

Protocol

Preparations that you must do before starting with the participant

Find a quiet comfortable room where you will not be interrupted. The room must have a desk or a table and two chairs. Clean the desk from items and put your computer on it.

Print two copies of the informed consent form.

Print this protocol or upload it on a tablet (don't plan to read it from your computer screen, because the screen will be needed in the experiment).

Find a pen and an empty piece of paper.

Adjust your computer's settings so that it does not go to sleep before 30 minutes of non-use.

Open the research instrument with **Chrome browser** in your computer.

Enter your full name in the prompt that the instrument shows to you.

Leave Chrome waiting for the experiment to start, showing this screen:

Welcome!

Thank you for taking part in the study.

We invite you to undertake a series of tasks in a simple text editor. For some of the tasks, there is more than one way of solving the problem.

We would like you to look for the best solution.

When you think you have found the solution, you can tell the researcher who will move you on to the next task.

You will start with a practice task to help you to get used to the interface.

[Take me to the practice task](#)

With the participant

"Hello. My name is _____. We're going to run through a few tasks on the computer. Any time you want to stop or you have any questions, feel free to ask me."

"If you're happy to take part, please sign the consent form."

"Thank you"

"The study consists of two parts. First, we have a brief questionnaire about your use of computers to date and after that there are a couple of tasks in a word editing program similar to Word. Do you have any questions?"

- Collect the following information to the empty paper:
 - o year of birth
 - o the number of years that the participant has used Microsoft Word (or other text editors) at least weekly (excluding holidays)

"Thank you."

“The second part of the study is on the computer. There are instructions with each task but if you have any questions feel free to ask me.”

- Ask the participant to now start using the computer. Ask the user start using the computer and follow its instructions.

“You cannot solve the tasks by copy-pasting them to other programs.”

Practice task:

- Make sure that the participant carries out all the steps before giving an answer.

The email recipient count task:

- If the participant starts solving the problem by counting lines one by one, or tries some other non-optimal solution:

“That’s great, you have found one of the solutions. Can you think of a more efficient way of arriving at a solution using the buttons along the top row?”

- If the participant hasn’t come up with a solution after 3 minutes (you know the duration by watching a barely visible counter in the top-right corner of the screen that updates every 5 seconds):

“You’re doing really well. Can you use the buttons along the top row to help you think of an efficient way to do it?”

- If the user does not solve the problem within 6 minutes:

“Thank you. We can quit now. Your participation helps us understand that the system’s usability in this task is not optimal.”

Debrief when the experiment has finished:

“Thank you so much for your help. We are looking at the way that different computer interfaces help people solve complicated tasks.”

“Do you have any comments on the experiment?”

⇒ Write the comment to the answer sheet.

- If the user did not solve the problem within the 3+3 minutes, show what the solution was.