

# Memo

**To:** Dr. Wickliff

**From:** Hannah Yarrington, Lacy Kitchin, Marian Cowhig Owen

**Date:** 2/15/2023

**Subject:** Combined analysis/revision plan

After completing our three rounds of usability testing, we've determined some main things that stuck out to our users that were and weren't working for them. All of our users were novices to Adobe Acrobat.

Overall, the main consensus was that our text was easy to read and understand; however, some of the information within the steps weren't highlighted enough, so they were more prone to skipping over them. So we've decided it would be best to go through all text and to bold and highlight vital information so a user will be less likely to look past it.

In general, the introduction and the sections on adding/editing images and text are in very good shape. We will review them for design consistency (as explained below) and refine as necessary, but our testers have not found any major problems with them so far, in any iteration.

Our biggest problem area is our linking section. Since it is the hardest section to complete, many users are overwhelmed with all the information present. There are 4 different types of linking you can complete, so we've found it best to summarize what each type of link is and what it will accomplish. That way, the user has a better understanding of what each thing will do before reading the rest of the instructions.

Stylistically for our revisions, we need to make sure that all the images are included in the document and that certain icons are highlighted so the user is able to find them easily. We will also need to go back and edit the comment and linking section texts so that the language is simpler. There are also some errors on how to complete some tasks within the comment section, so we will need to clear that up as well.

We are each editing a section assigned to us:

- Hannah: Introduction, adding/editing text
- Marian: Adding/editing images, comments
- Lacy: Linking

So far, we have worked on pages individually (based on shared design components), but before we finalize the tutorial, we will look at all pages together and make sure styles align and every color, font, font size, etc., is the same and cohesive.

We plan to look back over all of the user recordings we have compiled to find a trend of where the users were tripped up the most. However, we understand, as of now, that our linking and commenting sections are the ones that need the most clarification.

We will all complete and revise our assigned sections and have our rough draft ready by February 22nd.