

Participant C Transcription

Overview

Participant C enjoyed the experience: "Already an hour gone?". Eye tracker worked really well with his eyes, showing high accuracy and precision after calibration. The participant always kept his head steady and in optimal tracking position. When he encountered a problem, he always had good suggestions to remedy them.

Problems encountered:

1. Initial calibration was off because of excitement
2. Trouble panning to south (using lower pan button) Was looking at the very border of the screen to pan instead of the panning area.
3. Select layer multiple times.
4. Overuses arrow buttons (instead of looking again in a correct position) When drawing a line, he did not understand he can just look at the next region he wishes to place the next point.
5. Uses "Save" button before placing a point on the map. For some reason, he frequently uses "save" before placing any points.
6. Was unable to see the point marker - it is too tiny.
7. Fixation Menu covers pan area - and he is unable to pan
8. Unintended loss of Fixation Menu
9. Vocalized that he is afraid of losing the fixation menu.
10. Forgets to take shift "off" after first character.
11. Fixation Menu was covering a point he was trying to snap next (deleting)
12. Remove feature tool stayed active, when the feature was removed
13. Does not realize that he should choose a layer before using "Select Feature" tool
14. He felt that the buttons were blinking too much a bit

Suggestions from participant:

1. Smooth fixation indicator
2. Add Text to the eye position indicator
3. Undo button - Taking back a step (?) (when something wrong is done with eyes)
4. keyboard header should be made more visible, noticeable, contrasting.
5. save in metadata editing be a bit bigger, noticeable
6. The metadata menu panel should always be visible when something is selected.
7. The tools could be directly on the header instead of menu.(always visible)
8. add "Pause" button/function
9. Suggested having an icon on "Place" button.
10. Suggested adding "Pan" arrows
11. Suggested adding "Center to" button
12. Selected point/line/polygon should be more distinctive.
13. Save could be closer to the eyes.
14. Save does not have an intuitive location
15. Tools could be visible all the time (it is tiring to always browse through the menu)

16. Icons to all tools?
17. Checkmark aktivsele layerile. Or another icon
18. Sugested adding sound to clicks.
19. Suggested adding tutorial

Transcription

Preparation

The participant seemed excited about the eye tracking. Calibration procedure, where he had to destroy blue points with gaze, amused him - "I feel like a Jedi" - laughter

The initial calibration was not good enough, probably caused by laughter during the calibration. There was a noticeable offset on the lower parts of the screen, so the calibration was repeated. This time the calibration worked perfectly. Although the participant had glasses, they did not seem to interfere with eye tracking.

4:00 the game starts. He quickly understood how to look around and explored all the space around him. He seemed to enjoy destroying the asteroids. For him it worked surprisingly well.

5:45 - the game ended.

Task 1

The participant understood the design well, performing the first part of the task very quickly compared to the other participants.

08:27 - started and looked at the screen.

08:30 - selected "Andreas" (wrong)

08:32 - selected "Mati" (correct)

08:35 - Closed the modal.

After closing the modal he told that he would really like a confirmation about the selected user - to see whether he really selected the correct user or not.

8:45 started to look for Tallinn and successfully started zooming in

He looks at different parts of Tallinn, trying to understand where the target is

9:41 He finds the old Town and starts to zoom into it.

10:07 Done.

The participant has experience in frontend design and suggested that the highlight from fixations should be smoothed with CSS animations. Although the gaze tracking worked really well for him, the color blinking felt annoying.

During the pause and discussion he started investigating the EyePositionDisplay, and told he does not understand what it means, but after a few seconds, he realized that it shows the location of his eyes.

He suggested that it also had text when the user should correct its position.

He also suggested having an undo button for taking step back (?)

Task 2

14:44- start

Started zooming out, but had problems with panning down.

15:47 - is at the airport

15:55 - selects "Points" layer multiple times (!)

16:05 - selected the right tool

16:07 - places the fixation menu a bit too far, and starts correcting with arrows. Sometimes losing the fixatin menu.

16:39 - Place

16:45 - Save

16:50 - Open keyboard

He starts explaining, that that the keyboard covers the place he wishes write to. But realizes soon that he still sees it. Initially types 2 lowercase "p", but then corrects it. Does not have problem of taking the "shift" off after first character.

17:25 Enter

17:27 Save

He wants to show something in the keyboard and quickly starts to go through the process: selects tool "Add Point" and clicks "Save" - gets an errormessage, that is cryptic, tries again, and is confused why.

Suggests that the header on keyboard would be more visible. He did not notice, that there was a header, where the text is written.

Now tried placing a point again, and suggested that the metadata should pop up immediately after placing a point. He repeats the mistake of not placing a point on the map before saving. Is confused that the "Save" appears but he is unable to use it. Repeats, repeats (forgetting to use place). Admits, that he did not see the "Save" button immediately after using the "Place". He likes the keyboard - "The typing is very OK"

Task 3

24:23- start

Starts immediatly panning towards the point that he had placed.

24:45 - chooses the "Select Feature" tool

24:51 - Looks in layers menu, and chooses the "Points" layer (this reset the tool)

24:54 - chooses the "Select Feature" tool again.

24:59 - uses the tool to select, but the selection area is not exactly over the point

25:03 - pans and uses the tool again - sucesss

25:06 - uses "Save" button and selection is lost (also the tool). He is now confused why the selection tools do not appear when he tries to reselect the point by looking at it.

25:12 chooses the "Select feature" tool again.

25:18 - selects the point.

25:22 - looks at "edit" briefly and inadvertently closes the metadata menu.. And presses "Save". He seems to be confused and starts reading the instructions again.

25:39 - selects the tool again

25:42 - starts using the tool wrong way - using the arrow buttons, trying to move the point, but the point does not come with it. Still he continues to move the menu, and tries to use "Select". Nothing happens. He's confused.

26:33 - he reads the instructions again.

27:18 - he seems to have undersrstood the instructions now and tries again.

27:38 - selects the feature. - thinks for a while

27:48 - chooses "Move Point" from the menu,

27:55 - presses "Save" - taking him back to the square 1. Repeats the same round and starts reading the instructions again

He is confused, and says he can't see the point he has made. - asks whether the small point is the right one. "Where is the point that i placed?" "I'm not sure whether it is on the plane or not. Continues to try selecting and saving again..

30:26 - creates a new point to try the moving out on some other point... He again waits that "Place" would do something more than just place the point (move on to the modal..)

31:19 the point is ready with metadata "Plane1" - now he realizes that there is a small marker.

31:41 - now says he understands finally, that the red area should cover the point in order to select it.

32:00 he successfully selects a point but still continues to use "save" immediately after it. He reads the instructions again and

32:25 - he tries again still in the wrong way.

He tries again,

33:03 - now realizes he can use "Move point" after selecting!

Now knowing what to do, he

33:26 - takes select feature tool

33:27 - selects the feature.

33:30 - selects "Move point" tool

33:32- starts moving the point

33:53 - save!

34:05 - he has selected the feature, but as he previously closed the metadata menu he is unable to find the place where to edit it. I proceed to help him open it again (The menu closing is undocumented and looking for it would take a great amount of time.)

34:46 - the menu is now open and the test continues.

34:48-Open metadata editing

34:55- Enter

34:56 -Save

Suggestion: the tools to be directly on the header instead of the deep menu.

He did not understand that this small point is the point he placed - he waited for something bigger (like in google maps etc)

Suggested for having "Pause" button

Suggested that place button would have an icon, so it would be more ??? understandable?

Task 4

41:17 - start

Immediately starts panning, but has a bit problems - wants to move a head a little. Upon my question he says he looks at the very edge of the screen instead the center of the panning area.

Reads the instructions again.

42:31 starts zooming out to see the runways. Has some minor problems but manages to

43:45 chooses layer "Lines"

43:56: chooses "Add Line" tool, accidentally looks at save

44:04 - chooses "Add Line" tool again.

44:10 - places the line, a bit too far from the plane..

Instead of just looking at the next point, he starts using arrow buttons to move the fixation menu towards the next target.

Continues placing some intermediary points. He says, he likes it.

45:52 he approaches the edge of the screen using the “nudging” method. He seems not want to lose the menu, zooms out at the same point. But the everything stays in the right side of the screen, making the continuing impossible. He does not understand that he can pan while creating the object.

46:21 He decides to save the result and try to modify it

46:31 - Opens Type, starts typing “path”

46:37 - enter

He checks the other metadata fields(to be sure, he edited the right one?)

46:49 - save

47:06 - he tries to pan to the right, but the FixationMenu covers the pan area.

Suggests that there would be small arrows for panning, so the users would know where to watch to pan.

Suggests that there would be an centering button.

Continues to see the whole airport.

Uses the “select” wrong - does not place the red marker over the line before pushing the button. Understands it does not work and does it correctly. Selects it, but goes to Edit metadata and saves, losing the selection.

I tell him he can just overwrite the line with “Add line” tool. He decides to delete the line, although i tell him not to.

50:36 - “select feature” tool

50:38 - he selects the feature

50:52 - remove feature tool

51:00 the feature is removed

51:09 Starts drawing the line again. (and clicks “save” before placing any points)

51:32 - places the first point, starts moving on using arrows, tells he is afraid of losing the tool (he wanted to look the windy weather outside, but did not want to lose the tool).

Places some intermediate points, some going backwards (definitely he did not want to place them there). But continues to move forward slowly.

He starts telling something but loses the tool. The tool reappears at much further point, he uses the “Place” (not sure if knowingly) and he has the “AHA - moment”; He understood how to “Jump” :)

54:19 - He says “Done”, but has not saved

He tells that he thought initially that he had to use the arrow buttons always, but now understood that he can just look at the point he wishes to arrive to.

54:24 - i remind him to “save”

He does that

54:29 Opens “type”,

writes “Path” - Doublecapital error! “PAat” , then corrects to “Pa”

54:50 - Enter

54:51 - Save!

Discussion - he is not sure why he initially did not use the right technique. He understood the technique when he glanced at the end of the road and the menu appeared in the end.

Task 5

59:12 - Start

Starts moving panning towards the airport building. Says the panning is the worst..

I tell him that he needs to look in the middle of the pan area

He tries to zoom into the building.

1:00:37 Polygons layer

1:00 40 Add polygon.

1:00:42 - SAVE ????

1:00:45 - Add Polygon

1:00:48 - Places first point, uses arrows to move to next point.

1:01:11 - places the second point.

He tells that he still uses the "nudging" - it takes longer but this way he is more certain that he's doing the right thing. Loses the menu sometimes, but continues

1:01:47 - places the third point - is a bit confused from the result, but understands, continues

He sometimes loses the tool, but persists to try. He says he sometimes looks at a side when he is "tuning" the position of the menu.

02:20 - places the fourth point.

The menu appears at wrong place, he uses head motion to get rid of it.

Places the first point and uses the same motion again

03:11 - Last point placed

03:12 - Save

03:15 - Maakasutus

03:19 - forgets to take shift off.

03:34 - Airport done - Enter

03:35 - Save - done

Discussion:

The bad: when fine tuning was almost done, losing the fixation menu was bad.

He used "look away" to get rid of menu. He now understands why separate "save" menu is needed.

Task 6

05:43 - Start

05:45 - Select feature.

05:48 - Select

05:57 - Remove Point

06:01 - first point is removed.

He was unable to choose next point to delete, because the fixation menu was covering it, so he glanced at save. Did not understand the problem.

06:05 - Save

Recovered the tool and selected the feature again.

06:21 - removed second point

06:25 - Done

Task 7

08:00 Start

tellst that now panning works good, when he knows where to look at.

08:16 - select feature

08:20 - select

08:27 - remove feature

08:29 - save

Tries again

08:55 - the feature is removed

09:48 - the fixation menu covering pan happened again. The remove feature tool stayed active, confusing him a bit, ut chooses a right tool

09:55 Tries to select a line, but "polygons" layer is still active. Tries multiple times, tries different parts of the line, but does not understand why he can't do it.

Tries to select a point now - same problem. Looks into layers, looks into main menu,

12:00 - i Tell him, that he needs to chose a right layer. He told that he started looking for that in menus, but did not find. - Now he understod that he should use the same menu that he saw before.

12:23 - select feature

12:43 - select

12:50 - remove feature

12:57 - remove

13:06 - Choose lines

13:11 - Select Features

13:13 - select

13:20 -delete feature

13:24 - delete - done

Discussion: He did not assume, that the layer should be selected.

He would like to see more distinction in selected point/line/polygon

He did not see, that the background shows the active layer - only when i told him, he did notice it.