

Task 1

User had trouble finding prompts at first. There was some difficulty opening the correct document.

Without screen directions, user did have trouble finding the toolbar. The toolbar was hidden by the self view window in the screen recording. She looked behind it and found it quickly after moving the window. We need to make sure the toolbar appears in the same location for each user.

Instead of saying "toolbar," the user recommended adding directions indicating which direction they should look or otherwise name an area on the screen. There was an issue with differentiating between the main menu labeled "Tools" and the toolbar within the editing menu. Either rename or provide screenshots for clarification.

Task 2

The directions stated to click on "Add Content," but this phrase only exists in the web version. The desktop version is labeled "Add Text." They easily added text after clarification. Screen captures would have been helpful in this area.

The user suggested condensing item #4.

User rates 6/10

3 good things - thorough, not too many steps (concise?), named screen items well

3 bad things - version issue, needs screenshots, break up step 6 on task 1