Subject was Jacob Gabell, bank manager at the Lebanon, Oregon branch of US Bank

My observations from when he was filling it out:

Questions on which field did what-template, etc

Surprised that the form provided answer at the bottom

-question was what does the company match for 401k, after typing in question

the form provided the answer at the bottom

Questioned what is submit vs ready for work

Seemed annoyed at the pop up for location

Confused about if he's filling out name for himself or who it goes to (both my impression and a question he asked, referring to Opened For data field)

Form didn't save description

Needed guidance on how to find the form to open it

Seemed surprised at finding comments under form

-liked having them there, but was initially annoyed that they weren't in the box he

he put them in (both observation and user statement)

Found status assigned on the bottom under comments after scrolling through whole page

-Didnt' seem difficult to find, but didn't expect to scroll through whole page to find it

Found no attached documents, didn't seem to struggle finding them

Found who form was assigned to easily

Questions:

1) How would you rate your level of computer literacy?

3 on a 1 to 5 scale

Know's way around, can manage basic functions

2) Did you get stuck trying to complete any of the tasks? If so, where? Were you able to figure out

Wouldn't say stuck

Not intuitive, but able to figure out

Once figured out it was fine

Prefill was nice

Don't know what a lot of data fields are, example watchlist watchlist

Don't know what the difference is between worknotes and submit

3) From a first impression, what aspects of the form seemed most difficult for you to use?

Flow of it

Don't know who the information is for, going to and from

(At this part he was referring to the data field 'Opened For')

Not difficult once figured out

Thought the feed at the bottom was cool, even though it didn't save comments in the box they were made in

4) What aspects of the form were the easiest to understand?

Prefills and look-ups, they have common symbols

News feed at bottom easy to understand once he saw it