

## Introduction

Hi, welcome! Thank you for coming in today, how are you doing?

We're Hannah, Lacy, and Marian, and we're working to help future UNCC students better understand how to use Adobe Acrobat. We will be testing the instructions we've created to see how usable and effective they are in what it's trying to communicate. This is \_\_\_\_\_, who we will be observing for our test today. We've brought you here to see what you think about our tutorial, what works for you, what doesn't, and so on.

This test should take about 30 minutes.

We will be video recording what happens here today, but it is purely for research purposes. It is primarily going to be used to document your facial expressions and for us to have, so we don't have to struggle to scribble down everything that happens during the test all at once. It will only be seen by those present here today and possibly Dr. Wickliff and will not be shared with anyone else.

This tutorial is in its early stages of development, so not everything you see will be working correctly and is just there so we can determine holes in our explanations.

The procedure will go like this: We will show you the PDF we will be using for today's testing. Once you've obtained the PDF, we will show you our instructions, and you have to follow a few things for us. We'll ask questions and observe to what problems you run into, what you like and don't like, that sort of thing. Then we'll wrap up, and we'll ask you a few final questions that we have. Any questions about anything?

Now I'd like to read you what's called a statement of informed consent. It's a standard thing we read to everyone we interview. It sets out your rights as a person who is participating in this kind of research.

As a participant in this research

- You may stop at any time
- You may ask questions at any time
- You may leave at any time
- There is no deception involved
- Your answers are kept confidential

Any questions before we begin?

Let's get started!

## **Preliminary Interview**

Have you ever used Adobe Acrobat before?

Are you familiar with any other Adobe software?

What online habits do you have?

How familiar are you with PDFs?

In a minute, I'll ask you to open the PDF we've provided and take a look at our instructions. But I want to tell you a few things before we begin. We are not here to test you, we are here to test our tutorial and how effective it is in helping you in Adobe Acrobat. There is absolutely nothing you can do wrong. If anything seems confusing or wrong, it is not your fault. However, if there are things that are tripping you up, we would like to know about it. So please tell us what is not working for you.

Likewise, if there is something that you like, please let us know that as well. Please be as candid as possible, don't be shy or think that you will hurt our feelings. We want to know exactly what you're thinking and what works and doesn't work for you. Please try to say all your thoughts aloud and give us an idea of when you're about to do something. Basically, just give us a play-by-play when you're doing it.

## **Tasks**

### **1. Edit a PDF**

So first, we're going to be asking you to edit the PDF. Follow the instructions we have provided you in order, and let us know your thoughts while completing this task.

### **2. Inserting new text areas**

Next, we're going to ask you to insert new text areas. Follow the instructions we have provided you in order, and let us know your thoughts while completing this task.

### **3. Editing an image**

Next, we're going to ask you to edit an image. Follow the instructions we have provided you in order, and let us know your thoughts while completing this task.

### **4. Inserting a new image**

Next, we're going to ask you to insert a new image. We'll provide you with the image to use. Follow the instructions we have provided you in order and let us know your thoughts while completing this task.

#### **5. Inserting a link**

Next, we're going to ask you to insert a link. We'll provide you with a link to insert. Follow the instructions we have provided you in order, and let us know your thoughts while completing this task.

#### **6. Adding, editing, and deleting comments**

Next, we're going to ask you to add a comment to the document, edit that comment, then delete that comment. Follow the instructions we have provided you in order, and let us know your thoughts while completing this task.

#### **Probe Questions following each task after completion**

Did each of those steps make sense?

Were there any particular steps that you found difficult to follow?

#### **Wrap up**

How would you rate your experience using our tutorial?

7.5/10. 6-7/10

Is this something you would use in the future?

yes

Is this something you would recommend to others? Why or why not?

yes, helpful and needed

Could you summarize what we've been talking about by saying three good things and three bad things about this tutorial?

like images

words more clear

more in depth

What are things you like for this tutorial to do that it doesn't right now?

Do you have any final questions? Comments?

Thank you for participating today, if you have any other comments that come up later, feel free to talk to us in class.