

Usability Report Addendum for CUE-9: Team G

1. A description of your evaluation criteria

Describe what in your opinion makes something a usability problem.

Anything that appeared to cause the participant to have difficulty successfully completing a task, cause a significant delay in completing the task, or cause annoyance or confusion to the participant.

2. Resources used for CUE-9 in person hours

Provide a day-by-day timesheet for the period where you carried out your evaluation. Break down the resources into the following sub-activities:

- Preparing for the evaluation: 1 hour
- Watching videos and taking notes: 5 hours
- Writing the report: 6 hours

3. Comments on the evaluation

Comments on how realistic this evaluation has been compared to the evaluations you normally carry out.

I have never done an evaluation based on viewing these types of UserTesting.com videos. My experience has always been with traditional lab tests (either live or that included a video of the participant) or online unmoderated tests (e.g., via UserZoom or similar tools). I found the UserTesting videos to be surprisingly not that different from lab tests. In terms of identifying the issues, the process was similar to what I normally use, although I don't usually mark the locations in the videos where I saw the issues (although I found that useful). One difference was that I normally use a two-level prioritization method for the issues: Significant Usability Issues vs. Minor Issues. That's why I structured my report that way.

Additional Questions Rolf Asked:

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

I knew of the company and their basic services, but it has been over 40 years since I used them.

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

Not at all.

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

Perhaps 80-100 times.

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

Perhaps 30-40 times.

5. How much time did you spend analyzing U-Haul.com before you watched the first video?

About 30 minutes.

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

Probably 2-3 times per video.

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?**

There were only a few instances where I backed up the video to watch something again. And then it was only for a short segment of perhaps 30 seconds.

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?**

Perhaps some follow-up questions, probably at the end of some of the sessions, to clarify the participants' understanding of certain items, such as whether they were renting or buying the furniture pads and dolly, and what the red pin on the map meant.