**Design, conduct and report of the Think Aloud evaluation study for 5 users**

* Summary of relevant information about the users: background, demographics
  + Most of the users are in their 18-29 years of age, with a good combination of males (2) and females (3).
  + Three of the five are actually students studying in the uni.
  + Almost all of them have medium computer literacy, except one with high level.
  + Overall all, the majority of the users are in their studying ages and familiar with using computer.
* Summary of observations for each user, 1 per slide

1. User 1
   1. The user successfully completed all the 15 tasks; however, he spent quite a long time to get through each one since he was not familiar with the system.
   2. Expectations of what he had experienced with Adobe Reader made the tasks more difficult.
   3. Given that he had a moderate computer experience, he was able to locate almost all the functionalities after he was about half way through.
   4. The system, to him, was not intuitive. He was not comfortable in using it.
2. User 2
   1. The user had low-intermediate level of computer literacy, and according to this, she performed 80% successfully of the total tasks.
   2. The user didn’t have problems doing the abstract tasks, because they allows an open interpretation of what she can perform in the e-book. However, she struggled with the concrete tasks because they were more specific and her computer knowledge in e-textbook was very limited, for example for those about of searching specific content in selected pages.
   3. Her experience on this system was not fluid or friendly, because she had to spend more time and re-think those specific tasks that she never done before such us jump to a determined page or export some note in a determined format.
3. User 3
   1. The user has high computer literacy. She has finished all tasks successfully, and most of tasks have been done very quickly.
   2. However, there were still some problems observed in the process. It sometimes took a long time for her to navigate to some component of the system.
   3. Moreover, she sometimes tried to use the Keyboard shortcuts of other system to fulfil a task, rather than explore the function of this system.
4. User 4
   1. The user completed all tasks successfully within 12 minutes.
   2. The user was comfortable with navigation and finding specific contents.
   3. However, he was struggling with finding the search functionality, how to copy contents from the e-book, and making notes on particular pages.
5. User 5
   1. The whole process takes about 15 minutes
   2. The user is a graduated university student and familiar with using online reading websites.
   3. It takes time for locating the button which is displayed vertically.
   4. Some features are not easy to use as expected, and confused the user when finding an alternative.

* Summary of key problems identified

1. Navigation
   1. Page jump is not obviously visible as an editable field.
   2. Once the field is clicked, the word “Intro” is still there. There is no obvious change to inform the users of ability to input a page number.
   3. Contents are arranged in a long list and unable to collapse or expand.
2. Search ability
   1. The search bar is aligned vertically, which limits the ability to locate the feature.
   2. Search results do not have any indications on the texts.
   3. The total number of searched terms is blended with the list of results itself.
3. Making notes
   1. Some users tries to make notes directly onto the page.
   2. There is no link between notes and the texts itself.
   3. Create and Export notes UI does not stand out.
   4. When making notes, the page number is not changeable. Instead, users have to direct to the desired page before making notes on that page.
4. Contents Extraction
   1. To copy, three of the users tries to directly drag-select from the texts. Using copy button is very inconvenient to them.
   2. After clicking the “copy” button, there is a long waiting time which causes users to think they were doing it incorrectly.
   3. To print part of the texts, the list appears to be very long and causes difficulty to locate a specific section.
5. Extra features
   1. To some users, the functionality of the dictionary is too simple.
   2. Read-Aloud function, to some users, is too slow to generate.
   3. Read-Aloud does not allow users to select specific part of the texts. It reads the whole page from the beginning.

**Design, conduct and report of a Heuristic Evaluation study by 3 “experts” in your group**

* Table of problems, with description of the problem, violated heuristics, severity rating for each expert

= in Heuristics Evaluation folder

* Screen shots of most important problems found, annotated to show the problem and list the violated heuristics

= in Heuristics Evaluation folder

* Critique of your work