Reflection on the nature of problems discovered in the Think Aloud, compared with the Heuristic Evaluation

1. Navigation
   1. Both TA and HE concern “user control and freedom” and “flexibility and efficiency.” Common problems seem to heavily lie on the layout of the content navigation menu which appears in a long list of sections and subsections, making it difficult to look for just one section.
   2. Another problem found by users, but not experts, is that page jump functionality causes some confusions.
2. Search ability
   1. Both TA and HE concern “visibility” and “efficiency.” Common problems are vertical alignment of the search tab which makes it hard for users and experts to locate the feature.
   2. Search results are not indicated on the texts.
3. Making notes
   1. Both TA and HE sees “User control and freedom” and “Flexibility and efficiency of use” as significant concerns. Making notes separately from the texts is not intuitive.
   2. Features that allow direct notes on the texts should be basic functionality for this task.
4. Contents Extraction
   1. Both parties concern “visibility” and “efficiency” of the system. It does not allow users to see the progress, especially when the system is generating the pdf document for copying.
5. Extra features
   1. In terms of “user control”, HE and TA sees the problems in this area differently.
   2. HE seems to expect the control over the speed and indication of the progress from Read-Aloud. However, TA seems to want to be able to select only part of the texts to be read-aloud.