| Observer Name: Glenn | Tester Name: [Rylan Mahany](mailto:rbm2526@rit.edu) |  |  |
| --- | --- | --- | --- |
| Tasks | UX Metric | Expected Results | Observed Results |
| Pay an existing invoice | Number of attempts | <3 | 1 |
| Add a member to a group | Time spent on task | <15secs | 20 sec |
| Create a trip | Encountered unexpected screens | <50% No | No |
| Use the app | Number of non-buttons pressed | =<1 | 0 |

Pre Questionnaire

* How frequently do users split bills?
  + Two to three times a week
* How have users split bills previously?
  + Mental math and venmo
* How long does splitting bills using other methods usually take (including time spent determining how to split the bill and how to pay the bill or repay a single payer)?
  + Around 3 minutes

Post Questionnaire

* How long does it take for others to pay the bill splitter back?
  + At most a day
* What parts of the app did you find most confusing?
  + Didnt find anything particularly confusing, if anything the starting page is a little cluttered and overwhelming
* What other payment methods should we support?
  + cash app

Additional Notes:

N/A

| Observer Name: Glenn | Tester Name: [Joe Dougherty](mailto:jvd9915@g.rit.edu) |  |  |
| --- | --- | --- | --- |
| Tasks | UX Metric | Expected Results | Observed Results |
| Pay an existing invoice | Number of attempts | <3 | 1 |
| Add a member to a group | Time spent on task | <15secs | 1 min |
| Create a trip | Encountered unexpected screens | <50% No | Yes |
| Use the app | Number of non-buttons pressed | =<1 |  |

Big feedback:

Pre Questionnaire

* How frequently do users split bills?
  + Once a week
* How have users split bills previously?
  + Mental math and zelle(a wire transfer software similar to venmo)
* How long does splitting bills using other methods usually take (including time spent determining how to split the bill and how to pay the bill or repay a single payer)?
  + Around 5 minutes

Post Questionnaire

* How long does it take for others to pay the bill splitter back?
  + Almost immediately
* What parts of the app did you find most confusing?
  + Adding a member to a group
* What other payment methods should we support?
  + Zelle, cash app, and paypal

Additional Notes:

create an add user button when viewing groups, the plus sign button is a little unsuspecting. Tell a user that a group has been created before asking for a receipt. Create groups that don't need to immediately split receipts.

| Observer Name: Will | Tester Name: Sammy Deol |  |  |
| --- | --- | --- | --- |
| Tasks | UX Metric | Expected Results | Observed Results |
| Pay an existing invoice | Number of attempts | <3 | 1 |
| Add a member to a group | Time spent on task | <15secs | 10 |
| Create a trip | Encountered unexpected screens | <50% No | No |
| Use the app | Number of non-buttons pressed | =<1 | 0 |

Pre Questionnaire

* How frequently do users split bills?
  + 2x Month
* How have users split bills previously?
  + Split Check at Restaurant, Percentage by Venmo
* How long does splitting bills using other methods usually take (including time spent determining how to split the bill and how to pay the bill or repay a single payer)?
  + 1 min

Post Questionnaire

* How long does it take for others to pay the bill splitter back?
  + Immediate
* What parts of the app did you find most confusing?
  + Prototype vs User Error
* What other payment methods should we support?
  + CashApp, Apple Pay/Google Pay, Scan Other Person’s Phone

Additional Notes:

None

| Observer Name: Ryan | Tester Name: Tyler Yocum |  |  |
| --- | --- | --- | --- |
| Tasks | UX Metric | Expected Results | Observed Results |
| Pay an existing invoice | Number of attempts | <3 | 1 |
| Add a member to a group | Time spent on task | <15secs | 51s |
| Create a trip | Encountered unexpected screens | <50% No | No |
| Use the app | Number of non-buttons pressed | =<1 | 0 |

Pre Questionnaire

* How frequently do users split bills?
  + Not very often, just when going out to dinner with friends, 5 times a year.
* How have users split bills previously?
  + One person pays, splits using cash by receipt, sometimes by venmo
* How long does splitting bills using other methods usually take (including time spent determining how to split the bill and how to pay the bill or repay a single payer)?
  + Max of 5 minutes, depends on how many people, though usually goes with the same size group every time.

Post Questionnaire

* How long does it take for others to pay the bill splitter back?
  + 3-4 days because people forget
* What parts of the app did you find most confusing?
  + Paying invoices is a bit confusing as the user sent is not labeled and not immediately obvious to the user.
* What other payment methods should we support?
  + Apple Pay/mobile pay.

Additional Notes:

User is not clear when paying invoices, they think they have to choose themselves when in fact it is the person who sent it. The Selected payment type was not checked. No unexpected screens to create a trip encountered. Payment Methods not easily addable, cannot add paypal and cash app. Possibly gift cards from the place where the purchase was made.