

User A Observations			
Task	Success/ Failure	Completion Time	Comments
1a: Find more information about the author, Suzanne Collins.	Success	32s	Ok stuff about her.. Let's look at the bibliography. Oh wow I think she needs a professional photographer.
1b: Ask the author a question.	Failure	1m 22s	Wait how do I ask her a question? Ok the rat picture is weird... Ok I don't know how to do this there is not a contact form here- so not professional. Am I missing something? This is really frustrating.
2a: Find information about the first book in the Hunger Games Series.	Success	1m 37s	Here it is! Oh wait, that is just reviews... That's not helpful. I don't think there is one. I could only find the one sentence and that's not a very good synopsis; shouldn't it be more than just one sentence?
2b: Share the new book with your friends via Facebook.	Success	2m 22s	This would be so much easier if there was a social media link. I guess the only way I can do this is by copying and pasting the text into Facebook.
3a: Purchase one of Suzanne Collins' books	Success	1m 24s	I don't know where to buy it. Do I click the link here? Oh, that doesn't look like that's where you buy it..oh can I just buy straight from Amazon? Oh but this link doesn't even take me to the books itself just the home page for amazon... If she wants to sell books she sure isn't making it easy for me.
3b: Check out Collins' next public reading event.	Failure	3m 2s	Ummm... I hate scrolling down so far. I don't know how to do this. None of this content is current. It's all very dated and doesn't look like she ever posts anything new or even checks it.

User A Pretest Questions		User A Post Test Questions	
What is your highest level of education?	Some college	How would you rate the first scenario?	Very difficult/impossible
What is your occupation?	Waitress	How would you rate the second scenario?	Difficult
What is your gender?	Female	How would you rate the third scenario?	Difficult
What is your level of computer skills?	Very experienced, have been using the Internet for over ten years.	How would you rate the general ease of use of this site?	Difficult
Have you read any books by Suzanne Collins?	Yes	What three words would you use to describe the site?	Unorganized, outdated, confusing
Have you seen any of The Hunger Games movies?	Yes	Do you have any recommendations on how to improve the site?	Keep it updated, have more useful information, make it easier to find things, and add contact info

User B Observations			
Task	Success/ Failure	Completion Time	Comments
1a: Find more information about the author, Suzanne Collins.	Success	22s	There is a little bit about her Underland book on the left of the main page but not super helpful info. Ok there is a biography page here and there is a lot of info here about her. That was pretty easy and made sense.
1b: Ask the author a question.	Failure	1m 2s	Oh ok um I feel pretty stressed, there isn't a quick button for that! You'd think there would be something at the bottom of the page but it's not here. I don't see it... If I was a real user I would have given up already.
2a: Find information about the first book in the Hunger Games Series.	Success	29s	Ummm... Ok well there is a Hunger Games button but there isn't any info here about the book itself, just reviews. Oh here it is! Right here.
2b: Share the new book with your friends via Facebook.	Success	3m	Well I guess I would just have to copy and paste it into my status and then put the link to the website too. But it would be super nice if there was an easy way to just share directly from here. Why isn't there a Facebook link on the site?
3a: Purchase one of Suzanne Collins' books	Success	1m 35s	Is it on the Hunger Games page? Nope ok how about quick links? It took me to Barnes and Noble but now I actually have to type it in, that's annoying.
3b: Check out Collins' next public reading event.	Failure	2m 4s	Is it under the Interview page? Nope... I don't know... This is really stressful. Is it on the author's guild? I don't know what this is, it might be here. I guess I can try to search on the Author's Guild site. This is so annoying... None of the content here is updated. I give up.

User B Pretest Questions		User B Post Test Questions	
What is your highest level of education?	Some college	How would you rate the first scenario?	Easy
What is your occupation?	Barista	How would you rate the second scenario?	Neither difficult nor easy
What is your gender?	Female	How would you rate the third scenario?	Very difficult
What is your level of computer skills?	Very experienced, have been using the Internet for over ten years.	How would you rate the general ease of use of this site?	Very difficult
Have you read any books by Suzanne Collins?	Yes	What three words would you use to describe the site?	Terrible, poor, awkward
Have you seen any of The Hunger Games movies?	Yes	Do you have any recommendations on how to improve the site?	This whole site needs to be renovated and made more professional.