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| **Task 1** | Navigate to specific parts of the e-textbook | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 2 min | 5 seconds | 4s | 15s | 5s |
| **Observations** | - Use navigation bar on the left panel  - Try to scroll through the long list of chapters | No problems to performance this tasks | The user used the page flip icon to go to the next page | The suer just click the list under “content” then find one pace he wants | click the title of the part. |
| **Errors** | - | - |  |  | - |
| **User comments** | - Too many chapters, subsections within chapters  - Not collapsible | This tasks was easy | Page navigation bar should be down to the bottom  Page number does not change when using page flip icon icon to go to the next page | Easy | Easy |

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| **Task 1-1** | Jump to page 365 | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **No** | **Yes** | **Yes** | Yes |
| **Time** | 3 min | 4 minutes | 15s | 4s | 10s |
| **Observations** | - At first, clicking on page jump seems not working since the word “Intro” did not change or go away.  - Try searching the page through ‘search’ function | She had problem finding page number.  She was using page flip buttons (page up and down). Then, she moved through the content panel until get page number 365.  She cannot find “jump to” functionality. | User directly input the page number in the text field of the navigation bar to jump to page 365. | The user simply put page number into text field and the system jump to page 365 | -input "365" at top  -Enter |
| **Errors** | - Use ‘search bar’ instead of ‘page search’ | Editable field for jumping to page is not recognizable for a normal user (it has the same colour than the bar navigator as background). |  |  | - |
| **User comments** | - Different from regular Adobe PDF reader | “Jumping to page” functionality has the same colour than the bar navigator as background. So, she never found this function in the e-book. | Very easy | Very easy | Easy |

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| **Task 1-2** | Navigate to section 3 of chapter 4 (CREATING AND MANAGING WORK ACTIVITY NOTES) | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 2 min | 10 seconds | 1min 6s | 30s | 15s |
| **Observations** | - Try inserting chapter 4 in page jump  - Come back to the scroll content bar, and found the section by dragging down  - Quite struggling in finding | She got at 4.1.3 section by content panel | The user at first thought there is no chapter number in context bar, so that impossible to fulfil this task, then her scroll down and found actually there is chapter and section number, but it took her a while to locate the wanted section | At first, the user had no idea how to find the section. Then, he notices there is a navigation bar under content and find the section. | Scroll down the navigation bar using like 3 seconds  click 4.3 |
| **Errors** | - Use “page jump” to search for section | - |  |  | over scrolling down |
| **User comments** | - Difficult to find sub section from a long list | She understood that the section 3 in chapter 4 could be the first number 3 inside the chapter 4. | Content bar is not collapsible, making it hard to locate the wanted section | Hard to find, because there are so many chapters and subsections. | Easy |

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| **Task 2** | Search for some specific contents | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 1 min | 5 seconds | 5s | 57 s | 30s |
| **Observations** | - Try searching the term “homepage design” | She searched in the content panel such as history, introduction, and so on. | The user quickly found the search tab and successfully did searching. | At first, the user thought the system does not have search function. Then, he suddenly finds where the search tab is. | spend a few second to find "Search" |
| **Errors** |  | - |  |  | spend a few seconds |
| **User comments** | - Better if the search panel is expandable to see the details of search results  - Front cover display could be removed to allow more space | This tasks was easy | When clicking one of the search results, the searching content is not highlighted, making it difficult to locate where it does appear.  Search bar should be put in the top right of the interface. | The search tab is aligned vertically. Hard to find. | Hard to find Search  Why is it vertical?! |

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| **Task 2-1** | Search the word “user experience” | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **No** | **Yes** | **Yes** | Yes |
| **Time** | 1 min | 1.5 minutes | 5s | 15s | 30s |
| **Observations** | - Go directly to the search bar  - Easily and Successfully performed | She used the dictionary to search the suggested word.  After an evaluator intervention because she was stuck in the dictionary, she selected “Search” button at the top of the page, getting out of e-book page.  Then, she used the search field out of e-book page. | User has done it quickly. | Once the user finished Task 2, 2-1 becomes really easy for him. | after the previous task  quickly done |
| **Errors** | - | There are 2 different buttons called “Search”. It is hard for normal users go straight away to this function. |  |  |  |
| **User comments** | - Good to have page numbers displayed | She thought that she had to search the meaning of this phrase. | Very easy. | It is easy when he realized that tabs are aligned vertically. | easy after finding search |

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| **Task 2-2** | Find out how many times the term “human-computer” appears in this textbook | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **No** | **Yes** | **Yes** | Yes |
| **Time** | 1 min | 1.5 minutes | 50s | 15s | 30s |
| **Observations** | - Looked for index and glossary  - Come back and found total results right below the search box | She didn’t know how to search this term in the e-book | It took the user a long time to find where is the number of results | The user did it quickly. | easy to find the number in the result |
| **Errors** | - Expected the term would be in the index section | There is not good visibility of the search function in this e-book. | The user at first wanted to use “Ctrl+f” to find out how many times the term “human-computer” appears, and her found that it didn’t work. |  |  |
| **User comments** |  | She expected a specific section (clearer and easier to find) to search this term, but she couldn’t see this function. | Hard to find the number of results | The user notices where to find the total number of results in the previous tasks. So, it is not a problem for him. | easy |

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| **Task 3** | Make a note | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 2 min | 15 seconds | 8s | 15 s | 15s |
| **Observations** | - Try making notes directly onto the page, but there is no feature  - Found the ‘note’ tab | She found “Note” button and create a note immediately. | The user quickly found the note tab and successfully did searching. | The user quickly finds the note button and click it. | spend seconds to find note and then input. |
| **Errors** | - Try making notes directly onto the texts | - |  |  | spend a few seconds |
| **User comments** | - Cannot put the notes directly onto the book  - No link between notes and texts  - No other features such as highlight, underline | This tasks was easy | It would be better to enable the user to highlight some contents in the book as a note. | Simple | Easy |

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| **Task 3-1** | Make the note "Verify and refine design" on page 300 | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Only with help** | Only with help |
| **Time** | 3 min | 1 minute | 20s | 40 s | 30s |
| **Observations** | - Struggle at finding how to create new notes  - Need to read thoroughly within the note section  - Locate the “create new notes” and make note | She didn’t know how to jump straight away to page 300 so she came through page by page until find it.  After that, she found “note” button and create the note in this page. | The user navigated to page 300 first, then make the note with specified content. | Firstly, the user turn to page 300. Then, he has no idea how to make notes. There is no way to tell him that he needs to create a new one. So he stops making any notes. Finally, he completes this task with our help. | go to page 300  click note  input |
| **Errors** | - | Editable field for jumping to page is not recognizable for a normal user (it has the same colour than the bar navigator as background).  **(Same error than task 1.2)** |  |  | the user is firstly not at page 300 and she try to go to page 300 by clicking the page number in note. absolutely failed. |
| **User comments** | - Difficult to locate the create note button  - Should be expended from the note title  - Icons would be helpful | Jumping to page functionality has the same colour than the bar navigator. So, she never found this function in the e-book.  **(Same user comments than task 1.2)** | Easy. | There’s no instructions to lead user and let them know what the next step is. | Can NOT go to target page directly through note |

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| **Task 3-2** | Export the notes you have made as a text file | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | only with help |
| **Time** | 30 sec | 1 minute | 25s | 15s | 60s |
| **Observations** | - Locate ‘export’ quite easily after having done with the creation | She struggled to find “Export” button straight away. | It took some time for the user to find the note export button. | The user simply clicks export option and chooses text file format. | click the export note under note section |
| **Errors** | - | Poor visibility of “Export” function. |  |  | the user didn't mentioned the "Export Note..." is there and try find the function else where and failed. |
| **User comments** | - Icons would be helpful | She didn’t know where to export the file with the notes. | The export button is too small to find. | More type. He thinks that it will be better if there are more formats, such word and pdf. | HARD to find "Export..." |

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| **Task 4** | Copy a paragraph to the clipboard | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Only-with-help** | Only with help |
| **Time** | 1.5 min | 1.5 minutes | 1min8s | 1 min 15s | 60s |
| **Observations** | - Click the copy button, but nothing comes up  - Move to print button  - Come back to the copy button and read the instruction  - the content comes up and able to drag select and copy | She didn’t know what is clipboard.  She struggled with copy function. | The user tried to select some content, but failed to do it. Then her noticed the copy button and clicked it. However, the system was to slow to load as the copy mode, it really confused her. | The user at first tries to select a paragraph. Then, he found it is impossible. So he thought it is not possible to copy. We give him a hint to look at the main bar. The user then found the copy icon. He clicked it, but it stuck here. No sign of loading. So he random clicked elsewhere. The system went out from “copy” mode. So he had to do it again and finally did it. | after noticing the "copy", task is easy |
| **Errors** | - No sign of content being generated after clicking copy | - | Try to select a paragraph without selecting copy mode | Try to select a paragraph without selecting copy mode | she tried to select the text but failed. Can't find any ways to select |
| **User comments** | - Didn’t expect copy button  - Expect drag and select directly from the pdf | - | It is really inconvenient that user cannot directly select some content without choosing copy mode. | He doesn’t like this function. He thinks “copy” should not be done through clicking a button. It should be done by selecting directly from the content. And right-click to copy it. | slow to load pdf layout |

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| **Task 4-1** | Print the “Preface” of the book | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | yes |
| **Time** | 1.5 min | 30 seconds | 35s | 25s | 30s |
| **Observations** | - Go to print button  - Select the preface  - Struggle in finding the section from the list  - and print | She got “Print” button straight away. | The user quickly found the print button and preface section, then successfully did printing it. | User found “print” quickly  It takes him a while to find preface | finish quickly |
| **Errors** | - Don’t know how to go back to the read page | - |  |  |  |
| **User comments** | - The list to select from is too long.  - Should be made in a similar fashion for content navigation recommended (collapsible and expendable) | - | Very useful function. | Not difficult | easy |

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| **Task 4-2** | Download the whole e-textbook as pdf file | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 1 min | 15 seconds | 16s | 10s | 30s |
| **Observations** | - Remember the download button on the left panel  - Left panel becomes the main segment for him to look for anything | She got “Download” button straight away. | The user firstly selected pdf mode, which is actually not relevant to this function. Then her clicked the download tab, and selected to download book as pdf type. | Done quickly | spend a few seconds to locate "download" |
| **Errors** | - | - | Selecting pdf mode is not relevant to this function. |  | spend a few seconds |
| **User comments** | - Not too difficult to fund the download button after being familiar with the vertical panel | - | Very easy. | Easy  He doesn’t think download tab should appear in the side bar. It should be in the navigation bar. | HARD to locate "Download" |

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| **Task 5** | Use additional tools | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 1 min | 30 seconds | 28s | 47s | 5s |
| **Observations** | - Explore the top panel  - Locate zoom, pdf/image made, dictionary, read-aloud  - Notice that only in pdf made, the drag and right-click to copy is allowed. | She got “read-aloud” function for this task. | In pdf mode, the user tried to change the size of the page by zooming tool but failed. | The user tried PDF mode.  And he tried to scroll to another page but failed | find the dictionary quickly |
| **Errors** | - | - |  |  |  |
| **User comments** | - Dictionary should display what languages the system can handle  (eg. EN-EN) | - | It is strange that zoom in/out does not work in pdf mode. | In pdf mode, he cannot turn to another page. It is very inconvenient. | easy |

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| **Task 5-1** | In pdf mode, have the system to read-aloud the page 365 | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 3 min | 15 seconds | 18s | 30s | 30s |
| **Observations** | - Click and change to pdf mode  - Jump to page 365  - Click the read-aloud button  - Try selecting a portion of the texts to read aloud, doesn’t work  - Click play and wait | She got “read-aloud” straight away in this page. | The user did this task quickly and successfully. | Firstly, the user turn to page 365, then  Click on ‘read-aloud” button | quickly got page 365 on pdf then spend time for waiting the reading starting. |
| **Errors** |  | - |  |  | when waiting, the user almost started a new round of operation |
| **User comments** | - Could be easier to locate all functions in one horizontal bar  - Want to select only some parts to read off  - Progress in reading (highlighted) | - | Easy to find button  Slow to load  Wish to add this function: select one sentence in the book, and let the system, just read aloud the selected sentence. | The icon is easy to find. | SLOW starting  BAD sounds  read unnecessary words |

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| **Task 5-2** | Look up for the word “experience” in the dictionary | | | | |
| **ID** | 01 | 02 | 03 | 04 | 05 |
| **Success** | **Yes** | **Yes** | **Yes** | **Yes** | Yes |
| **Time** | 1 min | 20 seconds | 5s | 10s | 20s |
| **Observations** | - Easily performed | She got “Dictionary” button straight away. | The user did this task quickly and successfully. | The user simple clicks on dictionary, type “experience” and got the result. | quickly done |
| **Errors** |  | - |  |  |  |
| **User comments** | - Good to have a separate dialog for the dictionaly  - Better if separate dialog is done the same way for other functionalities such as download the textbook (one-time task) | - | Wish to add this function: select a word in the book, and click the dictionary button, the word is directly being translated. This will save user from typing. | The icon is easy to find. | the pup-up window of dictionary is appeared at the left-top corner of the OS, not within the main webpage. |