Activity 1 – types of data that evaluation methods can generate
(completed individually)

1. Place each of the following evaluation methods and the example of data on its corresponding data type by writing its label in the quadrant. For each, explain your answer.

   (a) controlled observations of time to complete a task

   (b) observation - description of observed steps to complete a task

   (c) unstructured interviews - stories from users

   (d) questionnaire - self report numbers of how often participant does a task/week

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1. Review field notes supplied and choose one of the identified critical incidents to study in more detail. In one sentence, describe the incident (with timestamp) below.

2. Review all of the data available to you (including video) to:
   - Describe the problem(s) from which this critical incident resulted

(continued on next page)
Activity 2a, CONTINUED

3. Identify and list the issues in the interface/materials that led to the problem(s) noted in (2):

- Stop. End of Activity 2a. Wait till asked to continue. -
Activity 2b (same groups of 4-5)

1. On post-it notes, write down each example of a **problem/situation** that you observed.

2. Organize those post-its into categories of problems (affinity diagram).

3. Be prepared to discuss (class)
   - **Results:** categories of problems you discovered.
   - **Methods:** how did you “break up” the data and identify themes? What worked best?