

User 1:

Background:

He is a 20-year-old male who has grown up with technology. He is currently in a phase of life where he is looking into hobbies and possible side-business where this app in particular would be useful. Which is one of the reasons why he was chosen. He has never used Shopify before so there may be some learning difficulties just due to the Shopify UI as well.

Process:

- 1) Have them go to the app and find the help documents

Time it took to complete task: Quick

Issues: NA

User Comments: NA

- 2) Ask them what are the current products that you can change on this site?

Time it took to complete task: Quick

Issues: NA

User Comments: NA

- 3) Create a group for the Phone Case product, called "model"

Time it took to complete task: Quick

Issues: NA

User Comments: NA

- 4) Ask them to give the variant options of, "iPhone 11" and "Galaxy S12".

Time it took to complete task: Quick

Issues: Had issues with the filled in text not disappearing

User Comments: NA

- 5) Ask them to create another group called "Colors" that has 3 variants, "Purple Pokadots", "Solid Red", and "Galaxy"

Time it took to complete task: Quick

Issues: Had issues with the filled in text not disappearing

User Comments: "Should automatically delete text for me"

- 6) Ask them if they think their progress is saved?

Time it took to complete task: Quick

Issues: NA

User Comments: "The bar should be at the bottom of the page"

- 7) Ask them to make that product so that only the Galaxy S12 can access the Galaxy color.

Time it took to complete task: Quick

Issues: NA

User Comments: NA

- 8) Ask them to create a group called "design".

Time it took to complete task: Quick

Issues: NA

User Comments: NA

- 9) Ask them to delete that group.
Time it took to complete task: Quick
Issues: NA
User Comments: NA
- 10) Ask them to delete the Purple Pokadots.
Time it took to complete task: Quick
Issues: NA
User Comments: NA
- 11) Ask them to save the product.
Time it took to complete task: Quick
Issues: NA
User Comments: NA

User 2:

Background:

14-year-old male, who is well versed in technology. He is an aspiring tradesman who would possibly use this app as a way to sell his creations. He has never used Shopify before so there may be some learning difficulties just due to the Shopify UI as well.

Process:

1) Have them go to the app and find the help documents

Time it took to complete task: Quick

Issues: NA

User Comments: NA

2) Ask them what are the current product that you can change on this site?

Time it took to complete task: Quick

Issues: NA

User Comments: NA

3) Create a group for the Phone Case product, called "model"

Time it took to complete task: Quick

Issues: Had issues with the filled in text not disappearing

User Comments: NA

4) Ask them to give the variant options of, "iPhone 11" and "Galaxy S12".

Time it took to complete task: Quick

Issues: NA

User Comments: NA

5) Ask them to create another group called "Colors" that has 3 variants, "Purple Polka Dots", "Solid Red", and "Galaxy"

Time it took to complete task: Quick

Issues: NA

User Comments: NA

6) Ask them if they think their progress is saved?

Time it took to complete task:

Issues: Thought progress was saved.....

User Comments:

6) Ask them to make that product so that only the Galaxy S12 can access the Galaxy color.

Time it took to complete task:

Issues: Had issues with this task.

User Comments: "Why is it 'unnamed' I dont understand"

8) Ask them to create a group called "design".

Time it took to complete task: Quick

Issues: NA

User Comments: NA

- 9) Ask them to delete that group.
Time it took to complete task: Quick
Issues: NA
User Comments: NA
- 10) Ask them to delete the Purple Pokadots.
Time it took to complete task: Quick
Issues: NA
User Comments: NA
- 11) Ask them to save the product.
Time it took to complete task: Quick
Issues: NA
User Comments: NA