Link:

<https://drive.google.com/drive/folders/1im316IOi4AB23M7oSpncApxNSBbyZHM4?usp=sharing>

Rough script:

This is my Pamela’s website. I’m going to ask you to go through five different tasks and I’d like you to speak your mind and tell me what you’re thinking as you’re going through them. This is to help me improve my website and better understand the user flow.

First task: find the hours of operation on Saturday

Second task: find the price of hotcakes

Third task: sign up for the newsletter

Fourth task: find Google reviews

Fifth task: find the location of the diner

What were some things that you like about the website or appreciated about the website overall?

What were some things that could use improvement? Anything that annoyed you as you navigated through the website?

Notes 1:

* Slight hesitation when looking for the newsletter
* Hesitation when inputting phone number
* Some hesitation when I asked for good and bad things about the website
* Overall went pretty smoothly?

Notes 2:

* Went smoothly
* Was able to infer where most was from the navigation bar

The results for both of my user tests were pretty good; both users didn’t have too much trouble navigating the website and finding the information necessary, which makes me think that maybe the tasks I picked were too easy? I changed the wording from ‘Apply’ to ‘Mailing list’ to make it more clear what that tab was about. I also removed some unnecessary form inputs like phone numbers because it seemed like that was confusing. I moved the navigation bar from the left to the right to try and balance the elements on the screen a bit better. I also modified some of the colors a bit based on feedback (from light tan to pink). If I had more time, I’d like to have added something more in the top row with the logo and the nav bar. It feels like there’s a bit too much empty space between the two elements. I’d also would have liked to have added some kind of animated element as well.