

TEAM W – ADDENDUM

1. I tried to make notes of everything interesting I noticed, whether that was things that worked well or things that didn't. From watching all of the sessions I noticed problems that kept appearing again and again that were quite frustrating to me; since the participants only saw it once though it wasn't as bad for them. I tried to keep the perspective of what might be annoying to an occasional user, as I suspect most visitors to U-Haul.com would be.

I think a usability problem is something that a) causes the participant to make errors – especially when the participant doesn't realize that they have made an error; b) slows down the participant considerably; or c) is perceived as slow or difficult to use.

2. Resources –
 - a. Watching videos/taking notes: 16 hours
 - b. Writing report: 3 hours
3. In a normal exercise I'm not as diligent about marking the time that every issue occurs. This potentially makes me more likely to add my own bias to the results, but also allows me to make inferences about issues other users might see, even if none of the current participants encountered the issue.

Revision:

1. How familiar were you with the company U-Haul before we announced that we would use it for CUE-9?

I was very familiar with the company and have used their services before, but have never used the website.

2. How familiar were you with U-Haul's website before we announced that we would use it for CUE-9?

Not at all familiar.

3. Approximately how many times have you rented a car?

I have rented both a car and a moving truck.

4. Approximately how many times have you rented a car on the web?

Once.

5. How much time did you spend analyzing U-Haul.com before you watched

the first video?

2-3 hours.

6. Approximately how many times did you pause the videos to deliberate or catch up with your notes?

I usually paused every 3-5 minutes to catch up with my notes.

7. Did you watch all or parts of the videos several times? If yes, approximately how many times did you watch each part and how long were the parts of the videos that you watched several times?

Yes. I probably rewound four times for each session. Mostly it was only 30 seconds to a minute that I had to rewatch.

8. Were there any burning questions that you would have asked the test participants during or after the video recorded sessions if you had been moderating the sessions? If yes, what were they?

If this were a normal exercise I most likely would have asked more probing questions in between the tasks to understand participants' experiences.