

User Task List

Context-Aware Diagnostic Notification Effectiveness in Problem Reporting

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Purpose and Use

This task list converts the provisional personas and user scenarios into controlled usability-study activities. The scenarios establish the situation surrounding the interaction, while the tasks define what the participant is asked to attempt, what the researcher prepares, which paths are permitted, and how the resulting behavior will be observed. The task list does not tell the participant which decision is correct because the primary study outcome is the appropriateness of the participant's reporting decision.

The tasks remain provisional until the memory-pressure environment, notification logic, simulated Helpdesk Button workflow, event logging, stopping controls, and recovery checks pass technical-readiness testing. Exact thresholds, persistence intervals, inactivity boundaries, and timing limits will be calibrated and locked before formal participant data collection.

Participant Instruction Principles

Principle	Application
Neutral wording	Instructions describe the goal or situation without naming the correct decision or telling the participant which control to select.
Equivalent conditions	Control and notification groups receive the same orientation, assigned task, condition progression, reporting tools, time boundaries, and investigator interaction except for the incident-specific notification.
Natural decision making	Participants may wait, retry, continue working, open the reporting workflow, submit, cancel, abandon, or take no action when those paths remain available.
Explicit permission	No simulated submission begins without intentional participant action.
Non-submission validity	Not submitting may be appropriate during a nonqualifying condition and remains an interpretable outcome during a qualifying condition.
No coaching	The moderator does not explain the expected response during the task and uses only the approved neutral prompts.

Task 1: Begin the Assigned Computer Activity

Task Element	Definition
Associated scenario	All study scenarios
Study condition	Control group and notification group
Participant-facing instruction	Begin the assigned computer-based activity and continue as you normally would. If anything changes during the activity, respond in the way that seems most appropriate.
Researcher setup	Restore the approved baseline snapshot; verify that the assigned application, simulated reporting tools, condition generator, event logger, stopping controls, and recovery checks are ready; record T0 when the participant begins; initiate the approved condition

Task Element	Definition
	progression at T1.
Permitted participant paths	Continue the assigned activity; retry an action; wait; use an available reporting method; or take no reporting action.
Completion or ending condition	The participant begins the assigned activity and continues until the scenario reaches an approved ending event.
Observable events	T0 task start; T1 pressure-process start; task progress; unsolicited participant comments; retry behavior; reporting-control discovery; technical or protocol deviations.
Applicable success measurements	Task-start success; protocol adherence; baseline task behavior; complete T0 and T1 capture.
Stopping or safety rule	Stop if the environment leaves the approved operating range, the participant requests to stop, the assigned application becomes unusable, participant work could be lost, or the investigator activates the approved safety stop.

Task 2: Respond to a Temporary Nonqualifying Condition

Task Element	Definition
Associated scenario	Temporary nonqualifying comparison scenario
Study condition	Control group and notification group
Participant-facing instruction	Continue the assigned activity and respond naturally to any changes you notice.
Researcher setup	Run the approved temporary condition that remains below the complete qualifying rule; do not identify the condition as temporary to the participant; verify that the notification remains suppressed.
Permitted participant paths	Continue working; wait for recovery; retry; open the Helpdesk Button; begin or cancel the simulated report; or take no action.
Completion or ending condition	The temporary condition recovers and the approved observation interval ends, or another approved scenario-ending event occurs.
Observable events	Condition start and recovery; reporting-control opening; submission initiation; cancellation or abandonment; unexpected notification; participant explanation after the scenario.
Applicable success measurements	Appropriate non-submission; unnecessary-submission rate; premature submission; false-trigger control; workflow initiation; participant confidence and rationale.
Stopping or safety rule	Stop if the temporary condition exceeds its approved resource or duration boundary, unexpectedly becomes qualifying, or recovery fails.

Task 3: Respond to Progressive Performance Degradation

Task Element	Definition
Associated scenario	Persistent qualifying condition scenario
Study condition	Control group and notification group
Participant-facing instruction	Continue the assigned activity. Respond to the computer's behavior in the way you consider appropriate.
Researcher setup	Begin the approved progressive memory-pressure sequence; record the calibrated participant-visible degradation event at T2 and the complete qualifying condition at T3; expose the notification only to the notification group after the approved rule is satisfied.

Task Element	Definition
Permitted participant paths	Continue working; wait; retry; open the Helpdesk Button; begin the simulated report; complete, cancel, or abandon the workflow; or take no action.
Completion or ending condition	The participant reaches a workflow outcome, the approved scenario duration ends, the participant requests to stop, or a technical or safety stopping rule is reached.
Observable events	T2 visible degradation; T3 qualifying condition; T4 notification exposure when applicable; T5 Helpdesk Button opening; T6 submission initiation; T7 completion, cancellation, or abandonment; participant-visible task impact; scenario deviations.
Applicable success measurements	Premature submission; appropriate threshold submission; delayed submission; appropriate non-submission; active-condition submission; T3-to-T6 latency; workflow outcome; decision rationale.
Stopping or safety rule	Use approved allocation and duration limits, manual and automatic termination, resource release, and verified recovery. Any permission, safety, logging, release, or recovery failure blocks further sessions.

Task 4: Review the Notification and Choose a Response

Task Element	Definition
Associated scenario	Permission and diagnostic-scope scenario
Study condition	Notification group only
Participant-facing instruction	Review the information presented and choose the response that best fits what you would do in this situation.
Researcher setup	Display the notification only after T3 and after the approved trigger-to-render delay; ensure that the notification states that no report has been submitted, presents the initiating category as possible context rather than a diagnosis, and displays approved response and suppression controls.
Permitted participant paths	Continue working; dismiss; mute or suppress when available; seek more information; open the simulated reporting workflow; or take no action.
Completion or ending condition	The participant selects a response, the approved notification observation interval ends, or the scenario ends under an approved rule.
Observable events	T4 notification exposure; time to first action; selected response; requests for clarification; attempts to find additional information; repeated-prompt behavior; reporting-workflow opening.
Applicable success measurements	Notification clarity; usefulness; trust; perceived control; disruption; notification-to-action latency; duplicate suppression; permission understanding.
Stopping or safety rule	Do not coach the participant toward Begin Simulated Report. Stop if the notification appears before T3, repeats outside the approved rule, obscures essential task controls, or causes an unapproved workflow action.

Task 5: Use the Simulated Reporting Workflow

Task Element	Definition
Associated scenario	Low-effort reporting workflow scenario
Study condition	Any participant who intentionally opens the workflow
Participant-facing instruction	If you decide that reporting is appropriate, use the available reporting process as you normally would. You may stop at any point.

Task Element	Definition
Researcher setup	Make the simulated Helpdesk Button and reporting workflow available; verify that the workflow contains only approved fields and simulated diagnostic context; do not prepopulate restricted or identifying information.
Permitted participant paths	Review the workflow; enter approved simulated information; move between steps; complete the simulated submission; intentionally cancel; or leave the workflow without completion.
Completion or ending condition	T7 records completion, intentional cancellation, or abandonment under the approved inactivity or scenario-ending rule.
Observable events	T5 workflow opening; T6 intentional submission initiation; required-field completion; navigation errors; backtracking; requests for clarification; cancellation; abandonment; T7 outcome; attempts to enter restricted information.
Applicable success measurements	Workflow completion rate; cancellation rate; abandonment rate; reporting effort; evidence sufficiency; permission compliance; data-minimization compliance; participant confidence.
Stopping or safety rule	Prevent production submission. Stop if the workflow requests or captures passwords, client identity, private network information, confidential configuration, or unapproved production diagnostics.

Task 6: Use Notification Controls

Task Element	Definition
Associated scenario	Notification-control evaluation scenario
Study condition	Notification group only; administered separately from the primary effectiveness comparison
Participant-facing instruction	You do not want to receive another notification for the same continuing condition right now. Adjust the notification using the available options.
Researcher setup	Present the approved notification-control interface after the primary decision task or in a separate controlled task; configure the interface with the approved dismiss, mute, or temporary suppression options.
Permitted participant paths	Dismiss the current prompt; apply approved temporary suppression; choose an available mute duration; return without changing the control; or request clarification.
Completion or ending condition	The participant activates an approved control, declines to change the control, the task boundary ends, or an approved stopping event occurs.
Observable events	Control discovery; selected control; time on task; navigation path; errors; repeated notification after suppression; verbalized expectations.
Applicable success measurements	Control discoverability; task completion; time on task; errors; clarity; confidence; suppression compliance; duplicate-notification prevention.
Stopping or safety rule	Do not include this explicit control goal in the primary decision task because doing so would cue the participant toward a specific interface behavior.

Task 7: Explain the Reporting Decision

Task Element	Definition
Associated scenario	Post-scenario decision explanation
Study condition	Control group and notification group
Participant-facing instruction	Explain what influenced your decision to report, wait, continue working, cancel, or take no action.

Task Element	Definition
Researcher setup	After the scenario ends, ask the approved post-task questions without revealing the scoring classification. Record only approved coded notes and responses.
Permitted participant paths	Explain the decision; identify useful or missing information; describe whether the condition seemed serious; describe expected recovery; state whether a report appeared to have been submitted; recommend a change; or decline to answer.
Completion or ending condition	The approved post-task questions are completed or the participant declines further response.
Observable events	Decision rationale; useful information; missing information; perceived severity; active-task impact; recovery expectation; understanding of submission status; requested changes.
Applicable success measurements	Clarity; trust; confidence; evidence sufficiency; perceived control; disruption; willingness to use; qualitative explanation of reporting or non-reporting.
Stopping or safety rule	Do not disclose the expected classification, suggest that submission was preferred, or use responses to change scoring rules after formal data collection begins.

Scenario-to-Task Matrix

Scenario	Required Tasks
Temporary nonqualifying condition	Tasks 1, 2, and 7.
Persistent qualifying condition without notification	Tasks 1, 3, Task 5 if the reporting workflow is opened, and Task 7.
Persistent qualifying condition with notification	Tasks 1, 3, 4, Task 5 if selected, and Task 7.
Notification-control evaluation	Tasks 4, 6, and 7; Task 6 occurs outside the primary effectiveness decision.
Pilot-informed selective reporting	Tasks 1, 3, 4, Task 5 if selected, and Task 7.

Moderator Neutrality and Prompting Rules

Situation	Approved Response
Participant asks what action is correct	“Please respond in the way that seems most appropriate to you.”
Participant asks whether a report has already been submitted	Direct the participant to the information visible in the interface without adding an interpretation.
Participant asks what the technical condition means	Ask the participant to use the information currently available in the interface unless a safety issue requires intervention.
Participant cannot locate the reporting control	Record the discoverability issue. Provide assistance only if the approved assistance boundary is reached, and document the assistance as a deviation.
Participant wants to stop	End the task immediately and follow the approved release and recovery procedure.
Technical failure occurs	Stop the scenario, preserve the approved technical record, release resources, verify recovery, and document the exclusion or deviation decision.

Task-List Acceptance Criteria

The task list will be ready for formal use only after every task has an approved scenario assignment, participant instruction, setup procedure, observable event set, measurement mapping,

ending condition, and safety rule. The participant wording must remain neutral, the control and notification conditions must remain equivalent except for notification exposure, and the event logger must capture the timestamps required by the success-measurement plan. Pilot testing may revise wording or workflow boundaries, but the finalized tasks and scoring rules will be locked before formal participant data collection.