* Question 2: Frustration 1
* Question 3: Sidebar was confusing, it says enquiries instead of FAQ

Task 11: (0.40)

* Question 1: Straightforward 3
* Question 2: Frustrating 1
* Question 3: Test task says navigate around bulletin page, but bulletin page not sure what each category is.

Overall:

* Question 1: Straightforward 3
* Question 2: Frustration 3
* Question 3: Although simple to complete task, navigations were hidden, not obvious enough. Test task is not very specific, hence not sure where to go.

Run 2 [Chloe]

Task 1: (0.45)

* Question 1: Straightforward 3
* Question 2: Frustration 3
* Question 3: Hamburger icon is abit hard to notice that it is used for navigation

Task 2: (0.20)

* Question 1: Straightforward 1
* Question 2: Frustrating 2
* Question 3: Redeemable leaf is too small, not noticeable to see how many leaf is accumulated

Task 3: (0.40)

* Question 1: Straightforward 2
* Question 2: Frustrating 2
* Question 3: None

Task 4: (0.15)

* Question 1: Straightforward 1
* Question 2: Frustrating 1
* Question 3: Sign up button too small

Task 5: (0.10)

* Question 1: Straightforward 1
* Question 2: Frustrating 1
* Question 3: Universal knowledge to click on profile

Task 6: (1.30)

* Question 1: Straightforward 2
* Question 2: Frustrating 4
* Question 3: Hamburger icon is hard to see that we can verify the task from there.

Task 7: (0.20)

* Question 1: Straightforward 4
* Question 2: Frustrating 1
* Question 3: None

Task 8: (0.25)

* Question 1: Straightforward 4
* Question 2: Frustrating 1
* Question 3: System services may not mean database stuff for first timers.

Task 9: (0.45)

* Question 1: Straightforward 4.5
* Question 2: Frustrating 2
* Question 3: Number against white background is hard to see, no label that the numbers are classes, have a sort function to order by least to most etc.

Task 10: (0.20)

* Question 1: Straightforward 5
* Question 2: Frustration 1
* Question 3: None

Task 11: (0.10)

* Question 1: Straightforward 5
* Question 2: Frustrating 2
* Question 3: Button is too small, hard to click and see the details

Overall:

* Question 1: Straightforward 3.5
* Question 2: Frustration 2.5
* Question 3: Hamburger icon as navigation, when go to homepage, the first instinct is to see everything on the homepage. Last thing she would do is to click hamburger icon to navigate off.

Run 3 [Andrew]

Task 1: (1.05)

* Question 1: Straightforward 2
* Question 2: Frustration 4
* Question 3: Should display on homepage so that the user can see all features at homepage when they go in

Task 2: (0.20)

* Question 1: Straightforward 5
* Question 2: Frustrating 2
* Question 3: Hamburger is an additional layer for users to reach other pages

Task 3: (0.20)

* Question 1: Straightforward 4
* Question 2: Frustrating 2
* Question 3: Did not see profile icon for logout. When enrol into class, should show what class (like class details) of the class they joined.

Task 4: (0.15)

* Question 1: Straightforward 5
* Question 2: Frustrating 4
* Question 3: Don’t know which event the kid joined, when sign up as parent, should ask parents to confirm that the account linked is their child’s account

Task 5: (0.10)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: None

Task 6: (1.00)

* Question 1: Straightforward 3
* Question 2: Frustrating 4
* Question 3: Hamburger issue again

Task 7: (0.15)

* Question 1: Straightforward 4
* Question 2: Frustrating 2
* Question 3: None

Task 8: (1.00)

* Question 1: Straightforward 1
* Question 2: Frustrating 5
* Question 3: Hamburger, did not know database sync is in system service

Task 9: (0.25)

* Question 1: Straightforward 4
* Question 2: Frustrating 3
* Question 3: X axis is the class, should indicate, should have title for the graph

Task 10: (0.15)

* Question 1: Straightforward 4
* Question 2: Frustrating 3
* Question 3: Should have FAQ shown when they come in

Task 11: (0.10)

* Question 1: Straightforward 3
* Question 2: Frustration 4
* Question 3: Should have better CTA instead of 3 dots, did not know that the activities displayed is

Overall:

* Question 1: Straightforward 3
* Question 2: Frustration 3.5
* Question 3: Hidden pages cannot find, some things are not clear like parent events displayed is only for their child. Main problem is navigation.

Run 4 [Jian Yu]

Task 1: (0.40)

* Question 1: Straightforward 4
* Question 2: Frustration 1
* Question 3: Easy to navigate

Task 2: (0.25)

* Question 1: Straightforward 4
* Question 2: Frustrating 1
* Question 3: When it comes to redeeming part, did not understand what “redeem leafs” was, assumed because of the “redeem” word

Task 3: (0.20)

* Question 1: Straightforward 3
* Question 2: Frustrating 2
* Question 3: Dashboard did not show what class you have, so had to go sidebar instead

Task 4: (0.25)

* Question 1: Straightforward 5
* Question 2: Frustrating 2
* Question 3: Bulletin not sure what it was. Looks more like a blog rather than upcoming events

Task 5: (0.15)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: Top right corner have profile icon so it is easy to navigate

Task 6: (0.30)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: Easy to navigate as there is a side bar with task verification screen

Task 7: (0.25)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: Easy to navigate through dashboard

Task 8: (0.25)

* Question 1: Straightforward 4
* Question 2: Frustrating 1
* Question 3: Trying to differentiate system services and inventory management

Task 9: (0.50)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: Dashboard too small

Task 10: (0.30)

* Question 1: Straightforward 5
* Question 2: Frustration 1
* Question 3: Easy to navigate

Task 11: (0.10)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: Expect whole box to be clickable instead of 3 dots only.

Overall:

* Question 1: Straightforward 5
* Question 2: Frustration 1
* Question 3: A lot of buttons for navigations and it simplifies moving from page to page.

Run 5 [Ji Wei]

Task 1: (0.45)

* Question 1: Straightforward 3
* Question 2: Frustration 3
* Question 3: None

Task 2: (0.20)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: None

Task 3: (0.10)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: None

Task 4: (0.35)

* Question 1: Straightforward 4
* Question 2: Frustrating 3
* Question 3: Thought it was on another navigation, like a specific bulletin for the child only. Did not know bulletin was a event listing.

Task 5: (0.20)

* Question 1: Straightforward 4
* Question 2: Frustrating 4
* Question 3: Expected an edit button to click. All others have an edit button but information does not have edit button.

Task 6: (0.20)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: None

Task 7: (0.20)

* Question 1: Straightforward 5
* Question 2: Frustrating 2
* Question 3: Did not know that have to click the leaderboard to expand

Task 8: (0.15)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: None

Task 9: (0.30)

* Question 1: Straightforward 5
* Question 2: Frustrating 4
* Question 3: Did not know that the dashboard shows the statistics. Increase font size and label the things

Task 10: (0.25)

* Question 1: Straightforward 5
* Question 2: Frustration 1
* Question 3: None

Task 11: (0.10)

* Question 1: Straightforward 5
* Question 2: Frustrating 1
* Question 3: None

Overall:

* Question 1: Straightforward 4
* Question 2: Frustration 3
* Question 3: Text too small, some did not know they are interactive.