01. Novice Group – How (how well) they adapt to the features

"We had them perform tasks, observed them, asked qualitative questions about the tasks, and also collected quantitative data such as task completion time and post-task evaluations."

1. Menu: Information overload · Poorly grouped options and toggles

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
1. Menu	T1	Please set the skill shortcuts appearing above to appear smaller	55	Fail	Fail	Fail
	T2	Please change the UI color theme to 'Neon Green'	9	55	13	9

Post Task Evaluation Avg. 2.5 / 5 (n=4)

OBSERVATION

#Accessed settings using the ESC, #Tried adjusting skill shortcuts within the shortcut

- Tried adjusting skill shortcuts by manipulating buttons around the shortcut (All)
- Attempted to access 'Settings' with ESC but was confused as the menu didn't appear (P1, P3)
- Initially hovered the mouse over the bottom main icons, checking tooltips individually (P3)

FRUSTRATION

#Issues with information overload, #Poor readability due to small font size and spacing,

#Non-intuitive classification of information, #Non-intuitive icons

- Skill shortcut size adjustment requires accessing 'Settings' (All) **1**
- Overcrowded 'Settings' with small font size impact readability (P1, P3, P4) **2**
- Excessive information and options in 'Other' tab (P1, P4) **3**
- Prefer skill shortcut adjustment in 'Screen' tab, not 'Other' (P1, P3) **4**
- Initially hovered the mouse over the bottom main icons, checking tooltips individually (P3) **5**
- Difficulty in clicking and discomfort arise from the small UI buttons (P3)
- Did not recognize the menu button in the bottom icons as clickable (P2)

2. Messenger: Simple tasks require tedious steps (windows and clicks)

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
2. Messenger	T3	Please initiate a one-on-one conversation with 'MabiHuman1'	36	30	102	75
	T4	Please send a letter to a player named 'MabiHuman1'	15	20	24	21

Post Task Evaluation Avg. 3.8 / 5 (n=4)

OBSERVATION

#Instantly tried shortcut keys,   #Checked tooltips for the bottom main icons

- Initially hovered the mouse over the bottom main icons, checking tooltips repeatedly (P2, P3)
- Instead of entering 'Messenger', tried a shortcut key(@) for a 1:1 conversation (P1)
- Initially paused for a second at the chat window then entered 'Messenger' (P4)


FRUSTRATION

#Simple tasks require tedious steps,   #Text input space is too small

- Sending a message requires navigating tedious steps (windows and clicks) (P4) [1]
- Text input space in 'Messenger' is too small (words get cut off if they exceed the space) (P4) [2]
- Sent notes are not visible in 'Note Management'

POSITIVE FEEDBACK

- Nice to have a separate messenger UI for recording (both sent and received) compared to whispering through the chat window (P1)
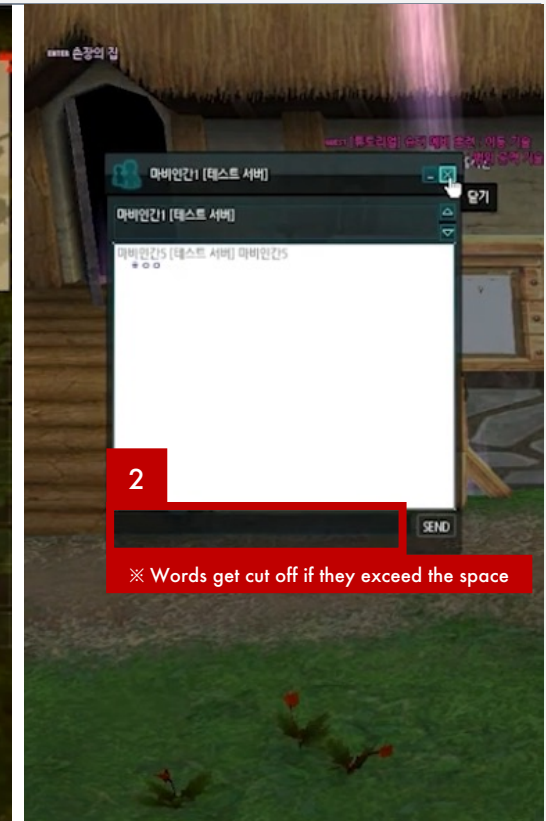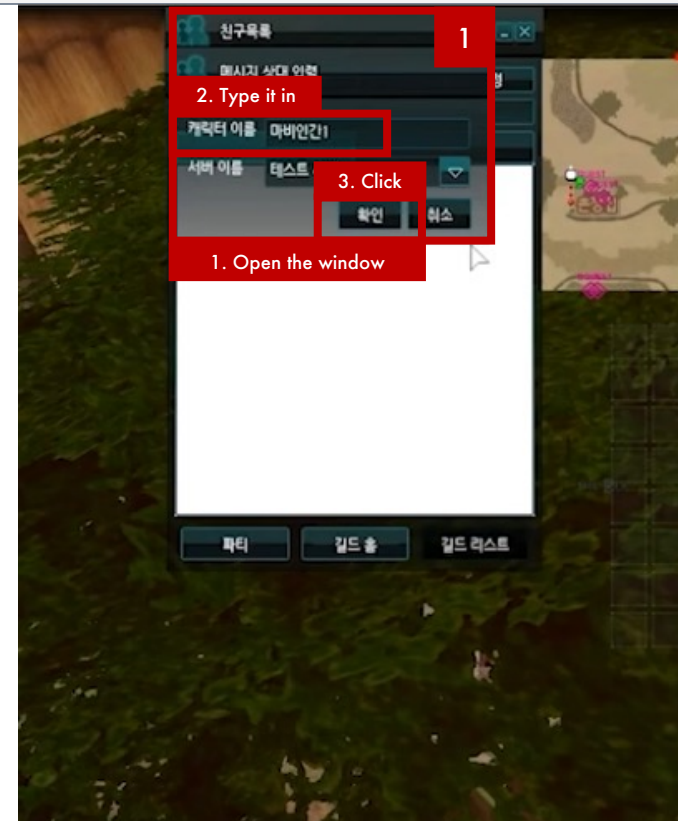
3. Character: Texts, options, and toggles are too small · The icon fails to convey its purpose

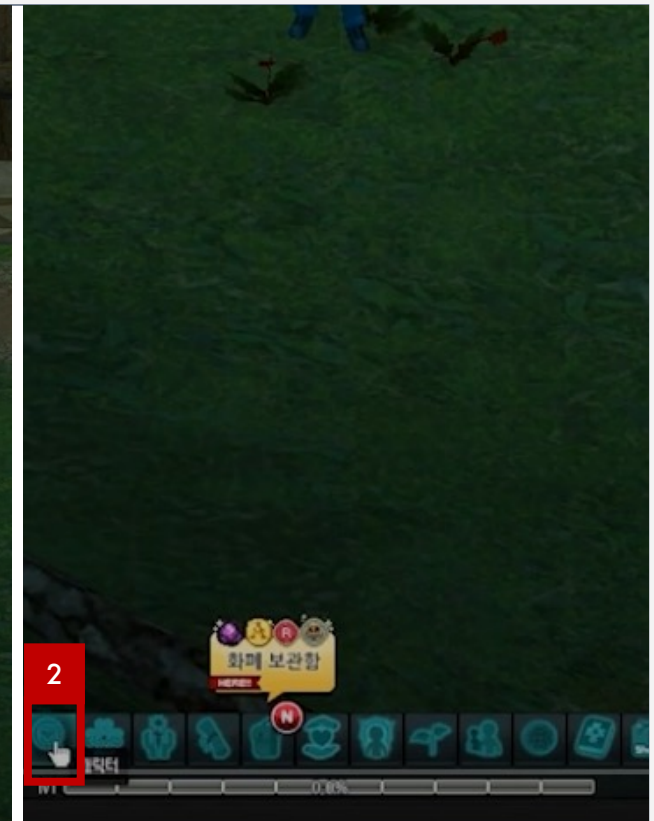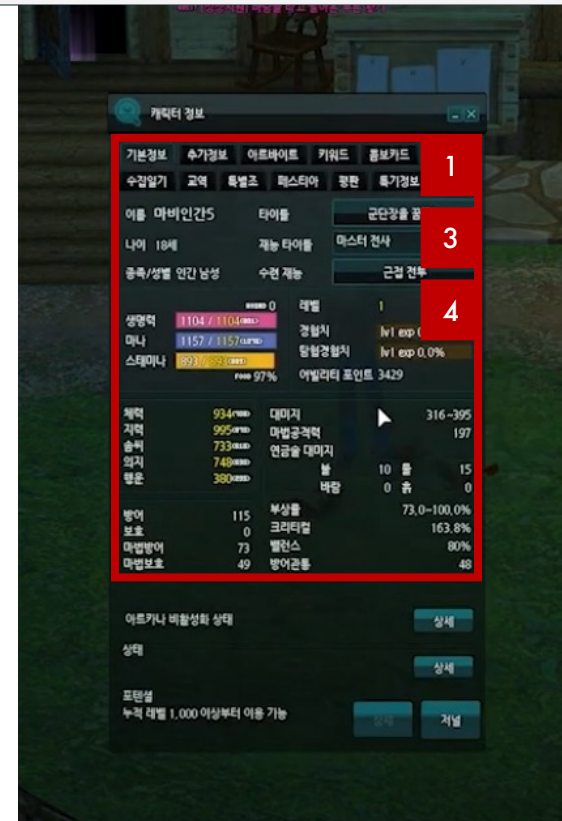| Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
3. Character	T5	What is your current character's strength?	14	15	40	12
	T6	What is your current character's PVP record - wins and losses?	21	60	12	13

Post Task Evaluation Avg. 3.5 / 5 (n=4)

OBSERVATION

#Misunderstood 'Info' as character information,
#Checked tooltips for the bottom main icons, hovering over them one by one

- Initially hovered over bottom icons, checking tooltips individually (P1, P2)
- Thought character info could be accessed in 'Information' (P1, P4)
- Expected PvP details in a separate space, not in the main menu (P1)
- Checked all tabs in 'Character Information' for PvP records, causing a delay (P2)

FRUSTRATION

#Small font size and narrow line spacing,   #The icon fails to convey its purpose,
#UI components are so small that they require precise clicking

- Font is too small and overly crowded, impacting readability (P1, P3) **1**
- The icon of 'Character' button fails to convey its purpose (P1, P4) **2**
- The overall UI components are so small that they require precise clicking (P3) **3**
- Toggles and information are not well-organized or grouped (P1) **4**
- Prefer one-click access to all related information, currently not the case (P4)
- Players didn't expect PvP details (information) is categorized within 'Character' (P2)

4. Info: Capable, but difficult to locate · The icon fails to convey its purpose

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
4. Info	T7	Please find the guide for information on dungeons	6	3	12	124
	T8	Please choose a guide you like, and add it to your favorites	4	3	13	11

Post Task Evaluation Avg. 4.0 / 5 (n=4)

OBSERVATION

#Looked for a guide from an NPC

- Rather than seeking the guide through menus, tried to discover it within the game world (P4)

FRUSTRATION

#Never expected guides in 'Info', #The icon fails to convey its purpose

- Players don't commonly expect guides within 'Info' (P1, P3, P4)
- Unfamiliarity with a guide in 'Info' as guides are typically found from NPCs (P4)
- The icon of 'Info' button fails to convey its purpose (P4) 1
- Players don't understand the function of 'Dungeon Guide Options' (gear icon) (P2)
- Additional suggestions: Include story, monsters, recommended level, difficulty, and suitable player count to 'Dungeon Guide'

POSITIVE FEEDBACK

#'Dungeon Guide' is capable of many things

- Positive features in the 'Dungeon Guide': bookmarking, immediate rewards, etc. (P1, P3, P4) 1
- The 'Bookmarking' feature in the 'Dungeon Guide' is intuitive and easily noticeable (P3, P4)

5. Quest: The curation of quests lacks clarity · Classification scheme is not so intuitive

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
5. Quest	T9	What is the number of completed missions in your quest?	20	31	43	17
	T10	Please keep one mission in your 'normal' quest continuously displayed on screen	N/A	9	15	25

Post Task Evaluation Avg. 2.8 / 5 (n=4)

OBSERVATION

#Browsed every tab to check the assigned missions

- In task T9, tried clicking on all tabs in the 'Quest' window, checking for completed missions across all sections (P2, P3)
- In task T10, clicked on a random mission to activate the always-on 'Quest' window (P1, P4)
- Pressed 'Q' to open the 'Quest' window, starting to explore the content (P1)


FRUSTRATION

#The quest list lacks clarity, #Confusion regarding the name of 'Quest Help'
#Non-intuitive classification scheme (designed from developers' perspective)

- Inconvenient to explore completed missions without adjusting tabs and filters (P1, P3) **1**
- 'Quest Help' doesn't immediately convey its function (P2, P3) **2**
- Tabs should have more natural categories such as 'Completed' and 'Pending Missions' (P3) **3**
- Pressing 'Quest Help' gives the wrong impression of providing path guidance (P1)

POSITIVE FEEDBACK

- For task T10, the checkboxes resemble those in other RPGs, making them intuitive (P2, P3)
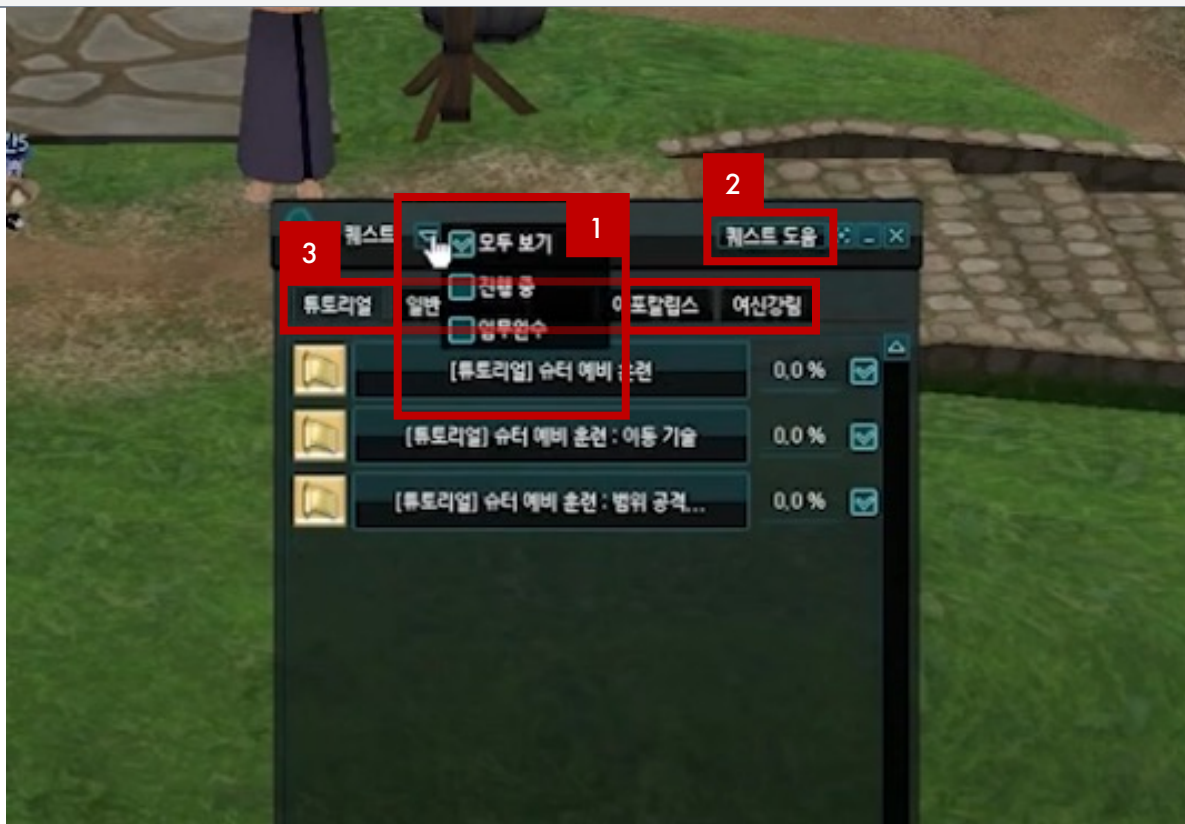
6. Map: Useful click-to-move · The match between the map and the world is not consistent

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
6. Map	T11	Please use the map to go to the nearby 'Plaza'	36	8	19	36
	T12	Please use the map to find where the NPC named 'Malcolm' is on the map	Fail	6	N/A	4

Post Task Evaluation Avg. 4.0 / 5 (n=4)

OBSERVATION

#Not many problems observed, #Took a long time to locate the NPC search button

- Completed the given tasks (T11, T12) without significant issues (P1, P2, P3)
- Experienced a delay during task T12 as couldn't find the NPC search button (P1)
- Did not initially realize the capability to move by clicking on the map (click-to-move) (P4)

FRUSTRATION

#The NPC search button is too small, #The visual definition of the terrain is not clear,
The map and the world are not matching, #The icon fails to convey its purpose

- The NPC search button is not visible enough as it's too small – also the icon fails to convey its purpose (P1, P4) 1
- The visual definition of terrain is not clear (P1, P2) 2
- Text in the NPC list is so small that it requires precise clicking (P2) 3
- Did not initially realize the capability to move by clicking on the map (click-to-move) (P4)
- Moving via the map is often blocked by obstacles (P4)

POSITIVE FEEDBACK

- Moving directly within the map is convenient (click-to-move) (Everyone)

7. Shop: Poor accessibility due to confusing terms, unexpected landing, and no shortcut button

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
7. Shop	T13	Please buy one 'Refined Crafting Tool' from the shop	71	22	110	130
	T14	Please buy the cheapest item in the 'Growth' section in the shop	13	12	16	19

Post Task Evaluation Avg. 2.5 / 5 (n=4)

OBSERVATION

#Attempted entering the cash shop via 'Item Shop'

- Initially clicked on the 'Item Shop', then got confused when the 'Storage' appeared (Everyone)
- Frequently hovered over bottom main icons, checking tooltips one by one (P3, P4)

FRUSTRATION

#The 'Storage' appears when the 'Item Shop' is clicked,
#Confusion about the cash shop's naming, #Bad accessibility overall

- The 'Storage' appeared when the 'Item Shop' was clicked, causing confusion (P1, P3, P4) **1**
- Expected the cash shop to appear immediately but was misled (P1, P3) **2**
- The absence of a shortcut button to the cash shop on the screen (P1, P4)
- Clicking on 'Payment' in the main menu also leads to the cash shop - confusing terms (P4) **3**
- The absence of a search feature in the cash shop (P1)

POSITIVE FEEDBACK

- It's good to have multiple ways to access the cash shop

8. Skills: The curation of skills heavily relies on tabs · The icon fails to convey its purpose

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
8. Skills	T15	How many skills do you have in the 'Combat' category that are currently available?	10	9	72	Fail
	T16	Please perform the 'Salute' pose - or motion	32	22	30	51

Post Task Evaluation Avg. 2.5 / 5 (n=4)

OBSERVATION

#Browsed every tab one by one, #Looked for skills in the 'Character'

- In task T15, Delay in finding 'Combat' in the 'Skills' (P3)
- In task T16, Couldn't locate desired information in 'Character', then gave up after going through bottom main icons (P4)

FRUSTRATION

#The icon fails to convey its purpose,
#The curation of skills relies heavily on tabs and scrolling

- 'Skills' icon at the bottom doesn't seem to suggest skills (P1, P2, P4) [1]
- 'Skills' window feels busy; infrequently-used skills could be hidden (P2, P3) [2]
- Lack of clarity on possible actions in the 'Skills' window due to numerous tabs (P4) [3]

POSITIVE FEEDBACK

#Conveniently arranging skills onto shortcuts using drag-and-drop

- Conveniently organizing skills by dragging and dropping them onto shortcuts (P2)

8. Skills(2): Motion gestures are categorized as skills, rather than social features

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
8. Skills	T15	How many skills do you have in the 'Combat' category that are currently available?	10	9	72	Fail
	T16	Please perform the 'Salute' pose - or motion	32	22	30	51

Post Task Evaluation Avg. 2.5 / 5 (n=4)

9. Inventory: Equipping items lacks a one-click option · Organizing items is time-consuming

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
	T17	Please find the 'Celtic Royal Knight Sword' and equip it	20	67	32	14
9. Inventory	T18	Please delete any 2 items all at once from your inventory	58	Fail	32	29
	T19	Please find and use the search box to find 'Health 10 Potion'	7	8	16	17

Post Task Evaluation Avg. 2.5 / 5 (n=4)

OBSERVATION

#Attempted to equip an item by double-clicking and right-clicking,
#Initially used shortcut 'I' to enter inventory

- In task T17, tried to equip an item by double-clicking and right-clicking (Everyone)
- Hovered over the bottom main icons, eventually gave up checking tooltips individually (P2)
- Accessed inventory with 'I' shortcut (P1)

FRUSTRATION

#Equipping an item requires many tedious steps (clicks, windows, drag-and-drop, etc.),
#Varying sizes of spaces for items, #The space between items is too narrow

- Equipping items lacks a one click option; instead, it requires opening a new window, clicking 'pick up', and then dragging and dropping, making the process overly complex (Everyone) **1**
- Unlike most games, double-clicking isn't a default option, causing inconvenience (Everyone)
- It's inconvenient that each item occupies a different amount of space in the inventory, making organization difficult (P3, P4) **2**
- The dense arrangement of items in the inventory window is frustrating (P3) **3**

1

※ Requires opening a new window, clicking 'pick up', and then dragging and dropping to eventually equip it

2   **3**

9. Inventory(2): Sub-inventories within the inventory, varying sizes of items raise questions

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
9. Inventory	T17	Please find the 'Celtic Royal Knight Sword' and equip it	20	67	32	14
	T18	Please delete any 2 items all at once from your inventory	58	Fail	32	29
	T19	Please find and use the search box to find 'Health 10 Potion'	7	8	16	17

Post Task Evaluation Avg. 2.5 / 5 (n=4)

10. Dress Room: The side icons in the window fail to convey their purposes

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
10. Dress Room	T20	Please check the name of the 'Eyes' applied to your current character	25	109	85	92
	T21	Please change the hairstyle to 'Soft Wolf Cut' - color doesn't matter	12	10	19	18

Post Task Evaluation Avg. 3.5 / 5 (n=4)

OBSERVATION

#Assumed 'Character' and 'Inventory' contain customization elements

- Entered 'Character' and 'Inventory' to check the name of the eyes, only to realize later that it was not possible (P2, P3, P4)
- Repeatedly hovered over bottom main icons, checking tooltips one by one (P2, P4)

FRUSTRATION

#Unable to view the character from a distance in the preview,
#The naming is limited to attire only, #The side icons fail to convey their purposes,
#Unable to view the appearance of cosmetic items from thumbnails

- When using 'Change Appearance', the character zooms in, however it's hard to see its appearance from a distance – Others often view my character from afar (P2) [1]
- Difficulty finding the main 'Dress Room' icon, which doesn't suggest its function (P4) [2]
- The naming of 'Dress Room' only implies attire-related customization (unlikely to include body elements like eyes) (P3) [3]
- The side buttons' icons fail to effectively convey their purposes (P4) [4]
- Pressing the 'Dress Room' button leads to customization elements, but they're not visible in thumbnails – It's unclear whether they're owned or purchasable (P4) [5]

10. Dress Room(2): Good to have a search box and various customization options

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
10. Dress Room	T20	Please check the name of the 'Eyes' applied to your current character	25	109	85	92
	T21	Please change the hairstyle to 'Soft Wolf Cut' - color doesn't matter	12	10	19	18

Post Task Evaluation Avg. 3.5 / 5 (n=4)

11. Market: The lack of visual hierarchy makes it difficult to discern the priority of actions

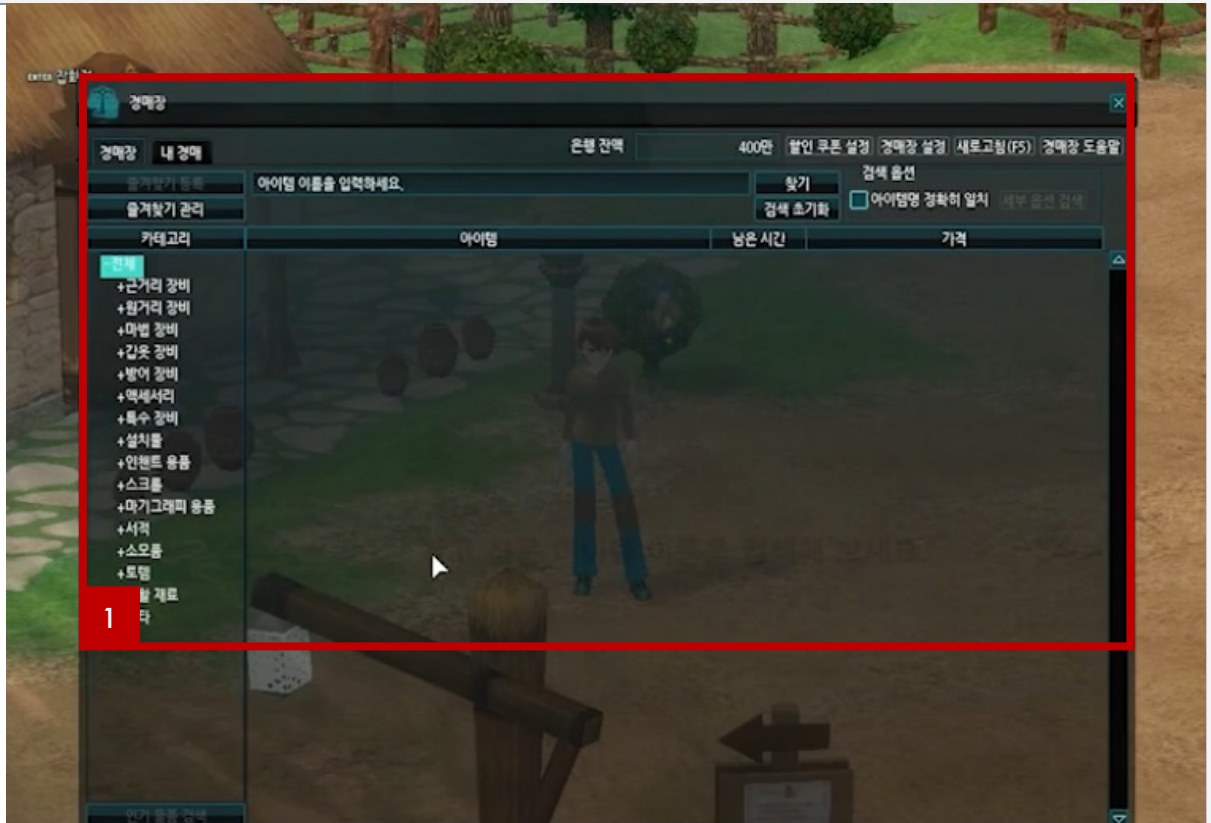| Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
11. Market	T22	Please go to the feature where players can trade items	5	3	6	50
	T23	Please register one 'Health Potion' for sale in Market	32	33	53	35

Post Task Evaluation Avg. 3.5 / 5 (n=4)

OBSERVATION

#Participants entered the 'Market' without any issues,
#Except for one who initially tried to access it within the in-game world

- Easily located the 'Market' icon and completed the task (P1, P2, P3)
- Initially attempted to find the 'Market' within the in-game world instead of using menus (P4)

FRUSTRATION

#The absence of visual hierarchy, #Difficult to discern the priority of actions

- It's not immediately clear what can be done within the window (P4) **1**
- The 'Market' icon doesn't visually convey its purpose (P4)
- Unlike in Final Fantasy, where player-to-player trading is typically done at bulletin boards within the in-game world, Mabinogi's placement within menus is unusual (P4)

11. Market(2): Universal, but the process of registering items for sale takes some time

Features	No.	Task	Task Time (Sec)			
			P1	P2	P3	P4
11. Market	T22	Please go to the feature where players can trade items	5	3	6	50
	T23	Please register one 'Health Potion' for sale in Market	32	33	53	35

Post Task Evaluation Avg. 3.5 / 5 (n=4)