

Ritom				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: <b>1</b> - easy to complete <b>2</b> - completed but with difficulty <b>3</b> - not completed
Prompt 1: Get to the Homepage. Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	Homepage > Click on other individual links to the other page	The user was very comfortable navigating the interface with minimum directions.	"It was not frustrating at all, I was able to easily navigate and perform actions without any trouble." "I did not have a hard time navigating the website. There was one item that I was not aware of what it did but outside of that everything was fine."	1
Prompt 2: Can you get to the profile page? Prompt 2 Follow-Up: If Yes try to hit the add button to make a new pet profile. Prompt 2 Follow-Up: Are you in the form page if so fill up all the information and then click the add button at the bottom. Prompt 2 Follow-Up: When you can see the new added pet profile try to delete it by clicking the X button.	Homepage > Profile > Click on Add > Form > New pet added confirmation > Profile	User was able to complete this task without any problem although he did mention that the (profile page needed a title text before the map feature due to confusion).	User didn't have too many comments other than adding a title text in profile and separating the person profile information and pet information in separate pages. "Adding a new pet was an easy process, however, I would separate the profile update form from the pet form."	2
Prompt 3: Go to any page where you can see products listed. Prompt 3 Follow-Up: Click one of the products, once you're in the product page select size M and flavor Beef from the product selection. Prompt 3 Follow-Up: Click confirm and make sure everything you selected is present pop-up, then once in the cart page hit order now, enter you payment and shipping/pick-up information then confirm and finish checkout head to homepage once done.	Homepage > Product > Product item > Make selections > Confirmation Popup > Cart > Payment > Confirmation Popup > Thank you > Homepage	The checkout process was fairly easy to complete and the user seemed to be satisfied with the process.	"The checkout process was simple as it guided me through each step of the process."	1
<b>Additional Notes:</b> On the desktop version of the website the user had some comments/suggestions about interface layout as follows...1. About page head banner needs a title, 2. Show pricing range of the listed products, 3. On Find my vet page he mentioned that description can be removed and navigation upscaled, 4. title heading before the map in Profile page. On mobile version create some owl carousel for the list of pets.				

Fahim				
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Prompt 1: Get to the Homepage. Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	Homepage > Click on other individual links to the other page	The user was confident when navigating the site.	"No the website was not frustrating to use at all and the navigation was simple to understand."	1
Prompt 2: Can you get to the profile page? Prompt 2 Follow-Up: If Yes try to hit the add icon to make a new pet profile. Prompt 2 Follow-Up: Are you in the form page if so fill up all the information and then click the add button at the bottom. Prompt 2 Follow-Up: When you can see the new added pet profile try to delete it by clicking the X button.	Homepage > Profile > Click on Add > Form > New pet added confirmation > Profile	User was able to follow the prompt correctly and had no issue when going through the process.	"The pet registration was easy to complete."	1
Prompt 3: Go to any page where you can see products listed. Prompt 3 Follow-Up: Click one of the products, once you're in the product page select size M and flavor Beef from the product selection. Prompt 3 Follow-Up: Click confirm and make sure everything you selected is present pop-up, then once in the cart page hit order now, enter you payment and shipping/pick-up information then confirm and finish checkout head to homepage once done.	Homepage > Product > Product item > Make selections > Confirmation Popup > Cart > Payment > Confirmation Popup > Thank you > Homepage	He had to problem and confidently completed the checkout process all the way without a problem.	"The checkout process was simple and easy to follow."	1
<b>Additional Notes:</b> The user did have some comments/suggestions over the interface layout of both mobile and desktop...1. Add some more information like price or rating for the products, 2. Was confused about the map functionality in the profile page, 3. Wanted to see a actual cart icon instead of a box placeholder. On mobile he wanted to see a way to help reduce the scrolling the user has to do.				

Leo				
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Prompt 1: Get to the Homepage. Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	Homepage > Click on other individual links to the other page	Sounded very positive and happy with the site in general at initial view.	"No, using the site wasn't frustrating, it was very easy to navigate."	1
Prompt 2: Can you get to the profile page? Prompt 2 Follow-Up: If Yes try to hit the add icon to make a new pet profile. Prompt 2 Follow-Up: Are you in the form page if so fill up all the information and then click the add button at the bottom. Prompt 2 Follow-Up: When you can see the new added pet profile try to delete it by clicking the X button.	Homepage > Profile > Click on Add > Form > New pet added confirmation > Profile	Was positive about the whole experience of add and removing profile but did have some concerns about filling out personal information multiple times. Also did mention to add symptoms as additional features in the process.	"Removing the pet profile from the profile page was smooth and easily done, no issue I can think of although I wish I didn't have to fill out the personal information everytime or at all I wanted to add a new pet." "In the future maybe I'll be able to add what symptoms my pet has."	2
Prompt 3: Go to any page where you can see products listed. Prompt 3 Follow-Up: Click one of the products, once you're in the product page select size M and flavor Beef from the product selection. Prompt 3 Follow-Up: Click confirm and make sure everything you selected is present pop-up, then once in the cart page hit order now, enter your payment and shipping/pick-up information then confirm and finish checkout head to homepage once done.	Homepage > Product > Product item > Make selections > Confirmation Popup > Cart > Payment > Confirmation Popup > Thank you > Homepage	Was very confident and sounded happy about the checkout process.	"The checkout system is really dope and I like it."	1
<b>Additional Notes:</b> On the mobile reduce the long list, Would like to see some additional titles help better navigate the site.				

Ramiro				
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Prompt 1: Get to the Homepage. Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	Homepage > Click on other individual links to the other page	The user seemed pretty okay with navigating the site	"Navigating the website was pretty easy and going through the different pages was normal and straightforward."	1
Prompt 2: Can you get to the profile page? Prompt 2 Follow-Up: If Yes try to hit the add icon to make a new pet profile. Prompt 2 Follow-Up: Are you in the form page if so fill up all the information and then click the add button at the bottom. Prompt 2 Follow-Up: When you can see the new added pet profile try to delete it by clicking the X button.	Homepage > Profile > Click on Add > Form > New pet added confirmation > Profile	User was able to complete the task but wanted some dynamic editing feature in order to make it more user friendly.	"It was really easy to do, although I would like to see a dynamic way to edit items without having to go through the whole process again."	2
Prompt 3: Go to any page where you can see products listed. Prompt 3 Follow-Up: Click one of the products, once you're in the product page select size M and flavor Beef from the product selection. Prompt 3 Follow-Up: Click confirm and make sure everything you selected is present pop-up, then once in the cart page hit order now, enter you payment and shipping/pick-up information then confirm and finish checkout head to homepage once done.	Homepage > Product > Product item > Make selections > Confirmation Popup > Cart > Payment > Confirmation Popup > Thank you > Homepage	Had to issue and was fairly happy with the process but wanted to experience the removing system.	"The ordering system was very easy and fast and simple to follow." "Although I would've liked to see if I could remove an item."	2
<b>Additional Notes:</b> No additional comment was made about the site.				

Nizam				
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Prompt 1: Get to the Homepage. Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	Homepage > Click on other individual links to the other page	He seemed very confident and understood right away how to move through the site.	"The website navigation was pretty easy."	1
Prompt 2: Can you get to the profile page? Prompt 2 Follow-Up: If Yes try to hit the add icon to make a new pet profile. Prompt 2 Follow-Up: Are you in the form page if so fill up all the information and then click the add button at the bottom. Prompt 2 Follow-Up: When you can see the new added pet profile try to delete it by clicking the X button.	Homepage > Profile > Click on Add > Form > New pet added confirmation > Profile	No problem other than wanted the personal info and pet registration separated due to concern for repeated work.	"Removing items from the profile was pretty easy." "Overall the registration was easy to do although I would like to see the personal information and pet registration info separated."	2
Prompt 3: Go to any page where you can see products listed. Prompt 3 Follow-Up: Click one of the products, once you're in the product page select size M and flavor Beef from the product selection. Prompt 3 Follow-Up: Click confirm and make sure everything you selected is present pop-up, then once in the cart page hit order now, enter you payment and shipping/pick-up information then confirm and finish checkout head to homepage once done.	Homepage > Product > Product item > Make selections > Confirmation Popup > Cart > Payment > Confirmation Popup > Thank you > Homepage	Was happy with the process altogether.	"The checkout process was very easy and straightforward."	1
<b>Additional Notes:</b> No additional comment was made about the site.				