

# Participant D Transcription

## Overview

Participant D did not like reading the instructions and frequently went through them quickly without paying a lot of attention to them. She preferred exploring the UI by herself. This forced her to re-read the instructions again during the test.

## Problems encountered

1. User selection - re-selects user multiple times.
2. Moves head out of tracking area, losing tracking. Even when reminded to stay.
3. Difficulties in panning, especially down, to south.
4. Problems finding city Tallinn - orthographic photo is difficult to navigate.
5. In the beginning reselects layer multiple times - does not understand that it is already selected. Later in the test gets more confident.
6. Problem placing the point on the border of working area and panning area - because fixation switches between them, neither of them activates.
7. Initially did not understand that the point will be placed in the middle of the red circle.
8. While typing for the first time, forgets to turn Shift off after first character.
9. The first time does not find a way to close the keyboard.
10. Can not see the point she has placed and saved - it is too small.
11. Difficulties using arrow buttons - they lose fixation frequently.
12. For long time does not understand that the Fixation Menu appears at the point she was looking at, and closes when she looks away from it.
13. Overusing the arrow buttons, instead of just looking at the next point.
14. Pressing Shift multiple times in a row accidentally.
15. Mixes up drawing the polygon by not placing the points in a correct order.
16. Tries to type too fast after getting more comfortable with the system. Feels she does not get enough feedback from the keyboard buttons.
17. Calibration has degraded after 1 hour of work so that she is unable to use the application.

# Transcription

## Full Transcription

### Task 1

6:23 - Start

6:26 - Chooses "Mati" and continues to activate it again and again.

She expects the modal to close upon selection and continues to reactivate it.

6:49 - Closes the modal.

Seeing the map, she says she does not see "+" or "-" sign to use for zooming. Starts to look in menus, looks through all of them but still does not find the buttons.

Finally she looks at the map itself, and asks "Why aren't they on the map?" - the buttons appear.

07:32 - She starts to zoom in with the buttons.

07:44 - She dramatically changes position, moving really close to the computer.

I explain that the application warns about the wrong location with the Position Indicator and she should look in the center.

She has a problem finding Tallinn.

She again moves too close to the computer but does not notice the indicator being red.

While panning, she moves her head, trying to "push" the map.

8:49 - She finds Tallinn.

I remind her to fix her position, she does.

She tells that she does not understand the panning very well. - I remind that the instructions told to "look at the edges of the map to pan".

10:01 - She has trouble panning "down", the map moves up well, but not down. This problem repeats.

11:21 - Done

### Discussion

What was the most difficult? - She says "actually nothing". She seems to be pleased with the menus.

She tells that she did not find the plus and minus sign for a while.

### Task 1 times

Choosing username: 00:26

Navigating to Raekoja plats: 04:32

Total: 04:58

### Task 2

14:55 - Start, starts navigating to the airport.

She has problems with panning.

17:17 - Gives up trying to pan, starts to zoom in.

17:25 - Arrives at the airport, but it is at the edge of the map, because she was unable to pan right.

17:34 - Selects layer Points, but continues to activate it over and over again.

She feels something is wrong and reads the instructions again.

18:16 - Selects tool Add Point.

Wonders how long the computer keeps the actions in memory.- whether she should do something again because she looked away from the screen while she was reading the instructions again. 19:00 - She has problems placing the point because she tries to place it on the edge of the working area. Neither does a working area activate nor the panning area.

19:11 - the panning area activates, moving the POI away from it.

She mistakenly thinks that she has to move the Place button over the aeroplane. So she uses arrow buttons to achieve that. She tries to achieve that multiple times but fails, as the Fixation Menu disappears frequently.

22:40 - I tell her, that the point appears at the target not at the Place button.

24:36 - Save.

24:48 - Opens Type

24:55 - She types "PLPPP" (Shift Error)

25:55 - She looks a way to close the keyboard, finds Enter after a while, but only after checking the instructions

26:14 - Done.

## Discussion

She admitted not reading properly - and that caused her to try to place the Fixation Menu to incorrect position. She liked typing metadata - it worked well.

She thought the keyboard will be closed by pushing Enter.

## Task 2 times

Placing the point (with help): 9:41

Metadata: 01:38

TOTAL: 11:19

## Task 3

29:55 - Start

She was not sure if the system state stays the same, if she looks away.

She asked whether she had selected it already, but continued to do the right thing towards the actual selection (looking at the target and choosing the Select button).

30:57 - Selects feature.

31:54 - Chooses tool Move Feature and moves the point.

32:51 - Starts editing the metadata.

Accidentally deletes 2 characters instead of 1.

33:11 - Enter.

33:15 - Save

## Discussion

She tells that the result can not be seen well. "Where can I see my result?"

## Task 3 times

Moving the point:	02:56
Editing metadata:	00:24
Total:	03:20

## Task 4

35:09 - Start

35:14 - Chooses the Lines layer.

She tries to make sure that the layer has been really selected - she checks the header and asks about it too, then selects couple of times again.

35:46 - Selects Add Line button.

35:48 - Selects Add Line again to be sure.

She continues to zoom out - works almost adequately.

She has a few problems with arrow buttons when trying to move the Fixation Menu in the correct place.

37:26 - Places the first point

Now she thinks through how whether she should choose something in the menus to place the next point but proceeds correctly.

The Fixation Menu comes and goes, she seems to have problem with using arrow buttons.

She asks whether the menu appears at the point where she looks at (No answer is given to her).

She does not notice that she moves out of the trackable area, I remind her.

She seems not to understand that she can just look at the final destination, she uses arrow buttons instead. She does not understand why the menu disappears. She seems a bit frustrated.

Now she starts to understand that the place where she looks at is the place where the Fixation Menu appears.

42:15 - Places the last (3rd) point.

42:25 - Save

Initially opens wrong metadata field, understands she needs another one, and closes it and opens the right one.

42:59 - opens Type

This time she knows that she has to take shift off, but accidentally presses shift two times.

43:30 - Enter

43:40 - Done

## Discussion

She tells that initially she did not understand, that she had to just look at the place, where she wants to have another point. Instead she used arrows on the Fixation Menu to nudge the menu towards it. Now she seems to understand the correct way.

She suggests that most should be done with eyes (instead of using buttons).

When the application works, she really likes it.

#### Task 4 times

Drawing: 07:16  
Metadata: 01:15  
Total: 08:31

#### Task 5

47:15 - Start

She now really tries to stay inside the trackable area. The zooming and panning works well, and she quickly arrives at the airport main building.

47:43 - She arrives at airport main building.

47:44 - Chooses Polygons layer.

47:51 - Add Polygon

This time she is fully aware that she has to first find the place with eyes, where she wants to place the point.

48:03 - Places first point.

Now she tries to look at the next point, but it falls below the Fixation Menu buttons. She asks about that. She would like, that the Fixation Menu would jump to the right place. She uses arrow buttons to get to the next point and places it. Now, trying to place the third button she realizes, that she can remove the Fixation Menu by looking away. She immediately starts using it systematically. She tells that she needs to look at two things at the same time - the center of the Fixation Menu and the arrow button.

Placing the fourth point she has problems using the Place button.

She decides to continue on the other side of the building, but this was a mistake, as she should have continued placing points in clockwise fashion. She realizes the mistake

As it is unrecoverable, I tell her to just leave it and continue with the task. She still tries to place a new point, messing up the polygon, so it is unsaveable. I save her from the situation and tell her to continue with editing the metadata.

55:10 - Save

55:14 - Opens "Maakasutus"

She edits the metadata Maakasutus to "Airport" she tries to type too fast - not waiting for the confirmation. She even did not check the result before the end. And realised the mistake in the end. She does not understand the feedback - whether the character was pressed or not. After a while she understood that there is a flash of color.

57:06 - "Airport" ready - (I pause the time for discussion until 58:46)

58:46 - Enter

58:49 - Done

#### Discussion

None???

#### Task 5 times

Drawing: 07:55  
Metadata: 01:59

Total: 09:54

## Task 6

00:09 - Start  
00:32 - Selects Feature tool.  
00:38 - Building is selected.  
01:00 - Selects Remove Feature tool (wrong)  
01:10 - Selects Remove Point tool (correct)  
01:19 - Removed the first point.  
01:29 - Removed the second point.  
01:41 - Save

## Discussion

None

## Task 6 times

Total: 01:32

## Task 7

She immediately starts without reading the task fully.

01:55 - Start

01:58 - Selects Select Feature tool

Starts to select the feature but changes mind and tries again. She seems to be not sure about the current tool.

02:05 - Selects Select Feature tool again

02:22 - Feature is selected.

Now tries to choose Remove Feature tool, but the menu keeps closing before she actually can do that! The calibration seems to have gone bad. While doing it she selects a Add Polygon tool, deselcting the current on. This confuses her.

She tells that panning south seems to not work. She manages to select the feature again, but same problem happens, as she tries to move eyes slowly through the menu in order.

04:54 She managed to break the application, we had to restart it.

I reset the application

08:28 - Start

08:59 -selected the feature

09:09 - chose remove feature tool

09:12 - removed feature.

09:49 - chooses lines layer

10:37 - selects a feature.

I cancel the test as the calibration has gone to bad to work with.

She tells that she started using the arrow buttons becasue they appeared. It felt logicalt to use them if they area already there. That's the reason she did not use