

Young People

Usability note taking codes with example

S – Start task (*example: 10:07*)

E – End task (*example 11:01*)

G – general comment ()

X – usability problem (*Participant seemed to take a long time to locate the correct button*)

*** - Aha moment** (*a search function would be great here*)

F – facial reaction (*Participant seemed puzzled at 10:46*)

A – Assistance (*Participant asked “Where do I click here”*)

Q – gives up (*participant became frustrated and gave up at 11:19*)

H – seeks app help (*Looked for online help within the app and asked where it was*)