Task	Click Path	Observations	Quotes	Task Completion
Sue				
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 the coffee store app on your phone, and create a profile	Home > 3 lines in upper left > "Account" > "Create Profile"	- unsure where to go at first - tried the 3 lines because there are usually settings there - account made the most sense to create a profile	"I think these 3 lines make sense because one of my other apps has this for options and settings"	1
Prompt 1 follow-up: How easy or difficult was it to create a profile? Is there anything you would change about the process?	n/a	- user feels they were lucky and did not complete the task based on skill or clear instructions	"I wasn't sure at first, but once I clicked it, I guess I got lucky and it was easy to find" "maybe have something that says to create a profile so someone doesnt have to look for it"	n/a
Prompt 2: From the home screen, can you place a customized drink order for yourself. Can you talk me through your thought process while placing your order?	3 lines in upper left > Home > "Start Order" > "Choose Location" > "Choose Location" > "Drink" > "Customize" > "Add to order"	- unsure if they should click "start order" or "start group order" or select a "recent order" - unsure if they're in the right spot since the option to choose a location popped up - doesn't know why the menu showed after choosing a location - assumes to press a box since that probably represents a drink - they wish the box had the name of the drink before they clicked on it	"I'm not sure what the difference is between selecting a recent order or starting a new order"	2
Prompt 2 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a	- task was unclear on how to complete to user	"I guess it was easy but I wasn't sure what I was doing or what I was clicking.. I just kept going forward until I added the drink to my order"	n/a
Prompt 3: If I asked you to save your customized drink order as a favorite, would you know what to do?	"Cancel Order" > "Start Order" > "Choose Location" > "Choose Location" > "Drink" > "Add item to cart"	- confused on how to favorite item - cancel order to start over - still cannot find where to save drink as favorite - frustrated, they give up	"I'm so confused, I don't want to do this anymore, let's just skip it.."	3
Prompt 3 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a	- annoyed at how difficult it was to figure out the task; couldn't find the feature	"it was annoying that I couldn't just favorite it from the cart. and then when I startetd over, i just got more confused."	n/a
Prompt 4: Can you now confirm the order and complete the checkout process?	"Checkout" > "Confirm Order" > "Confirm pick up" > "Complete Order"	- they felt this was easier than the earlier task - steps for easy to follow and was clear	"okay, that wasn't as bad as I thought it was going to be"	1
Prompt 4 follow-up: How do you feel about placing an order using this method? Do you think it takes more or less time compared to when you have to place an order at the register?	n/a	doesn't have a particular opinion	"I think it could be quicker if there was a line, but if I'm not in a rush and there is no line then I would just order at the register, especially if the app is hard to use"	n/a

Prompt 5: How did you feel about the coffee store app? What were some things that you liked and disliked about it?	n/a	- annoyed at the favorite feature not being more accessible after placing an order	"for the most part, it was easy. but i think there should be an easier way to favorite something if you've already added it to your cart"	n/a
Prompt 5 follow-up: Is there anything you would change? Why?	n/a	- annoyed	"definitely the favorite thing, it's just annoying to have to start over when I shouldn't have to"	n/a
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

		Cesar		
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 the coffee store app on your phone, and create a profile	Home > "Profile Icon" > "Create Profile"	- user found this easy to find - user has previous experience with apps	"That was really easy"	1
Prompt 1 follow-up: How easy or difficult was it to create a profile? Is there anything you would change about the process?	n/a	- user seems enthusiatic	"It was easy to do, I didn't find it challenging. I don't think I would change anything really"	n/a
Prompt 2: From the home screen, can you place a customized drink order for yourself. Can you talk me through your thought process while placing your order?	3 lines in upper left corner > "Home" > "Start order" > "Choose Location" > "Choose Location" > "Drink" > "Customize" > "Add to order"	- user was able to navigate through the app easily - user was not confused throughout each step - user seemed to know what to look for	"Okay, it's pretty simple. It's like a lot of other apps"	1
Prompt 2 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a		"It was simple, I think it would be easy for anyone to do"	n/a
Prompt 3: If I asked you to save your customized drink order as a favorite, would you know what to do?	"Add item to order" > "Drink" > "Customize" > "Add as favorite" > "Add to order"	- a little unsure of where to go - was optimistic about finding it or knowing where to go	"hm, usually you can save it as a favorite when you order it"	1
Prompt 3 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a		"I think this was a little harder than the other tasks, maybe it would be easier to have an option to make something your favorite in the cart?"	n/a
Prompt 4: Can you now confirm the order and complete the checkout process?	"Checkout" > "Confirm Order" > "Confirm pick up" > "Complete Order"	- user was able to quickly go through each step - navigation was easy for them to follow	"this is really simple too"	1
Prompt 4 follow-up: How do you feel about placing an order using this method? Do you think it takes more or less time compared to when you have to place an order at the register?	n/a	- user was quick to answer question	"I always order online through the app so I would definitley use this app instead of going to the register. I think it's easier to customize on the app then asking in person. I usually forget what I want when I have to talk to someone"	n/a

Prompt 5: How did you feel about the coffee store app? What were some things that you liked and disliked about it?	n/a		" I liked it, there wasn't really anything I disliked. I don't really understand the Xs on the boxes? maybe next time you can add some pictures or words showing what drinks or items they are"	n/a
Prompt 5 follow-up: Is there anything you would change? Why?	n/a		"it was pretty simple, so not really, other than what I said about the pictures, but I guess you'll add those later"	n/a
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

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 the coffee store app on your phone, and create a profile	Home > "Profile Icon" > "Create Profile"	- was confident in clicking the profile icon to find the option to create profile	"Okay, yeah that was easy"	1
Prompt 1 follow-up: How easy or difficult was it to create a profile? Is there anything you would change about the process?	n/a		"it's just like any other website that has a circle for the profile, so no, I would keep it the same"	n/a
Prompt 2: From the home screen, can you place a customized drink order for yourself. Can you talk me through your thought process while placing your order?	3 lines in upper left corner > "Home" > "Start order" > "Choose Location" > "Choose Location" > "Drink" > "Customize" > "Add to order"	- unsure if they should start a group order or an order - decided to just start order since the prompt didn't say group - the rest of the steps for easily followed	"So I was confused at first, but this isn't so bad I guess"	1
Prompt 2 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a		"I wasn't too sure what to press to start the order but I guess it makes more sense now that I'm thinking about it" "it was easy to go through the steps, I wasn't that confused"	n/a
Prompt 3: If I asked you to save your customized drink order as a favorite, would you know what to do?	"Cancel Order" > "Start Order" > "Choose Location" > "Choose Location" > "Drink" > "Customize" > "Add to Favorite" > "Add item to cart"	- frustrated, almost did not want to continue with the process - did not like that they had to cancel the order - annoyed with having to redo the whole order	"okay, i hate this. there has to be an easier way to do this then to start over"	2
Prompt 3 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a	- user still seems to be frustrated and annoyed from the previous prompt	"I guess it isn't really hard as it is annoying. why do I have to start over to save something I already made as my favorite? It doesn't make sense"	n/a
Prompt 4: Can you now confirm the order and complete the checkout process?	"Checkout" > "Confirm Order" > "Confirm pick up" > "Complete Order"	- previous task is still affecting the mood of the user - user still feels annoyed about the complications faced in previous prompt	" I'm still annoyed about the favorites task, I don't know if I can do this if its going to be annoying to complete" "okay, that wasn't so bad, I'm just annoyed still"	1
Prompt 4 follow-up: How do you feel about placing an order using this method? Do you think it takes more or less time compared to when you have to place an order at the register?	n/a		"other than the favorites thing, its okay. I would use it if everything is as easy as everything else was to do" "I don't like talking to the people at the front desk, so I would probably perfer the app"	n/a

Prompt 5: How did you feel about the coffee store app? What were some things that you liked and disliked about it?	n/a	- user is frustrated again when bringing up the task that they faced with challenges	"I would use it, I just still hate the favorites thing. Maybe make it easier and I'll like it. I want to use it if it is easier."	n/a
Prompt 5 follow-up: Is there anything you would change? Why?	n/a	- favorite prompt influenced the mood of the user to be frustrated throughout the rest of the usability study	"Again, the favorites thing. It just wasn't convient if you have to start and make your order again"	n/a
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Kayla				
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 the coffee store app on your phone, and create a profile	Home > "Profile Icon" > "Create Profile"	- user seems anxious to click the wrong thing - user feels relived after being able to complete the prompt	"I'm scared to do this wrong, does this mean I'm stupid?" "I think you have to click the circle like its a profile but I don't want to click the wrong thing"	1
Prompt 1 follow-up: How easy or difficult was it to create a profile? Is there anything you would change about the process?	n/a		"I was nervous but it was easy since there was a profile on the screen" "I don't think I would change anything." "I just get nervous when I'm not sure I'm doing something right"	n/a
Prompt 2: From the home screen, can you place a customized drink order for yourself. Can you talk me through your thought process while placing your order?	3 lines in upper left corner > "Home" > "Start order" > "Choose Location" > "Choose Location" > "Drink" > "Customize" > "Add to order"	- user seems to flow through the navigation easily - user was hesitant at first but after getting to the menu, they become more confident in the rest of the flow	"There were a lot of steps but its kind of similar to an app I've used before"	1
Prompt 2 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a		"I wasn't sure what to expect since it was the first time making an order on this app, but it wasn't hard to figure it out" "its like an app I've used to place a drink order before"	n/a
Prompt 3: If I asked you to save your customized drink order as a favorite, would you know what to do?	"Add item to order" > "Drink" > "Customize" > "Add as favorite" > "Add to order"	- unsure if they are doing the right thing - was able to figure out how to complete the prompt, but thinks they did it wrong	"I wonder if I missed it on the first screen, I feel stupid"	2
Prompt 3 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a	- user is unsure and very doubtful - user thinks its their fault and not the app's design	"I think I did it the hard way. I'm not sure if I just didn't see the button because i feel like I shouldn't have had to make another order to add it as my favorite"	n/a
Prompt 4: Can you now confirm the order and complete the checkout process?	"Checkout" > "Confirm Order" > "Confirm pick up" > "Complete Order"	- started off as hesitant to click checkout, but then was able to follow through each step quickly	"This was simplier than the last thing I had to do"	1
Prompt 4 follow-up: How do you feel about placing an order using this method? Do you think it takes more or less time compared to when you have to place an order at the register?	n/a		"I think that I would place an order on the app instead of going in person since I don't like having to talk to people at the counter. I like these kinds of apps that let you order from your phone, pick up, and then go home"	n/a

Prompt 5: How did you feel about the coffee store app? What were some things that you liked and disliked about it?	n/a		"I liked the app, I think it's pretty simple and easy to place an order from" "I think if I used it more, I would feel more comfortable using it to place an order. I just need to look around it more to make sure I'm not doing anything wrong"	n/a
Prompt 5 follow-up: Is there anything you would change? Why?	n/a		"I guess I would change how you could favorite it, or maybe reccomend drinks because I haven't tried many drinks before so I'm not sure what to order either"	n/a
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Jay				
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 the coffee store app on your phone, and create a profile	Home > "Profile Icon" > "Create Profile"	- knew where to go immediately	"Oh, that's easy, you go to the profile"	1
Prompt 1 follow-up: How easy or difficult was it to create a profile? Is there anything you would change about the process?	n/a	- thought it was obvious to go to the profile to create an account	"I knew to go to the profile so I probably would change anything; but maybe for someone else, the app can open a pop up asking if you want to start a new account or sign in, that way they dont have to look for it"	n/a
Prompt 2: From the home screen, can you add a customized drink order to your cart. Can you talk through your thought process while placing your order?	3 lines in upper left corner > "Home" > "Start order" > "Choose Location" > "Choose Location" > "Drink" > "Customize" > "Add to order"	- was able to follow navigation flow easily; was not confused by the wording of buttons	"Okay it a lot like many ordering apps I've used before." "I wish I could have actually customized my drink but I'm sure they'll make the app better later"	1
Prompt 2 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a	- user seems to have experience with similar apps; they find it easy to navigate and use	"I feel like everything is pretty simple and easy, nothing challenging yet"	n/a
Prompt 3: If I asked you to save your customized drink order as a favorite, would you know what to do?	"Add item to order" > "Drink" > "Customize" > "Add as favorite" > "Add to order"	- confused why this wasnt asked to do before adding order; - they wish there was a way to make an item already in the cart as a favorite instead of having to create another customized drink	"this would have been easier to do if I had done it before adding to my order" "I had to start over but it wasnt hard"	1
Prompt 3 follow-up: How easy or difficult was this task to complete? Was there anything that made it feel easy or challenging during the process?	n/a	- a little annoyed at having to reorder the drink	" it would be easier and quicker if I could save it as a favorite while it is in my cart instead of having to order another drink"	n/a
Prompt 4: Can you now confirm the order and complete the checkout process?	"Checkout" > "Confirm Order" > "Confirm pick up" > "Complete Order"	- didn't like how many pages they had to go through; - wanted it to be a quicker process	"there were a lot of pages to go through but it was easy to follow, the words were clear"	1
Prompt 4 follow-up: How do you feel about placing an order using this method? Do you think it takes more or less time compared to when you have to place an order at the register?	n/a		"I usually place orders online in advanced so I don't have to wait in line so I rather do this method than in person. But I wish there was a one click option so I could checkout faster.	n/a

Prompt 5: How did you feel about the coffee store app? What were some things that you liked and disliked about it?	n/a		"I liked the app. I use other food apps often so I would use it if there was a faster way to checkout"	n/a
Prompt 5 follow-up: Is there anything you would change? Why?	n/a		"I would reccommend a pop up to ask if you want to create a profile or sign in; and I would have a fast option of checkiing out"	n/a
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				