2019

ClassicDB

Usability Study Comparing Wowhead and Classicdb

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Table of Contents

Introduction

Wowhead and Classicdb are both popular websites to sift through armor, weapons, spells, etc. in the widely popular game World of Warcraft Classic. This white paper presents the results of a usability test that compared how well these websites performed in five component standards that define usability.

Methodology

Tasks

Task 1: Create an account

Task 2: Find maps of Rich Thorium Ore

Task 3: Compare a legendary to an epic

Task 4: Find a quest and how it is done

Task 5: Find the NPC that gives the quest "Of Lost Honor"

Task 6: Read about the best "tanking class"

Task 7: Locate a talent calculator and create a specialization

Task 8: Find a list of engineering items and where its learned

Task 9: Locate the enemy NPC that drops transmog items for a mailman

Task 10: Find a good questing route

Environment and Equipment

The information in the document is up to date as of November 2019. Each website is updated daily as new information becomes available. This test compares usability of Wowhead and Classicdb for users with some experience.

Tests were conducted using Google Chrome version 77.0.3865 running on Windows 10 Home x64 with an AMD 8350 Processor and 16GB of DDR4.

This usability test was conducted in a quite space with little to no noise or disturbances. Immediately after completing a task each website was scored on the five-usability metrics listed below.

Test Metrics

The criteria I used to evaluate these tasks are:

Effective: I was able to complete this task.

Efficient: I was able to perform this task in a timely manner.

Engaging: The software aided in the completion of the task.

Error Tolerant: The software pointed out any errors and offered resolution techniques.

Easy to Learn: Software utilities used in this task were easy to learn.

Each of these criteria were rated on a 1-5 Likert scale, 1 being Strongly Disagree, and 5 being Strongly Agree. I chose a five-point system as there should not be any major biases that will sway the results in one major direction.

Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1	2	3	4	5

Results

Clear, concise technical descriptions of what happened when you did the task and how you evaluated usability.

Incorporate visuals to help reader follow the test findings:

  • screenshots that support descriptions.

  • graphics that represent the scoring data either in the results and/or at the end in a summary.

  • you may also choose to include the criteria statements with Likert scale in the results' section.
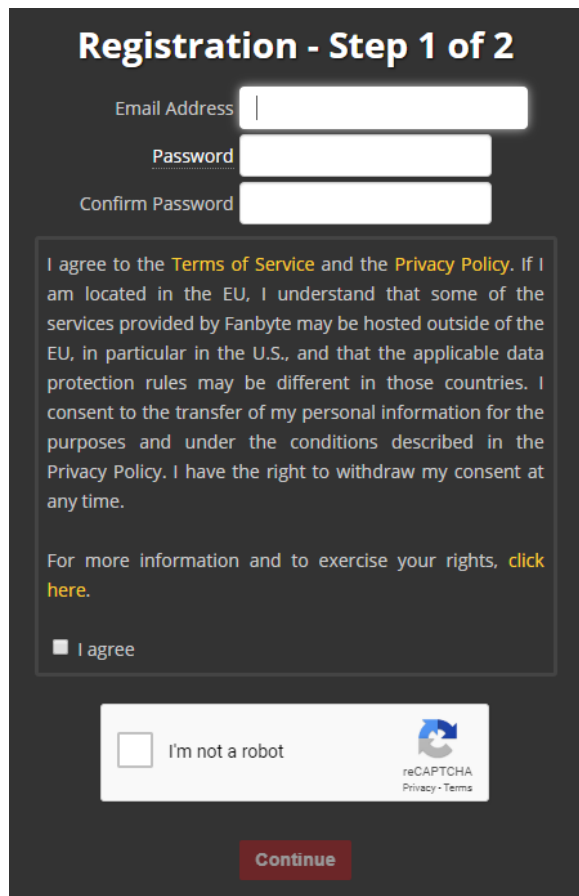
And, if needed, make suggestions about how to improve the product or website for each task.

Task 1: Create an account

Wowhead has many ways to create—or log into—an account. As you can see in figure 1.1 you can use either of two existing accounts, your Batttle.net account, or your fanbyte account. Another option is to register a new account that does not link the other accounts to the website—you can see this option in figure 1.2. Score: 22/25

Figure 1.1 | Log In

Figure 1.2 | Registration

Classicdb has no option to create an account and subsequently no way to save content you previously viewed. There is a way to support the website by becoming a patron—this can be seen in figure 1.3.
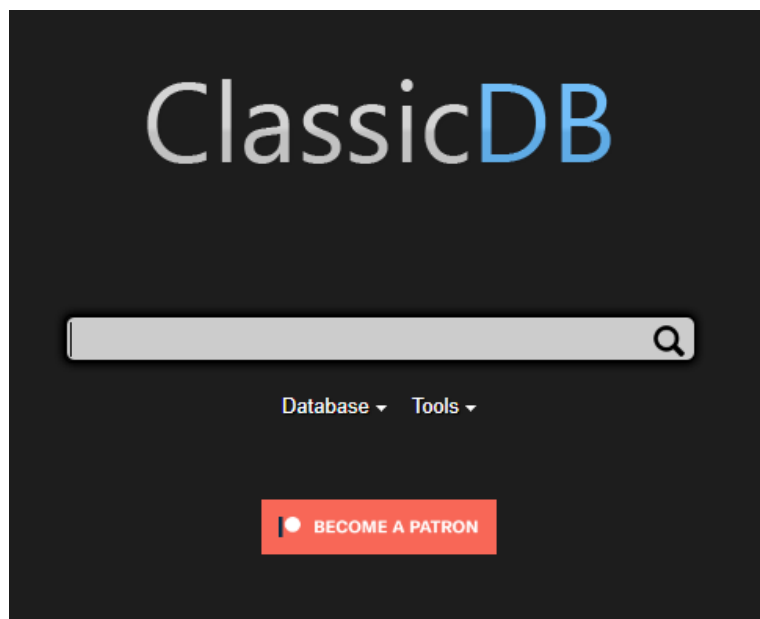Score: 15/25

Figure 1.3 | Become A Patron

Task 2: Find maps of Rich Thorium Veins

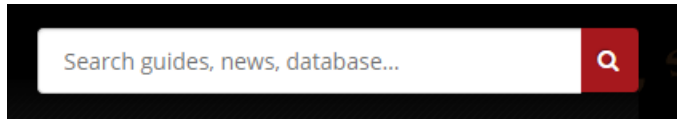Each website has a simple search box (figures 2.1 and 2.2).

 Figure 2.1 | Wowhead

 Figure 2.2 | Classicdb

When searching on Wowhead and you enter Rich Thorium Veins it produces an error shown in figure 2.3. Once you select the correct search result it shows you a map of the locations ordered by how many rich thorium veins are on each map (figure 2.4). Score: 25/25

No Exact Matches for *Rich thorium veins*

See the suggestions below, try some different keywords, or check your spelling.

Did You Mean... Powered by Google

About 1,350 results (0.15 seconds)

Rich Thorium Vein - Object - World of Warcraft
https://classic.wowhead.com/object=175404-**rich-thorium-vein**
Rich Thorium Vein is a mining **vein** that can be found in level 42-60 zones. Requires Mining (275). In the Mining Nodes category. An object from Classic World of ...

Ooze Covered Rich Thorium Vein - Object - World of Warcraft
https://classic.wowhead.com/object.../ooze-covered-**rich-thorium-vein**
Ooze Covered **Rich Thorium Vein** is a mining **vein** that can be found in Silithus. Requires Mining (275). In the Mining Nodes category. An object.
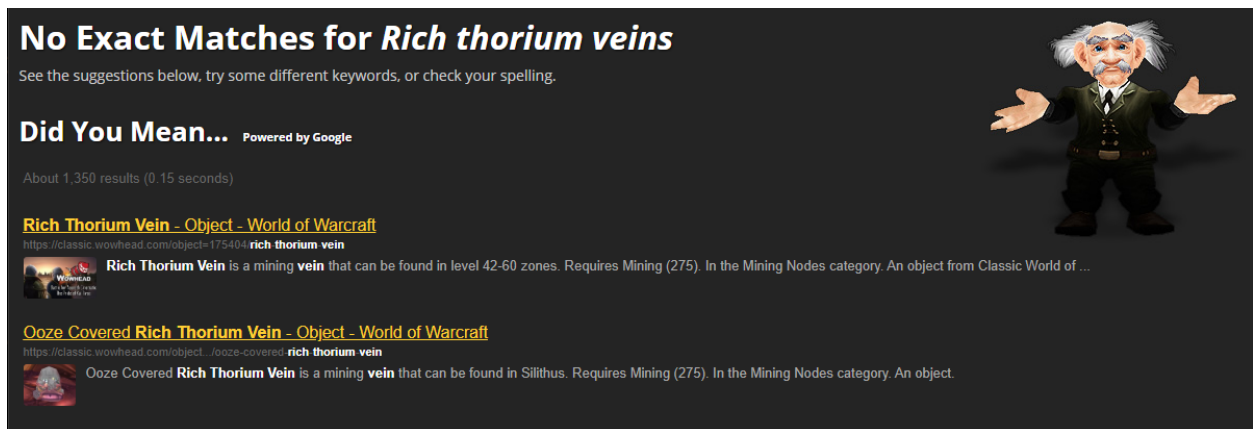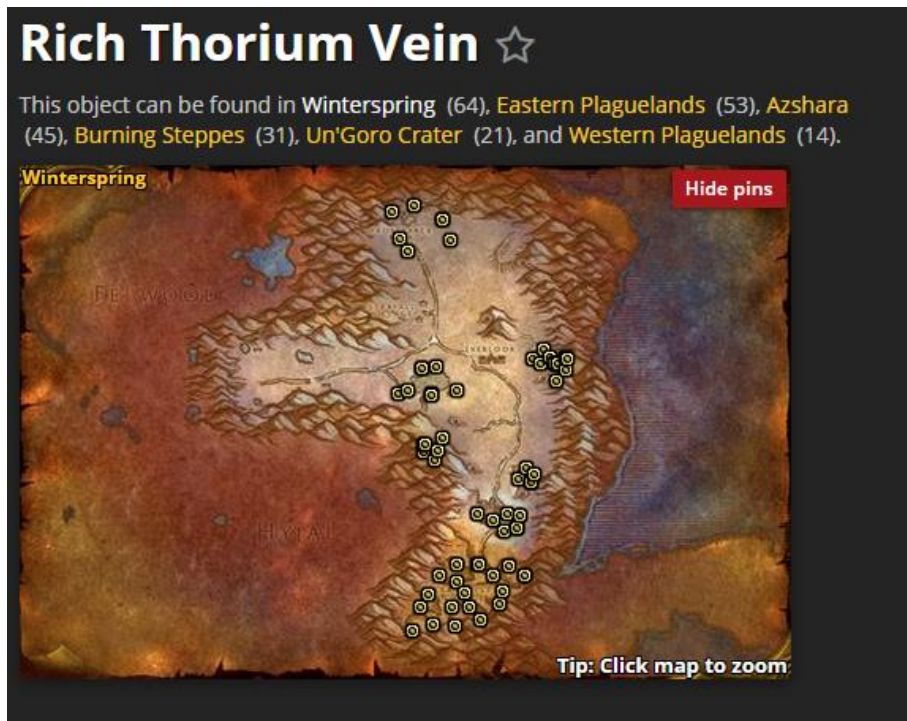
Figure 2.3 | Error with Answers

Figure 2.4 | Wowhead Map

Unlike Wowhead, Classicdb gave no indication or suggestion after entering Rich Thorium Veins shown in figure 2.5. When you correctly search Rich Thorium Vein it pulls up a list of any item or object in the game with a matching name (figure 2.6). There is a similar map to Wowhead, but Classicdb is missing some of the locations—I know this through experience in the game world. Score: 16/25
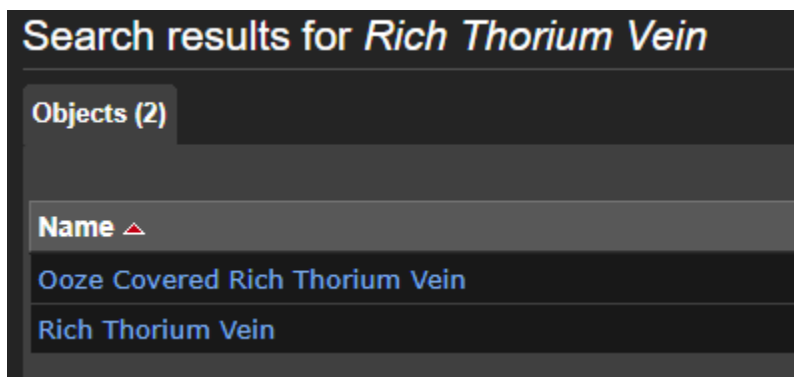

Figure 2.5 | No Help

Figure 2.6 | Selection

Task 3: Compare a legendary to an epic

This task was very simple of both websites. I compared the legendary item "Sulfuras, Hand of Ragnaros" (figure 3.1) and the epic item "Spinal Reaper" (figure 3.2) on both websites. Each one gave the same statistical values and it was as simple as using the search box. The figures are screenshots of Wowhead but Classicdb has the same exact images. Wowhead Score : 25/25   Classicdb Score: 22/25

Figure 3.1 | Legendary

Figure 3.2 | Epic

Task 4: Find a quest and how it is done

I used the quest "Buzzbox 827" to complete this task. Both Wowhead and Classicdb are very similar so I will use figures from Wowhead as they are identical to Classicdb. Again, I used the search box on both websites to search "Buzzbox 827," and once again Wowhead offers suggestions if there is an error and Classicdb does not. Both websites direct you directly to the quest (figure 4.1). Within figure one you can see—the red circle—what items needs to be gathered and it is a link. Clicking on the link shows you what animals drop the item you need (figure 4.2). Wowhead Score : 25/25   Classicdb Score: 22/25

Figure 4.1 | Buzzbox

Figure 4.2 | Crawler Legs

Task 5: Find the NPC that gives the quest "Of Lost Honor"

Searching "Of Lost Honor" was very similar to the previous searches. If typed in correctly it will direct you to the page for said quest. Wowhead is shown in figure 5.1, and Classicdb is shown in figure 5.2. On the right of these figures you can see the NPC we are looking for is Tirion Fordring. Clicking on Tirion Fordring's name directs you to a page with information on his background story as well as more quests that he offers. Wowhead Score : 25/25   Classicdb Score: 23/25
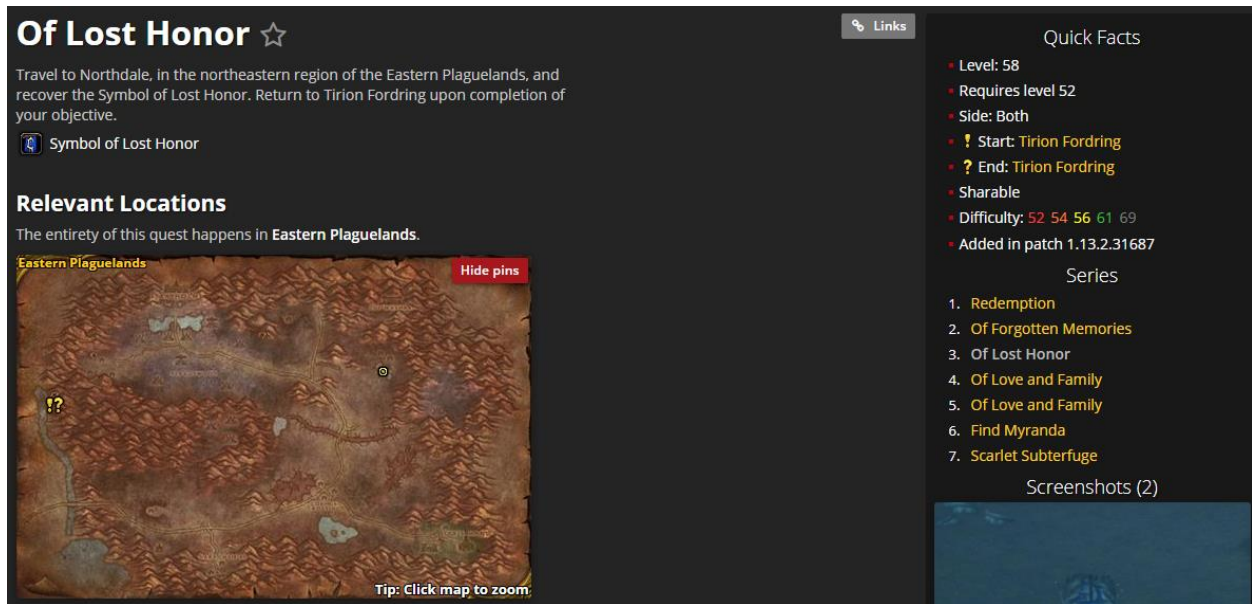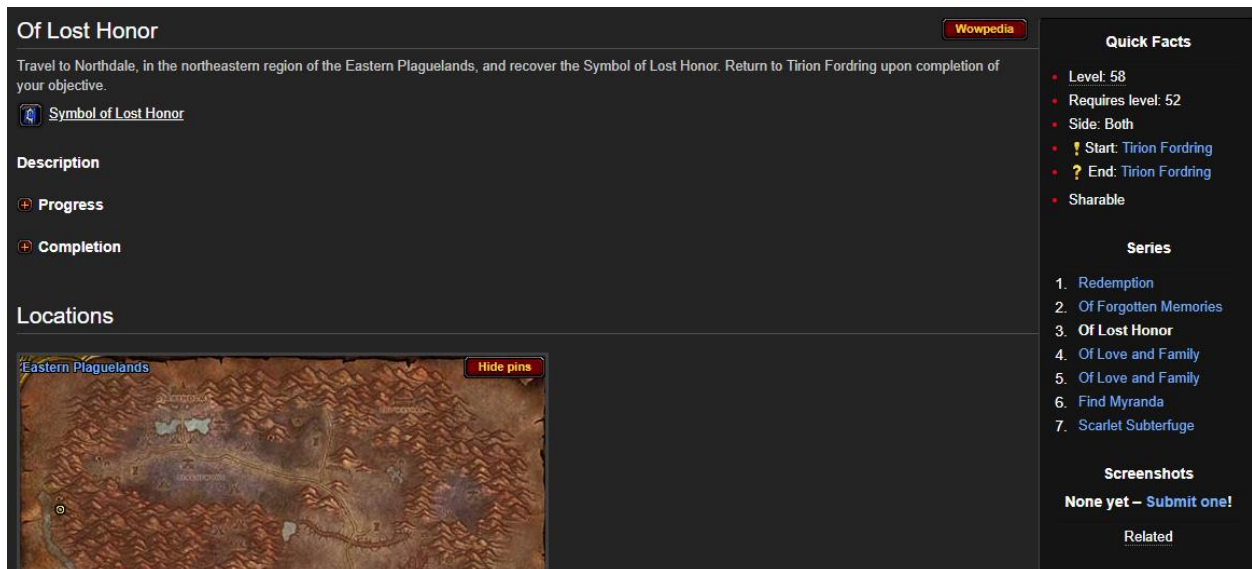

Figure 5.1 | Wowhead

Figure 5.2 | Classicdb

Task 6: Read about the best "tanking class"

This task was easily completed on Wowhead. Using the search bar and searching "tanking class" brings up multiple articles about each tanking class and how to operate each one (figure 6.1). Score: 25/25
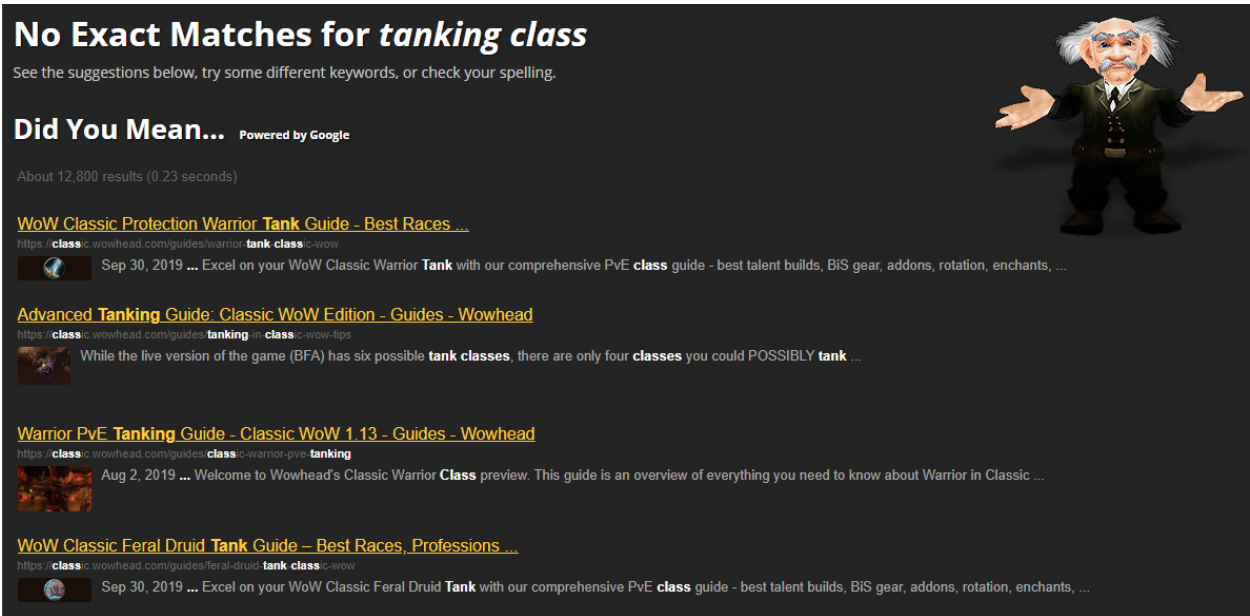

Figure 6.1 | Tanking Articles

Classicdb shows only an error and offers no information regarding a tanking class. Once you have a strong basis of knowledge on World of Warcraft you can search a spell/ability and find specifics on that as shown in figure 6.2. Score: 7/25
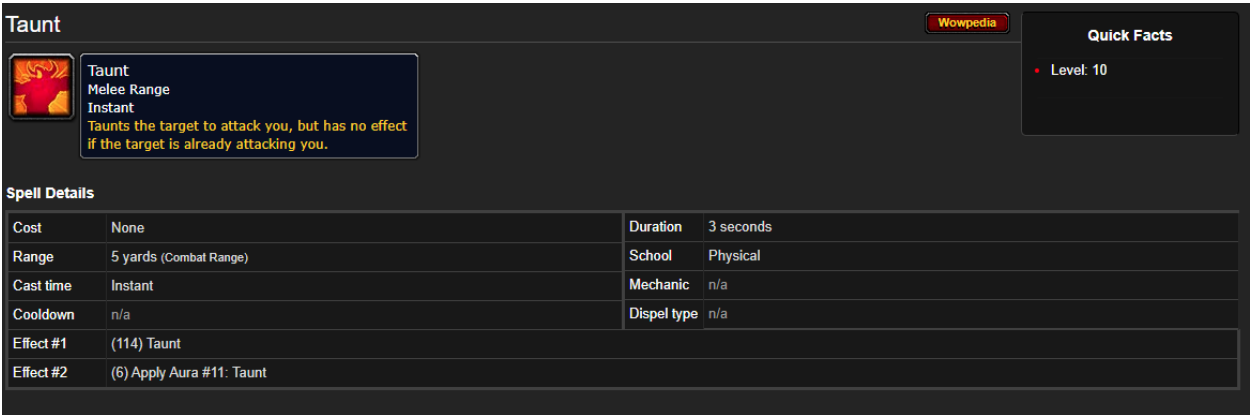

Figure 6.2 | Tanking Abilities Specifics

Task 7: Locate a talent calculator and create a specialization

Classicdb does not offer this functionality. Wowhead makes this task simple. You select from a toolbar labled "tools" then use the dropdown to select "talent calculator," then you select you class (figure 7.1). Once you select your class you are directed to the talent calculator and Wowhead has links to articles to help you make an informed decision (figure 7.2).

Figure 7.1 | Dropdown

Figure 7.2 | Talents

Task 8: Find a list of engineering items and where its learned

Searching "engineering" on both these websites offers vastly different results. Wowhead shows what can be crafted and offers guides on how to learn engineering (figure 8.1). Classicdb shows the same but in a different style and does not offer any guides (figure 8.2). Wowhead Score : 25/25 Classicdb Score: 22/25

Figure 8.1 | Items and Guides

Figure 8.2 | Search Results

Task 9: Locate the enemy NPC that drops transmog items for a mailman

This task was somewhat difficult on both websites. Wowhead searching system once again helps dramatically. Searching mailman leads to results and in figure 9.1 you can see the list. Clicking on the second item brings you to the correct page (figure 9.2). Score: 21/25
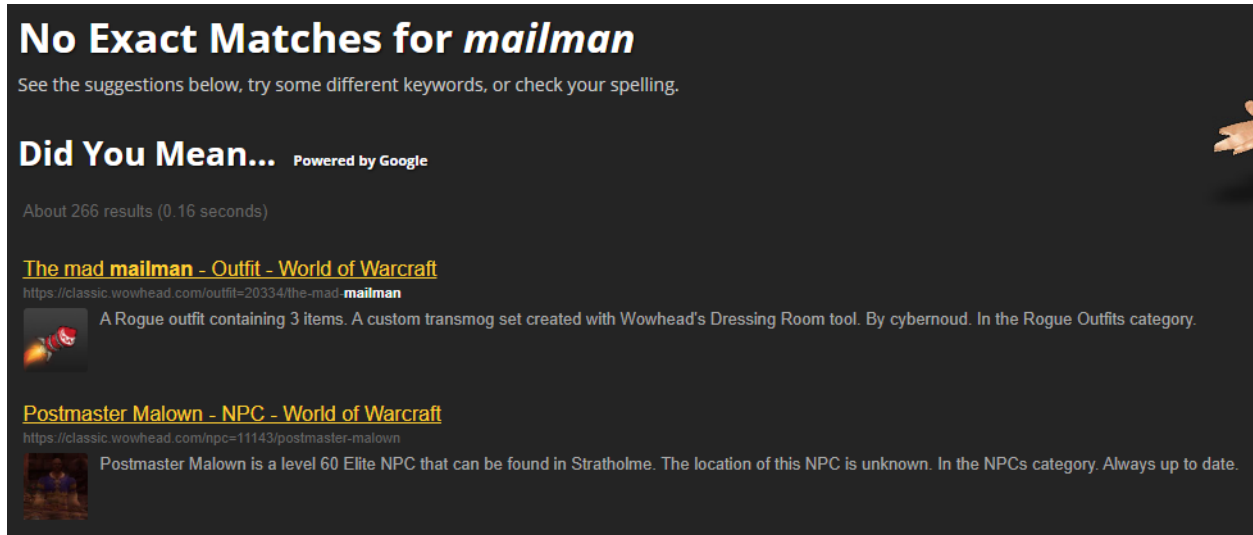
Figure 9.1 | Postmaster
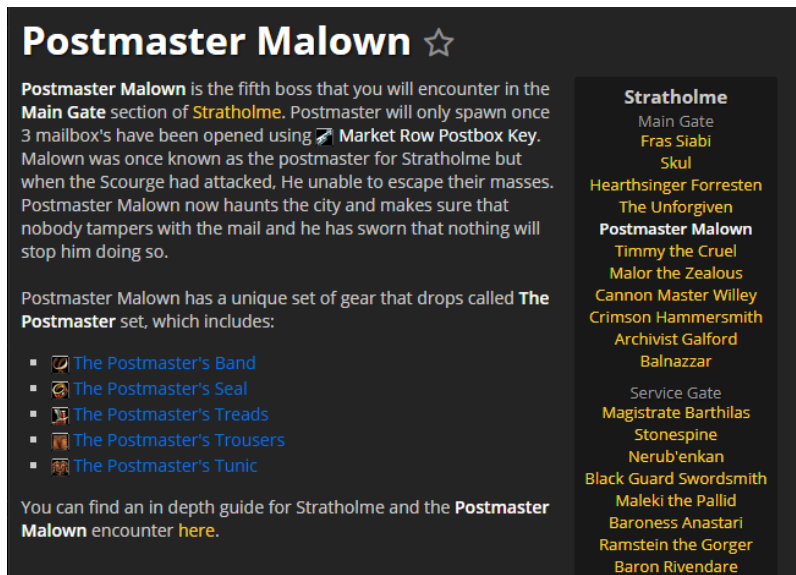
Figure 9.2 | Mailman Set

On Classicdb there is no way to find the NPC that has the mailman set. Once you know the name of the NPC (Postmaster Malown) you can search his name and find the items he has (figure 9.3). Score: 15/25

Name	Level	Req.	Phase	Type	% ▽	Group
Corruptor's Scourgestone	1		1	Quest	100	
Plagued Flesh Sample	1		1	Quest	80 (Quest)	
Runecloth	50		1	Trade goods	20	
The Postmaster's Tunic	61	56	1	Cloth Armor	19	(1)
The Postmaster's Trousers	61	56	1	Cloth Armor	19	(1)
The Postmaster's Treads	61	56	1	Cloth Armor	19	(1)
The Postmaster's Seal	61	56	1	Misc. (Armor)	19	(1)
Malown's Slam	61	56	1	Two-Handed Mace	19	(1)
The Postmaster's Band	61	56	1	Cloth Armor	3	(1)

Figure 9.3 | Postmaster Items

Task 10: Find a good questing route

Finding a good questing route is one of the most important aspects of World of Warcraft. Wowhead does an exceptional job at this. Searching Wowhead with the keywords "questing route" brings up a list of guides with detailed information on how to do the questing route suggested (figure 10.1). Classicdb being devoid of guides and articles offers zero suggestions/articles/guides (figure 10.2). Wowhead Score: 25/25 Classicdb Score 5/25

Figure 10.1 | Questing options

Figure 10.2 | No Results

Conclusion

While Classicdb has some more detailed information you need to be an expert of the game to be able to navigate some of the more confusing aspects of the site. Wowhead offers a simple layout and search engine that makes it far superior to Classicdb which does not have good search functionality.

Wowhead also offers a vast array of articles and guides on how to do complicated tasks within the game.

If Classicdb added guides, articles, and a talent calculator it could be comparable to Wowhead. But I do not think this is the best idea. What I would do is make Classicdb the go to website for the more experienced users adding even more statistics and datum so that experienced users have a place to go for answers to complex questions.
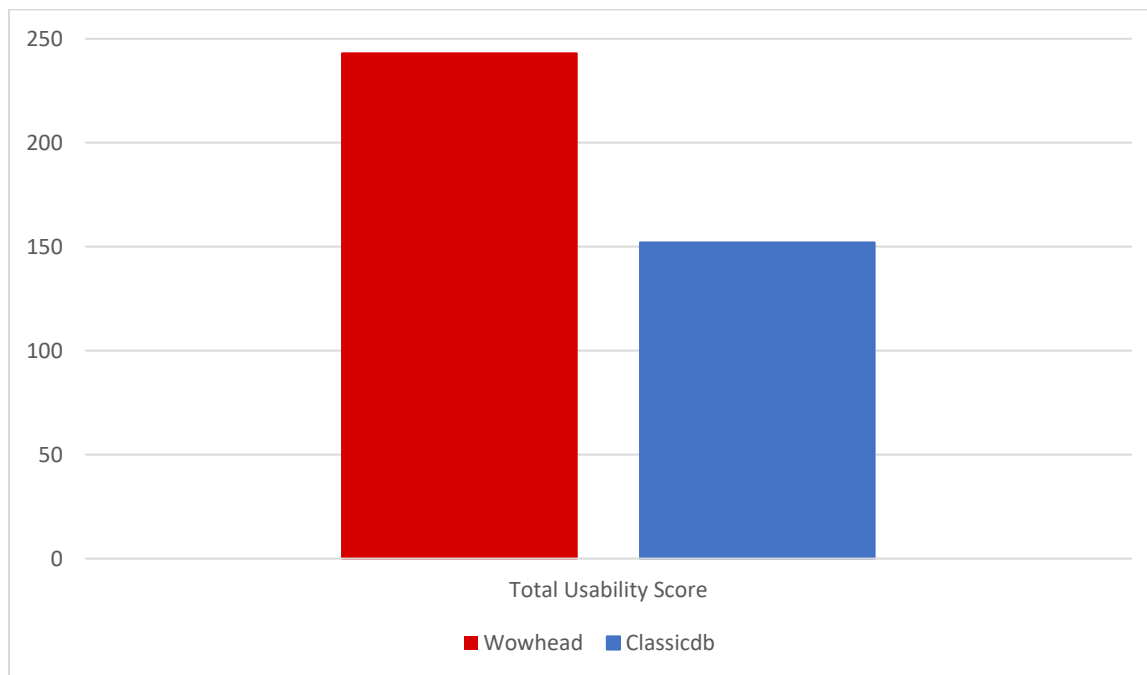
Wowhead Total Score: 243/250

Classicdb Total Score: 152/250

References

"World of Warcraft: Battle for Azeroth News." Wowhead, https://classic.wowhead.com/.

"World of Warcraft" Classicdb, https://classicdb.ch/.

Appendix

Tasks	Wowhead	Classicdb
Task 1	Create an account	Create an account
Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: **4**, Strongly Agree: 5	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: **3**, Somewhat Agree: 4, Strongly Agree: 5
Effective	I was able to complete this task.	I was able to complete this task.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: 4, Strongly Agree: **5**	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: **3**, Somewhat Agree: 4, Strongly Agree: 5
Engaging	The website aided in the completion of the task.	The website aided in the completion of the task.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: 4, Strongly Agree: **5**	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: **3**, Somewhat Agree: 4, Strongly Agree: 5
Error Tolerant	The software pointed out any errors and offered resolution techniques.	The software pointed out any errors and offered resolution techniques.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: **3**, Somewhat Agree: 4, Strongly Agree: 5	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: **3**, Somewhat Agree: 4, Strongly Agree: 5
Easy to Learn	Software utilities used in this task were easy to learn.	Software utilities used in this task were easy to learn.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: 4, Strongly Agree: **5**	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: **3**, Somewhat Agree: 4, Strongly Agree: 5
Additional Notes	This task was very familiar with many websites when creating an account. The only issue is with "Error tolerant." At any point you could miss-click and be directed elsewhere on the website. Score: 22/25	No real way to create an account. Though it is easy to support the website. Score: 15/25

Tasks	Wowhead	Classicdb
Task 2	Find maps of Rich Thorium Ore	Find maps of Rich Thorium Ore
Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: 4, Strongly Agree: **5**	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: **4**, Strongly Agree: 5
Effective	I was able to complete this task.	I was able to complete this task.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: 4, Strongly Agree: **5**	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: 4, Strongly Agree: **5**
Engaging	The website aided in the completion of the task.	The website aided in the completion of the task.
	Strongly Disagree: 1, Somewhat Disagree: 2, Neutral: 3, Somewhat Agree: 4, Strongly Agree: **5**	Strongly Disagree: 1, Somewhat Disagree: **2**, Neutral: 3, Somewhat Agree: 4, Strongly Agree: 5
Error Tolerant	The software pointed out any errors and offered resolution techniques.	The software pointed out any errors and offered resolution techniques.

	Strongly Disagree (1)	Somewhat Disagree (2)	Neutral (3)	Somewhat Agree (4)	Strongly Agree (5)		Strongly Disagree (1)	Somewhat Disagree (2)	Neutral (3)	Somewhat Agree (4)	Strongly Agree (5)
					5		**1**				
Easy to Learn	Software utilities used in this task were easy to learn.					Software utilities used in this task were easy to learn.					
					5					**4**	
Additional Notes	Score: 25/25					Score: 16/25					

Tasks	Wowhead	Classicdb
Task 3	Compare a legendary to an epic	Compare a legendary to an epic
Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.

Wowhead: Strongly Agree (5) selected. Classicdb: Strongly Agree (5) selected.

Effective	I was able to complete this task.	I was able to complete this task.

Wowhead: Strongly Agree (5). Classicdb: Strongly Agree (5).

Engaging	The website aided in the completion of the task.	The website aided in the completion of the task.

Wowhead: Strongly Agree (5). Classicdb: Strongly Agree (5).

Error Tolerant	The software pointed out any errors and offered resolution techniques.	The software pointed out any errors and offered resolution techniques.

Wowhead: Strongly Agree (5). Classicdb: Somewhat Disagree (2).

Easy to Learn	Software utilities used in this task were easy to learn.	Software utilities used in this task were easy to learn.

Wowhead: Strongly Agree (5). Classicdb: Strongly Agree (5).

Additional Notes	Offers suggestions if you miss spell the item. Score: 25/25	Gets very confusing if you miss spell an item. Score: 22/25

Tasks	Wowhead	Classicdb
Task 4	Find a quest and how it is done	Find a quest and how it is done
Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.

Wowhead: Strongly Agree (5). Classicdb: Strongly Agree (5).

Effective	I was able to complete this task.	I was able to complete this task.

Scale: 1 = Strongly Disagree, 2 = Somewhat Disagree, 3 = Neutral, 4 = Somewhat Agree, 5 = Strongly Agree

(Continued — Task 4)

Category	Statement	Wowhead	Classicdb
	(prior statement)	5	5
Engaging	The website aided in the completion of the task.	5	5
Error Tolerant	The software pointed out any errors and offered resolution techniques.	5	2
Easy to Learn	Software utilities used in this task were easy to learn.	5	5
Additional Notes		N/A Score: 25/25	N/A Score: 22/25

Tasks	Wowhead	Classicdb
Task 5	Find the NPC that gives the quest "Of Lost Honor"	Find the NPC that gives the quest "Of Lost Honor"

Category	Statement	Wowhead	Classicdb
Efficient	I was able to perform this task in a timely manner.	5	5
Effective	I was able to complete this task.	5	5
Engaging	The website aided in the completion of the task.	5	5
Error Tolerant	The software pointed out any errors and offered resolution techniques.	5	3
Easy to Learn	Software utilities used in this task were easy to learn.	5	5
Additional Notes		Very similar to the other results, builds a familiarity. Score: 25/25	Very similar to the other results, builds a familiarity. Score: 23/25

Tasks	Wowhead	Classicdb
Task 6	Read about the best "tanking class"	Read about the best "tanking class"

Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = 1, Somewhat Disagree = **2**, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Effective	I was able to complete this task.	I was able to complete this task.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = 1, Somewhat Disagree = **2**, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Engaging	The website aided in the completion of the task.	The website aided in the completion of the task.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Error Tolerant	The software pointed out any errors and offered resolution techniques.	The software pointed out any errors and offered resolution techniques.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Easy to Learn	Software utilities used in this task were easy to learn.	Software utilities used in this task were easy to learn.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Additional Notes	Offers an ample amount of information to read about tanking classes. Score: 25/25	Only offers very specific information that many people do not know, or do not care to know. Score: 7/25

Tasks	Wowhead	Classicdb
Task 7	Locate a talent calculator and create a specialization	Locate a talent calculator and create a specialization
Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Effective	I was able to complete this task.	I was able to complete this task.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Engaging	The website aided in the completion of the task.	The website aided in the completion of the task.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Error Tolerant	The software pointed out any errors and offered resolution techniques.	The software pointed out any errors and offered resolution techniques.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5
Easy to Learn	Software utilities used in this task were easy to learn.	Software utilities used in this task were easy to learn.
	Strongly Disagree = 1, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = **5**	Strongly Disagree = **1**, Somewhat Disagree = 2, Neutral = 3, Somewhat Agree = 4, Strongly Agree = 5

Additional Notes	N/A Score: 25/25	Classicdb does not offer this functionality. Score: 5/25

Tasks	Wowhead	Classicdb
Task 8	Find a list of engineering items and where its learned	Find a list of engineering items and where its learned
Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		1	2	3	4	**5**

Effective	I was able to complete this task.	I was able to complete this task.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		1	2	3	4	**5**

Engaging	The website aided in the completion of the task.	The website aided in the completion of the task.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		1	2	3	4	**5**

Error Tolerant	The software pointed out any errors and offered resolution techniques.	The software pointed out any errors and offered resolution techniques.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		1	**2**	3	4	5

Easy to Learn	Software utilities used in this task were easy to learn.	Software utilities used in this task were easy to learn.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		1	2	3	4	**5**

Additional Notes	The implementation of articles and guides greatly increases usability and simplicity. Score: 25/25	Once again there is zero information if there is an error when searching. Score: 22/25

Tasks	Wowhead	Classicdb
Task 9	Locate the enemy NPC that drops transmog items for a mailman	Locate the enemy NPC that drops transmog items for a mailman
Efficient	I was able to perform this task in a timely manner.	I was able to perform this task in a timely manner.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	**4**	5		1	2	**3**	4	5

Effective	I was able to complete this task.	I was able to complete this task.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	**4**	5		1	2	**3**	4	5

Engaging	The website aided in the completion of the task.	The website aided in the completion of the task.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	**4**	5		1	2	**3**	4	5

Error Tolerant	The software pointed out any errors and offered resolution techniques.	The software pointed out any errors and offered resolution techniques.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		1	2	**3**	4	5
Easy to Learn	Software utilities used in this task were easy to learn.						Software utilities used in this task were easy to learn.				
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	**4**	5		1	2	**3**	4	5
Additional Notes	Once again Wowhead's error processing has given it a great advantage. Score: 21/25						N/A Score: 15/25				

Tasks	Wowhead						Classicdb				
Task 10	Find a good questing route						Find a good questing route				
Efficient	I was able to perform this task in a timely manner.						I was able to perform this task in a timely manner.				
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		**1**	2	3	4	5
Effective	I was able to complete this task.						I was able to complete this task.				
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		**1**	2	3	4	5
Engaging	The website aided in the completion of the task.						The website aided in the completion of the task.				
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		**1**	2	3	4	5
Error Tolerant	The software pointed out any errors and offered resolution techniques.						The software pointed out any errors and offered resolution techniques.				
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		**1**	2	3	4	5
Easy to Learn	Software utilities used in this task were easy to learn.						Software utilities used in this task were easy to learn.				
	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
	1	2	3	4	**5**		**1**	2	3	4	5
Additional Notes	N/A Score: 25/25						N/A Score: 5/25				