**Sample Success Criteria for Scoring Scenarios**

The chart below outlines success criteria that will be used for scoring the success of task completion as our test participants try to complete the scenarios. Scoring each scenario will enable us to calculate a rate of successful task completion for each scenario at the end of the test.

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| |  |  | | --- | --- | |  |  | | **Success** | Completes the task with minimal effort (must include all of the following) | |  | * Reaches destination within 2 attempts | |  | * Does not receive hints from the facilitator | |  | * Does not ask for help | |  | * Does not encounter error messages | |  | * Does not mention frustration | |  |  | | **Partial Success** | Completes the task with moderate effort (can include any of the following) | |  | * Reaches destination within 3 attempts | |  | * Receives 1 hint from the facilitator | |  | * Encounters 1 or 2 error messages | |  | * Has to back up or reenter information | |  | * Mentions minor frustration or expresses minor confusion | |  |  | | **Failure** | Can include any of the following: | |  | * Does not complete the task or completes the task with considerable effort | |  | * Reaches destination in 4 or more attempts | |  | * Receives 2 or more hints from the facilitator | |  | * Encounters more than 2 error messages or same error message more than once | |  | * Has to back up or re-enter information several times | |  | * Mentions serious frustration or confusion | |  | * Mentions they would have to call or speak with someone to complete the task | |  | * Concludes the task is completed successfully, when it is not. | |  |  | | **Skip** | Task was skipped due to time constraints or because the task was not meant for a particular user type | |