

Kevin Fox

First Iteration

Iteration 1: Participant 1

Date: 2/5/03

Gender: Male

Age: 46

Profession: Grocer

Handedness: Right

Prior photocopier experience: Low (Kinkos, simple multiple copies, rarely collating, etc.)

Freeform observations:

Task 1

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\* Participant was confused by the initial 'code input' screen. 'what's my billing code? I have an account code. Is that the same thing?'

\* Participant hesitated before entering code, wondering where the 'enter' button was. Eventually just typed in the code and saw that it automatically advanced to the control panel.

\* Participant was confused as to which the highlighted state was for one/two sided widgets.

\* Had no difficulty in changing # of copies, but his finger was larger than the '+' button.

\* Tapped up to 5 copies.

\* Pressed copy without setting two-sided output.

\* Querried after the task was finished, he said he probably just didn't think about it, but assumed that since he told the copier that it was a 2-sided document, it should copy it to 2-sides. Why should it default to something different than the original?

Task 2

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* Asked if I should set everything back to 'default' and I told him this is how the copier would look after finishing the first task.

* He started bumping the # of copies to 20 (instead of making numbers for 1-20 I just called out what it said as he pressed, and eventually, held, the button "six.. seven.. eight.. nine ten eleventwelve thirteenfourteen[...]eighteen... nineteen... twenty"

* He noticed the 'reset' button and pressed it, pushing all values to their defaults.

* He reset the counter to 20 by hand

* noticed the double-sided output and pressed it "in and out aren't clear"

* went straight to collate and tapped it and then tapped staple (both taps on the box, not the word)

* successful completion of task.

Task 3

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\* pressed reset immediately

\* pressed 'staple'

\* pressed 'dark'. The intended functionality of the widget was that of a slider, but on the fly I decided that it made sense to use it as a slider if they tap-drag the slider, but also as a scrollbar if they tap-hold dark or light.

#### Notable Conclusions

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* The lack of an enter button is an interesting problem: When they enter the 4-digit code it currently automatically accepts or rejects it (like the 'enter the last 4 digits of your SSN' on telephone systems). What if there was an enter button, but it was just for show? Tapping it with an incomplete code brings up a notification that a 4-digit billing code must be entered.

* Holding down buttons for auto-repeat effects would be hard to simulate in low-fi)

* "In" and "Out" labels are not clear.

* In and Out options need to be better integrated. Perhaps a 'describe the original' and then default the output to the same, unless specifically changed.

Iteration 1: Participant 2

Date: 2/5/03

Gender: Female

Age: 28

Profession: Paralegal

Handedness: Right

Prior photocopier experience: Extensive

Freeform observations:

Task 1

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\* Participant tried tapping the code readout boxes instead of the numbers, because they look the same. If one affords tapping then the other does, too.

\* Tapped the copies number instead of the + - buttons 'just to see what would happen' (nothing happened)

\* Tripped up on task wording 'single, two-sided' piece of paper. Worked it out, but got confused for a moment.

#### Task 2

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* Changed settings directly from previous task without hitting reset. Asked after the fact she said 'that's how most copiers work. They save the last setup for a minute or two.'

* Said that collate should be clearer, Tapped collate then staple

Task 3

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\* Left collate and staple active, pressed and held copies down to 1, pressed two-sided for input.

## Notable Conclusions

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* The code-input screen should not have empty squares for the billing code. Rather, the numbers should simply appear as the user taps the on-screen buttons.

* Participant 2 was adept. She worked the controls efficiently, which bodes well for people leveraging existing copier knowledge, but tells little of usability for new users.

Iteration 1: Participant 3

Date: 2/6/03

Gender: Female

Age: 17

Profession: Student

Handedness: Left

Prior photocopier experience: 'A little' (mom works at home, has a light-duty copier)

Freeform observations:

Task 1

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\* A little unclear on how billing codes related to copying, but accomplished the task after trying to ask me.

\* Placing the number tiles was difficult for me (host) because her left hand reached over, which also implies it would be harder for her to read those numbers, obscured by her wrist.

\* Participant was confused as to which the highlighted state was for one/two sided widgets.

\* Pressed Two-sided for 'in' and thought about it for a while, referring back to the task description, before doing the same for out.

### Task 2

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* Problem holding down + button to scroll through numbers, as her finger blocked the readout. Switched to right hand.

* Was unclear on collating. She pressed staple and 'collate' went automatically to 'on' which she noticed because of the nature of 'wizard of oz' lowfi prototyping. Doubtful she would have otherwise) and then worried about stapling unsorted papers. Then she figured out that's what collating was, because it logically had to be.

Task 3

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\* Used slider as slider to set contrast

\* Left collate and staple settings as they were.

\* No significant problem, though I wonder if she would have noticed the collate/staple problem if she

## Notable Conclusions

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* Need to work on interface to make it usable for both hands. Perhaps top/bottom controls or audio feedback? (Audio would probably be outside the constraints of the assignment)

* Better iconography, to imply what collating is rather than relying on vocabulary.