

A

Participant's Name: 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: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: Open up the app and navigate to the Home screen. (App is already open when you click the link) Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	N/A	He was able to login to the app and navigate to the home screen with no problem.	"It was very simple and smooth process to login."	N/A
Prompt 2: Can you go into the profile account? Prompt 2 Follow-Up: After finding the account try to add a payment method that you'd like to use. (Information is already been pre-filled for you) Prompt 2 Follow-Up: How was your experience finding the profile and adding a payment method?	Home> Account> Payment method> Add(+)> Card info> Confirm	No issue was able to find the account information and add a new payment method without any hiccup.	"It was actually pretty easy and was um what I wanted to see." "Being able to add multiple payment is a good process."	1
Prompt 3: Use the in-app map to locate a specific restaurant. Prompt 3 Follow-Up: Open up the restaurant, check them out, then go to their menu and add an item to your cart. Prompt 3 Follow-Up: Was finding the restaurant and adding items to cart easy or difficult and if so how would you prefer it to be?	Home> Map> Pick location> About restaurant> Menu	No issue finding the map and selecting a restaurant location from the map. Was able to add an item to his cart without running into any issue.	"Also very easy and simple process I would say." "Map really helped clarify where everything was." "One recommendation, I would add a list on top or side of the map where people can see all the restaurant so that you can quickly see all the restaurants you would want to go to."	1
Prompt 4: Go to the cart. (Most likely you're already there) Prompt 4 Follow-Up: Try to remove an item and then checkout. (Hint: tap one of the item that's been added) Prompt 4 Follow-Up: Was going to the cart and removing an item easy or difficult if so how would you prefer it to be?	N/A	Was able to remove an item from the cart without any issue.	"It was pretty easy, however I would prefer if it had a separate dedicated button rather just typing on the item." "(Suggesting) a remove or delete button."	1
Prompt 5: After finishing up the checkout make sure you selected a payment method and go to the confirmation page. (Payment method already preselected) Prompt 5 Follow-Up: What did you think about the whole checkout process, was it easy or difficult and if so how would you prefer it to be?	Cart> Checkout> Purchase	Had a little trouble finding the checkout button, but was able to successfully complete the checkout process.	"It was also really good, I was satisfied with most of the UI elements during the whole process of the interaction."	2
<b>Additional Notes:</b> Seems like from Ritom's interaction with the Food order app I was able to see some insights into how the app would function in the real world. I did get some suggestion about adding a list on top of side of the map for easy access to local or favorite restaurants as well as dedicated buttons for removing items from the cart. I also did notice that he had a little issue when completing the payment but was able to understand it and complete the process.				

B

Participant's Name: Ramiro				
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: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: Open up the app and navigate to the Home screen. (App is already open when you click the link) Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	N/A	No problem logging into the app.	"It was pretty easy to get to the Home screen."	N/A
Prompt 2: Can you go into the profile account? Prompt 2 Follow-Up: After finding the account try to add a payment method that you'd like to use. (Information is already been prefilled for you) Prompt 2 Follow-Up: How was your experience finding the profile and adding a payment method?	Home> Account>Payment method> Add(+)> Card info> Confirm	Went straight for the profile icon on top instead of the navbar. Was very excited to add a new payment method without running into any error.	"It was pretty simple and straightforward, I like it."	1
Prompt 3: Use the in-app map to locate a specific restaurant. Prompt 3 Follow-Up: Open up the restaurant, check them out, then go to their menu and add an item to your cart. Prompt 3 Follow-Up: Was finding the restaurant and adding items to cart easy or difficult and if so how would you prefer it to be?	Home> Map> Pick location> About restaurant> Menu	Found the map icon on navbar but confused on how to find the restaurant. Was able to find the restaurant icon indicator on the map and go to restaurant. Pretty easily understood how to add item to the cart and navigate the menu.	"I felt like add item to the cart was pretty simple and straightforward." "But I did have some little confusion when I was in the map, I didn't actually know where to click to go to the restaurant." "I would prefer it to have a little more guidance in telling me where to click or what can I can click because I've never used this app before."	2
Prompt 4: Go to the cart. (Most likely you're already there) Prompt 4 Follow-Up: Try to remove an item and then checkout. (Hint: tap one of the item that's been added) Prompt 4 Follow-Up: Was going to the cart and removing an item easy or difficult if so how would you prefer it to be?	N/A	Was successfully able to go to cart and remove an item from the there.	"I think going to the cart was straightforward and pretty easy." "Pretty sure once the design is done we will have the option to move to the cart from anywhere in the app."	1
Prompt 5: When making an checkout make sure you selected a payment method and go to the confirmation page. (Payment method already preselected) Prompt 5 Follow-Up: What did you think about the whole checkout process, was it easy or difficult and if so how would you prefer it to be?	Cart> Checkout> Purchase	Felt very accomplished when he was able to successfully finish the payment process.	"I felt like the whole checkout process was very simple and straightforward, although the map was a little bit weird." "A little more guidance and I'm pretty sure first time users will understand it right away." "Overall I think it's a very solid design, I like it."	1
<b>Additional Notes:</b> Ramiro was able to finish all the steps completely although he did have some issue with the map and locating the restaurant.				

C

Participant's Name: Leo				
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: Open up the app and navigate to the Home screen. (App is already open when you click the link) Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	N/A	Was able to simply hit the login button and was able to navigate to the home screen automatically.	"I think the process is perfectly fine."	N/A
Prompt 2: Log in to your profile account? Prompt 2 Follow-Up: After finding the account try to add a payment method that you'd like to use. (Information is already been prefilled for you) Prompt 2 Follow-Up: How was your experience finding the profile and adding a payment method?	Home> Account> Payment method> Add(+)> Card info> Confirm	He clicked the account icon on the navbar to access the account. Was able to successfully add card info and complete that step.	"Yeah I think it was really straightforward, just like other apps very familiar and easy to grasp."	1
Prompt 3: Use the in-app map to locate a specific restaurant. Prompt 3 Follow-Up: Open up the restaurant, check them out, then go to their menu and add an item to your cart. Prompt 3 Follow-Up: Was finding the restaurant and adding items to cart easy or difficult and if so how would you prefer it to be?	Home> Map> Pick location> About restaurant> Menu	Was able to go to map using the icon in the navbar on the bottom of the screen. When access the map he was confused about where to click and actually opened up the more option hamburger icon. But was eventually able to find the restaurant and navigate the about and menu successfully as well as add items to cart.	"I think it was pretty straightforward, adding the items and everything." "Although, the map is a little confusing to me a little bit because it is hard for me to realize where to click." "Little guidance would be really nice, especially for first time users."	2
Prompt 4: Go to the cart. (Most likely you're already there) Prompt 4 Follow-Up: Try to remove an item and then checkout. (Hint: tap one of the item that's been added) Prompt 4 Follow-Up: Was going to the cart and removing an item easy or difficult if so how would you prefer it to be?	N/A	Was able to recognize that when the full design is done there will be other ways to access the cart. Got very confused as to where to click to remove an item from cart. Was looking for a icon or indicator of some sort to help with removing an item, (X) particularly. But was able to find a way to remove the item by clicking on it.	"So going to cart, straightforward and I like it." "But removing an item it's weird, like how am I supposed to remove an item if there is no indicator." "Maybe adding a X or a icon that show how to cross over things via swipe would be really cool."	2
Prompt 5: Before making the checkout make sure you selected a payment method and go to the confirmation page. (Payment method already preselected) Prompt 5 Follow-Up: What did you think about the whole checkout process, was it easy or difficult and if so how would you prefer it to be?	Cart> Checkout> Purchase	Was able to successfully go to checkout and finish the checkout process.	"Overall the checkout process was very straightforward and easy." "Although, the map and removing an item was a little bit difficult." "I would prefer if the map had some more instruction and a indicator of some sort to help users find a way to remove items, be a X or text to help with swiping."	1
<b>Additional Notes:</b> Leo was able to complete the process but not without some struggles along the way, mostly in the map and removing item from the cart.				

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: Open up the app and navigate to the Home screen. (App is already open when you click the link) Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	N/A	He was able to easily click the login and go to the home screen.	"Logging in and navigating to the home screen is find."	N/A
Prompt 2: Can you go into the profile account? Prompt 2 Follow-Up: After finding the account try to add a payment method that you'd like to use. (Information is already been prefilled for you) Prompt 2 Follow-Up: How was your experience finding the profile and adding a payment method?	Home>Account>Payment method>Add(+)>Card info>Confirm	He went to the navbar and clicked the account icon to reach the profile page. Was able to successfully add a new payment method.	"I feel like it was fine and straightforward, it was okay."	1
Prompt 3: Use the in-app map to locate a specific restaurant. Prompt 3 Follow-Up: Open up the restaurant, check them out, then go to their menu and add an item to your cart. Prompt 3 Follow-Up: Was finding the restaurant and adding items to cart easy or difficult and if so how would you prefer it to be?	Home>Map>Pick location>About restaurant>Menu	Was able to go to the map without running into any error. Seemed like he was a bit confused when looking at the map but quickly found the restaurant marker. Completed the adding process correctly.	"Adding items to cart and finding the restaurant was okay, I like it." "In the map area I feel like it needs something...maybe a feature that helps locate a specific restaurant."	2
Prompt 4: Go to the cart. (Most likely you're already there) Prompt 4 Follow-Up: Try to remove an item and then checkout. (Hint: tap one of the item that's been added) Prompt 4 Follow-Up: Was going to the cart and removing an item easy or difficult if so how would you prefer it to be?	N/A	Very confused as to how to remove item from the cart and seemed like he was looking for something to click/tap of some sort. But was able to click one of the item and removed it from the cart.	"It was a little bit difficult because there was no button or icon to indicate for a way to cross the item out." "It was just a bit weird clicking the item, probably a button would be very nice to have."	2
Prompt 5: Before making up the checkout make sure you selected a payment method and go to the confirmation page. (Payment method already preselected) Prompt 5 Follow-Up: What did you think about the whole checkout process, was it easy or difficult and if so how would you prefer it to be?	Cart>Checkout>Purchase	Completed the checkout process fast and showed a great deal of confidence after successfully finishing the checkout.	"I felt like the whole checkout was process to be very easy, uh except probably the map is too simple, some extra things would be nice like a way to find specific restaurant." "Also removing item was kinda weird, a button would be really nice to have."	1

**Additional Notes:** Seemed like he mostly thought about feature to be added to the map and add button to UI to help with removing items.

Participant's Name: Salazar				
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: Open up the app and navigate to the Home screen. (App is already open when you click the link) Prompt 1 Follow-Up: How easy or difficult was it to navigate? Is there anything that could've been different?	N/A	He navigated to the home screen right away without any problem. Was able to navigate between other pages from the home screen when he was testing some of the links.	"Pretty simple, I like it."	N/A
Prompt 2: Can you go into the profile account? Prompt 2 Follow-Up: After finding the account try to add a payment method that you'd like to use. (Information is already been prefilled for you) Prompt 2 Follow-Up: How was your experience finding the profile and adding a payment method?	Home> Account> Payment method> Add(+)> Card info> Confirm	Clicked the icon in the bottom navbar and was able to go to profile fairly easily. Was able to easily add new payment method and complete that step.	"Perfectly fine."	1
Prompt 3: Use the in-app map to locate a specific restaurant. Prompt 3 Follow-Up: Open up the restaurant, check them out, then go to their menu and add an item to your cart. Prompt 3 Follow-Up: Was finding the restaurant and adding items to cart easy or difficult and if so how would you prefer it to be?	Home> Map> Pick location> About restaurant> Menu	Was able to open map but was looking around to figure out where to click. But was able to find restaurant marker and go to restaurant page. Was able to successfully add an item to his cart.	"Pretty simple map to be honest." (while looking at the map) "I like it pretty simple and easy, map was a too simple, some kind of search feature would be nice."	1
Prompt 4: Go to the cart. (Most likely you're already there) Prompt 4 Follow-Up: Try to remove an item and then checkout. (Hint: tap one of the item that's been added) Prompt 4 Follow-Up: Was going to the cart and removing an item easy or difficult if so how would you prefer it to be?	N/A	Was confused about where to click in order to remove item from cart. But was able to do so but said it was weird in how he had to remove the item.	"I feel like adding a icon would be great in order to cross out or remove an item, it'll make it easier."	2
Prompt 5: Can you make sure you selected a payment method and go to the confirmation page. (Payment method already preselected) Prompt 5 Follow-Up: What did you think about the whole checkout process, was it easy or difficult and if so how would you prefer it to be?	Cart> Checkout> Purchase	Was able to successfully able to checkout and finish the whole process.	"It was fairly easy, probably the difficult part would be maybe some people will have a hard time removing items from the cart, so adding a icon or some sort of symbol would be great to have other than that I really like it was good."	1
<b>Additional Notes:</b> He really had a hard time removing an item from the cart, so again a cross icon of some sort is required for users to easily remove things.				