Memo

To: Dr. Wickliff
From: Hannah Yarrington, Lacy Kitchin, Marian Cowhig Owen
Date: 2/8/2023
Subject: Project #1 - Usability Test #2

Tester: Harmony

For our usability testing 2, we tested Harmony Savage on the usability of our instructions for Adobe Acrobat. We opened with some questions about her prior experience with Adobe Acrobat, other Adobe software, and experience with PDFs. Her answers are listed below.

Interview questions

Have you used Adobe Acrobat? - "yes and no" - can't remember what I used it for, but for something. - to sign a document. Just one time.

Are you familiar with other Adobe software - photoshop briefly, LightRoom.

How familiar are you with PDFs? - I can save them and open them, convert to different file, but editing may take a little while.

In general - basic familiarity with PDFs as file format, not so much with more involved features of Acrobat.

Editing an existing PDF and Inserting new test areas

We then had her open the PDF we've provided as an example to use for our instructions. For our final instructions, our goal is to make it applicable to any PDF someone wants to edit, not just so they only can edit the PDF we've provided. But we've included an example for the sake of our screen shots and to give examples.

For usability testing, we've noticed a delay in beginning our actual testing process by having the user open the PDF themselves, so we've determined that it would be easiest to have to example PDF already up and running, because with our passed testing, we are satisfied with the instructions how to open a PDF in Adobe Acrobat. This is so we are able to more effectively test our tasks.

Then we had her begin the first task: Editing an existing PDF

While completing the first task, there were multiple times were she skipped over some parts of the instructions, skimming through most of the words and mostly focused on the images present. This prompted us to want to bold/highlight certain parts of the test in our instructions, so the user would be less likely to skip over important information. The user also suggested having text wrap around image to make clear they are paired for final product.

Overall, for the first two tasks of "Editing an existing PDF" and "Inserting new text areas," the user said she didn't find any of them particularly difficult to understand, however the tasks began to run together and she wasn't sure when the task ended and when a new one began. This goes back to us wanting to highlight each step more so users understand when they end and begin.

Image Manipulation

(Inserting images, rotating images)

User mentioned that she has a Mac computer, so there was some confusion about shortcuts, keyboard commands, etc. Final tutorial should specify that it was written for PCs, and if time, we may add an appendix for Mac users.

The screenshot used in the tutorial showed an image in a specific place in the PDF, and the user thought this meant she needed to duplicate that placement. We can address this in two ways (either or both):
- Edit text to be clear that user can place image wherever desired (already done to some extent)
- Use a screenshot showing a different image, to avoid suggesting that user should duplicate what's shown in the tutorial

In upcoming usability tests, we will provide an image on the desktop, to avoid extended instruction on where to find the image.

Linking Instructions

Links instructions - The user did not understand that there were 4 different function choices when adding a link to a PDF. She was under the impression that the 4 options were steps meant to be performed in order. In the future we should separate the options and stress that they are not sequential. Once she understood that the link would not be live (and testable) until she clicked "close edit pdf", she looked for the button to close. She believed it would close the entire document instead of just the editing options. We should be clear that this will only close the editing options, and also explain how to reopen the editing tools after closing. The user decided to hover over each option where the toolbar was located until she found the "edit pdf" option again. We would like to avoid this type of trial and error approach in future testing. She suggested adding a screen shot to point out where these options are on the page. We should also include a recommendation to create a visible outline for the highlighted area when adding a

link. The user recommended adding in a section on preemptive troubleshooting to avoid any issues with reopening the editing tools/menu.

She also suggested changing the layout to highlight/emphasize certain words and phrases. This could include wrapping text around with smaller pictures/screenshots and separating the instructions and screenshots into columns as opposed to having a picture or screenshot underneath a set of instructions. This was the section where the user encountered the most difficulty. She got stuck on a couple of steps and took longer to complete these tasks.

"I think I'm actually kind of stuck"

Adding and deleting comments

When then had the user follow instructions to add and delete comments. Overall, this step was clear and easy to follow according to the user. She had no significant issues and needed no extra guidance for these steps.

User's Final Thoughts

Overall, user gave our tutorial a 7.5/10. She said that early tasks were well written and designed, giving the tutorial a "strong start," but that later tasks (specifically the linking task) were harder. This matched our internal assessment that the linking section was the weakest.

The user liked the use of images in the tutorial, but found that they took attention away from text. She suggested that we work to balance images with text.