

		Participant 1	Participant 2	Participant 3	Participant 4	Participant 5	Participant 6
		WALKTHROUGH					
1. Filter preferences	Do they know how to filter?	Yes - no problems	No problems here	Yes - labels were click	Dietary and assumed location	Yes - dropdowns	Yes
	Did they fill all of the filters out before proceeding?	All except date and time	They selected postcode and dietary before go	Selected all of them	Yes	Postcode, cuisine	Assumed current location, cuisine
	Did they know how to get to the next page?	Yes no problems	No problems - 'go' was clear	No problems - liked the big go	Got stuck for a couple of seconds before noticing the go	No problem	Yes
	How long did it take to complete this page?	About 5 seconds	About 5 seconds	5 seconds	about 10 seconds	about 3 seconds	about 3 seconds
2. Interactive Map	Were they able to select a restaurant?	Yes - no problems	Yes - no problems	Yes - clear they could select	Yes	Yes	Yes
	Did they know the map was interactive?	Yes - no problems	Yes - no problems	Yes	Yes	Yes	Yes
	Did they try to press any other buttons on the page?	Selected filters - expected to go back to preferences page	Filters to go back to the preferences page	No	No just selected place	Selected filter and assumed more options	No
	How long did it take them to select a restaurant?	5 seconds	5 seconds	3 seconds	5 seconds	5 seconds	3 seconds
3. Restaurant Information	How many of the cards did they select?	Looked at menu and deals	Looked at all of the 3 tabs	Looked at all 3 of the cards	All of them	All of them	All of them briefly
	Did they know the menu was filtered?	No - had to explain	No - had to explain	No had to tell them	No - had to tell them	No - had to tell them	No - had to tell them
	Were they able to add a place to a list?	Yes	No the heart & list icons were too small, main focus was on the 6 large tabs,	No had to explain where the icon was, still didn't know what the 'list' really meant	No - didn't see the list icon and didn't know what it was when pointed it out	Saw the list and heart icon, and noticed bookmark in the list tab but didn't know the difference	Yes - added to favourites and list and kind of hoped one of them would do something, then saw the list icon
	Did they know what all the icons meant?	Yes	Didn't know what the list icon or list tab - vague name	Understood the heart but not familiar with the bookmark icon	Knew the heart but not the bookmark	knew all the symbols but not the difference	Yes but wasn't super clear about the heart and list at first
	What did they look at the most?	The deals	Mainly the menu and deals	Look at all of the information	The menu	All of them	The deals
	How long to move to another step?	about 8 seconds	They got stuck at this point	They stuck stuck at this point	They got stuck at this point	They got stuck at this point	About 10 seconds
	Did they understand what the recommendations meant?	Thought it was just ratings, had to explain its friends only	Thought it was a rating system, had to explain they were friends only - liked the idea	Yes they liked it was simple thumbs up and down but had to explain it was friends only	Thumbs up and down but not that they were friends	Yes, but not that it was friends only, wanted to see others ratings too	Yes, but not that it was friends only, wanted to see others ratings too
4. List Page	Did they get to this page?	Yes	Weren't able to get here	Weren't able to get here	Weren't able to get here	Got here but didn't add a place	Yes
	Do they know how to select a decision?	No - expected selecting to go back to the restaurant page	Yes	Yes - understood if it was highlighted then it was selected as their decision	Yes - at first thought about going back but decided didn't need to	Yes - just select and go here (liked that it gave directions)	Got stuck here - wanted to get the phone number of place
	Do they understand what to do next?	Yes	Yes - select go here was easy to understand	Yes	Yes	Yes	Yes
	How long did it take to get here?	About 10 seconds	Couldn't get here	Couldn't get here	Couldn't get here	Couldn't get here properly	about 15 seconds
5. Repeat	Did they understand the purpose of this page?	Yes - and that could share	At first didn't know what the tab 'list' was until they got there	Yes	Yes	Yes - to see quick view	Didn't know the difference between here and profile
	Were they able to start again?	Select explore to go back	No problem - select explore	Selected explore	Yes	Yes	Yes
	Did they choose a second place?	Yes	Was happy to choose the first one	Yes	Yes	Yes	Yes
	How long to go back to map?	2 seconds	2 seconds	2 seconds	2 seconds	2 seconds	2 seconds
6. Push	Did they know what they were supposed to do?	No problems	No problems - understood this connected with the friend recommendation	No problems - liked that it was simple yes or no	No problems	Yes	Yes
CO-DESIGN							
What and when did they get stuck?		Got to the list page - wanted to go back to the restaurant information	Got to the restaurant page - didn't know what to do next or how to move forward with selection	Got to the restaurant page - didn't know what to do next	Got to the restaurant page and wasn't sure what the next step was	Got to the list page without adding and didn't know how to add	Got to the list page but wanted to be able to get their phone number
The Issue	Do they understand what the next step is?	Yes - but want to be able to go back a step before making a choice	No they don't know how to interact with the restaurant except the menu, deals and about tabs	No - not sure what to do	No	knew they wanted to be able to compare, tried both heart and bookmark	Yes but wanted more information before going forward
	What didn't they understand or couldn't find?	Different expectation for selecting the restaurant name	Don't know what to do next, the next step wasn't intuitive	Didn't know they could add to a list	Didn't know they could go to a list to compare	the difference between bookmark and favourite	Couldn't find a way to get back to the restaurant page
	Did they get stuck because they didn't understand the task?	No	Yes - they didn't know that they could add items to a list to compare with others	Yes - they didn't know that they could add items to a list to compare with others	No - thought comparison was just looking at 2 places	no	No - just wanted more before completing
	Did they get stuck because of the design?	Yes - design wasn't as expected	Yes - they didn't know what list meant, couldn't see the list icon and didn't know what it did	Yes - couldn't find the list icon or know that there was another step	Yes - wasn't clear that there was anything else they could do	yes - the icons were clear and confused about what 'list' meant	Yes - expected something else
	Was the flow confusing?	No	No - even after getting stuck, if it had been clearer on how to get to the list they said they wouldn't change the order	Up to this point was clear but was confused what they should be able to do	No - but didn't know there was a next step	No	No
	After being showed the next step were they still confused?	No	No - After explaining how to get to the list page, it made sense from there and they could continue with no issues	No it was clear after explaining what was supposed to be done	No	No	No
Design Suggestions	What do they think they should be able to find?	Wanted selection to take them back to previous and have a different way to choose this option to move forward with	Something to let them 'go here or move on	Didn't know what they should be looking for	Guidance that there is another step forward	Distinction between the heart and bookmark icon	Selecting the restaurant would take them back to the restaurant page or if they selected go here they would get more info
	What were their suggestions to redesign?	Swipe left to delete, swipe right to get directions and selection to go to restaurant page (remove 'go here' and 'delete' OR have tick box next to the options to mark which one should be deleted or go here	add to list' as text button near the name of the restaurant for more attention, change the name of list to 'compare'	change the icon for list both here and on the main tab as the 'bookmark' isn't clear, add text to the icon as well	leave the list icon where it is but have text instead that says add to list with a notepad icon, and do the same for the list tab	Change the bookmark icon to a scale and leave it where it is, remove the plus from the heart, have the map coloured based on if it is a favourite, change name to 'compare'	when you select a restaurant you are given the option to get more information, a number, delete or directions - suggested an overshadowing effect with icons and text
	What was their experience prior to this point?	No problems - overall reached here in about 10 seconds	Had no problems, had all been very smooth	No problems up to this point	No problems up to this point	No problems up to this point	Except for the list icon at first was smooth
	What elements of the existing design did they like?	Like the bottom 3 tabs and the 3 tabs on the restaurant page, was very intuitive up till this point	liked the overall layout of the page and especially the 3 main tabs on this page, and the 3 bottom tabs	liked the tabs and was intuitive they could be selected, very clean and simple, liked when there was text included with the icons	liked the tabs and the filtered menu after I told them about it	Liked the tabs, the menu and deals page easily accessible. liked all the icons other than bookmark	the highlighting of the tabs and that there were 3 main tabs, liked being able to easily move through the tabs on the restaurant as well.
TAM EVALUATION							
PU	I can accomplish deciding where to dine out more quickly using this application (1)	4	3 - Would strongly agree if clearer how to compare	4	4	4	4
	This application enables me to make better decisions about where to dine out. (5)	4	4	4	4	4	4
	Overall I find this application useful (6)	4	4	4	3 - hard with dietary	4	4
PROU	It is easy to use this application to decide where to dine out. (2)	4	3 - Having the menu and deals at the forefront was great	3 - liked the simple design, but the icons could sometimes be confusing	4	4	3 - the list icon wasn't very intuitive
	Overall I believe this application is easy to use. (3)	4	3 - Vague of journey to endpoint	3 - up till understanding that places could be compared with a list	4	4	3 - except for the end when wasn't able to go back
ATT	Overall my attitude towards this application I favourable (3)	4	3 - Like the app, but didn't like getting stuck	3 - smooth process but wants more clarity from restaurant to list page	4	4	3 - although got stuck, doesn't stop me from being able to use
ITO	I will use this application on a regular basis in the future (1)	4	3 - Due to COVID won't be able to use it much now, plus normally only eats out about once a week	4	3 - doesn't eat out often	4	4
	I will strongly recommend others to use this application (3)	4	3 - Agree because having more people you know using the apps the better the ratings	4	4	4	4