

Kevin Fox

Second Iteration

Iteration 2: Participant 1

Date: 2/9/03

Gender: Female

Age: 34

Profession: Mother

Handedness: Right

Prior photocopier experience: Medium

Freeform observations:

Task 1

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- \* No problem with sign in
- \* Screen cluttered, had to look a bit for # of copies.
- \* Commented that the layout seems to be 'all about light and dark control'
- \* Immediately got that setting original to double-sided also made copies double-sided. Said that was 'neat' and 'made sense'

#### Task 2

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- * Asked if it resets, told that it doesn't.
- * Tapped 'double-sided' on copies and noted that it only affected copies, not original. "What I hoped."
- * Tapped 'not stapled' and was a little surprised when collated changed too.
- * Noticed the text readout at the bottom this time, checking it to make sure it matched (approximately) the written task.

Task 3

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- \* Pressed reset "Will this take me back to the account screen? Oh, that would probably be exit."
- \* pressed stapled, then double-sided original. tapped 'dark' (as opposed to sliding)

#### Notable Conclusions

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- * Several changes appeared to work well here. The visual control layout is still confusing, though the control behaviors seem to be clearer and more efficient.
- * I need to design on a better grid, and examine the 'first look' value of the interface.

Iteration 2: Participant 2

Date: 2/9/03

Gender: Female

Age: "in my sixties"

Profession: Retired
Handedness: Right
Prior photocopier experience: Moderate, but not for a while.

Freeform observations:

Task 1

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- \* Had difficulty with the idea that the readout was the interface. I walked through how the wizard of oz simulation worked.
- \* She was very shy about making an incorrect choice. Deliberated a lot before trying anything.
- \* No problem with there not being an 'enter' button.
- \* Hadn't used a two-sided copier before. After a while, I thought it was fair to explain the concept of the auto-loading tray that can handle two-sided originals.
- \* Tapped '1 copy' before using the arrow keys. Queried, she said she thought it would ask her how many copies she wanted.

#### Task 2

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- * Wanted to input somewhere that it waws a 10-page document.
- * Read over the text description at the bottom very carefully
- * Ignored the stapling and collating controls completely. Asked about this later, she said that she would staple them. She thought that 'stapled' was asking whether the original was stapled.

Task 3

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- \* Tried the staple button this time, but ignored collating (which makes sense, as collating is ambiguous when making only one copy.)
- \* "Oh, that's what light and dark is for!" (Used slider)

#### Notable Conclusions

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- * In the interests of multiple paths, perhaps tapping the # of copies should bring up a popup numeric keypad for entry. This is easier than scrolling to 50 copies.
- * Make it clearer that 'stapling' and 'collating' are things that can be done to the copies, and are not related to the originals.

Iteration 3: Participant 3

Date: 2/10/03
Gender: Male
Age: 21
Profession: Student (U. Pitt)
Handedness: Right
Prior photocopier experience: High

Freeform observations:

Task 1

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\* No problem entering code

\* "single two-sided? Oh, one page, two sides. got it." "Exact? as opposed to inexact copies?"  
(hah. hah.)

\* No problems encountered

#### Task 2

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* Sets # of copies first (everyone always sets # of copies first)

* Confused that it's already on double. Presses single original, frustrated that copies also goes to single. Presses for double-sided copies. "Is that how it's supposed to work?"

Task 3

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\* Frustrated when stapled was deactivated after he deactivated collate. ("How can you collate one copy?")

\* No other notable actions.

#### Notable Conclusions

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* Take a closer look at the autoselecting of copies sidedness output matching original input.

* Participant was very process-driven, totally ignored status messages next to copy button.