Leah Ramsier

INLS 581

4/3/2018

1. **The number of minutes it takes to accomplish a particular task. A task can be defined by the needs of the study; some examples may include logging in to a website, checking notifications on a mobile app, reading an article, locating a post, using a search engine to find a document, etc.**

**Outside Citation (Medical):**

Eysenbach, G., & Köhler, C. (2002). How do consumers search for and appraise health information on the world wide web? Qualitative study using focus groups, usability tests, and in-depth interviews. Bmj, 324(7337), 573-577.

Jeng, J. (2005). Usability assessment of academic digital libraries: effectiveness, efficiency, satisfaction, and learnability. Libri, 55(2-3), 96-121.

Quinn, J. M., & Tran, T. Q. (2010, April). Attractive phones don't have to work better: independent effects of attractiveness, effectiveness, and efficiency on perceived usability. In Proceedings of the SIGCHI conference on human factors in computing systems (pp. 353-362). ACM.

1. **The number or percentage of users that reported enjoying the app after using it.**

Crowther, M. S., Keller, C. C., & Waddoups, G. L. (2004). Improving the quality and effectiveness of computer‐mediated instruction through usability evaluations. British Journal of Educational Technology, 35(3), 289-303.

Fabri, M., Moore, D. J., & Hobbs, D. J. (2005, September). Empathy and enjoyment in instant messaging. In Proceedings of 19th British HCI group annual conference (HCI2005), Edinburgh, UK (pp. 4-9).

**Outside Citation (Entertainment):**

Klimmt, C., Blake, C., Hefner, D., Vorderer, P., & Roth, C. (2009, September). Player performance, satisfaction, and video game enjoyment. In International Conference on Entertainment Computing (pp. 1-12). Springer, Berlin, Heidelberg.

1. **How long the user looked at a section of the interface. (This could be measured with an eye tracker.)**

Cutrell, E., & Guan, Z. (2007, April). What are you looking for?: an eye-tracking study of information usage in web search. In Proceedings of the SIGCHI conference on Human factors in computing systems (pp. 407-416). ACM.

Djamasbi, S., Siegel, M., & Tullis, T. (2010). Generation Y, web design, and eye tracking. International journal of human-computer studies, 68(5), 307-323.

**Outside Citation (Psychology):**

Isaacowitz, D. M. (2006). Motivated gaze: The view from the gazer. Current Directions in Psychological Science, 15(2), 68-72.

1. **The number or percentage of users that report whether or not they find the app or a specific aspect of the app easy to use**

Calisir, F., & Calisir, F. (2004). The relation of interface usability characteristics, perceived usefulness, and perceived ease of use to end-user satisfaction with enterprise resource planning (ERP) systems. Computers in human behavior, 20(4), 505-515.

**Outside Citation (MIS):**

Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. MIS quarterly, 319-340.

Kumar, R. L., Smith, M. A., & Bannerjee, S. (2004). User interface features influencing overall ease of use and personalization. Information & Management, 41(3), 289-302.

1. **The number or percentage of users who abandoned the app or the task assigned to them using the app before completing the goal or task being studied.**

Hornbæk, K. (2006). Current practice in measuring usability: Challenges to usability studies and research. International journal of human-computer studies, 64(2), 79-102.

McGillis, L., & Toms, E. G. (2001). Usability of the academic library web site: implications for design. College & research libraries, 62(4), 355-367.

**Outside Citation (Marketing):**

Sismeiro, C., & Bucklin, R. E. (2004). Modeling purchase behavior at an e-commerce web site: A task-completion approach. Journal of marketing research, 41(3), 306-323.