

## Overview

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### Sheet 1: *Participant A*

Participant's Name: Beatrice

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
	Home > "View more"		"I don't really know what to click to view a list of pets." "The list is so long that I don't really have time to browse for my desired pet."	
Prompt 1: Open the animal shelter app and browse for your desired pet.		- Participant felt confused on what to click to view the list of pets but later figured it out. - Participant felt too overwhelmed by the number of pets listed.		2
Prompt 2: Select a pet to view its details.	"Pet list view" > "Clicked a pet image on the list view"	- Participant clicked on a pet image to navigate to its detailed information.	"It's super easy to click on a pet to view its information."	2
	N/A	- Participant scrolled down the page to view all pet information. - Participant complained that more images and videos of how the pet interact with other pets should be included.	"Pet information needs to include more videos and images of how it interacts with other pets."	2
Prompt 3: Read through the details.				
Prompt 4: Add a pet to cart.	"Pet detail view" > Select add icon at the bottom-right corner of the page	- Participant initially felt confused as they expected to see a button that reads "Add to cart". - Participant clicked on add icon but no notification was shown to participant to inform them that the pet has been successfully added to the cart.	"I expected to see a 'Add to cart button' to complete this prompt." "This is confusing, I don't see any notification to assure me that the pet has been added to cart."	2
	"Pet detail view" > Select cart icon on the navigation bar	- Participant found the cart icon easily and viewed the added pet on the cart.		
Prompt 5: View cart.				1
Prompt 6: Complete the checkout process.	Cart > Click "Proceed to adopt" button > Fill the adoption and payment info > Success page	- Participant clicked "Proceed to adopt" button - Participant filled the adoption and payment information and clicked the submit button. - Participant felt confused that no confirmation page is shown before the success page is displayed.	"I think this is super easy to navigate to." "What the fuck... There is no confirmation page displayed before success page."	2

Prompt 7: From the homepage, figure out where you would go to browse for your desired pet.	Home > "View more" N/A	<ul style="list-style-type: none"> <li>- Participant initially could not figure it out.</li> <li>- Participant clicked the "View more" button down the page to view list of pets to browse.</li> </ul>	2
		"This is done easily but initially confusing."	
Prompt 8: How did you feel about the app overall? What did you like and dislike about it?		<ul style="list-style-type: none"> <li>- Participant responded that the app is awesome but needs more adjustment for better user experience.</li> </ul>	N/A
		"The app is awesome but needs more adjustment for better user experience."	
<b>Additional Notes: Add any notes about what the participant shares after the tasks are complete.</b>			

## Sheet 2: Participant B

Participant's Name: Mike

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
	Home > "View more"		"I don't really know what to click to view a list of pets." "The list is so long that I don't really have time to browse for my desired pet."	
Prompt 1: Open the animal shelter app and browse for your desired pet.		<ul style="list-style-type: none"> <li>- Participant felt confused on what to click to view the list of pets but later figured it out.</li> <li>- Participant felt too overwhelmed by the number of pets listed.</li> </ul>		2
Prompt 2: Select a pet to view its details.	"Pet list view" > "Clicked a pet image on the list view"	- Participant clicked on a pet image to navigate to its detailed information.	"It's super easy to click on a pet to view its information."	2
	N/A	<ul style="list-style-type: none"> <li>- Participant scrolled down the page to view all pet information.</li> <li>- Participant complained that more images and videos of how the pet interact with other pets should be included.</li> </ul>	"Pet information needs to include more videos and images of how it interacts with other pets."	
Prompt 3: Read through the details.				2
	"Pet detail view" > Select add icon at the bottom-right corner of the page	<ul style="list-style-type: none"> <li>- Participant initially felt confused as they expected to see a button that reads "Add to cart".</li> <li>- Participant clicked on add icon but no notification was shown to participant to inform them that the pet has been successfully added to the cart.</li> </ul>		2
Prompt 4: Add a pet to cart.			"I expected to see a 'Add to cart button' to complete this prompt." "This is confusing. I don't see any notification to assure me that the pet has been added to cart."	
Prompt 5: View cart.	"Pet detail view" > Select cart icon on the navigation bar	- Participant found the cart icon easily and viewed the added pet on the cart.	"I think this is super easy to navigate to."	1

	Cart > Click “Proceed to adopt” button > Fill the adoption and payment info > Success page	<ul style="list-style-type: none"><li>- Participant clicked "Proceed to adopt" button</li><li>- Participant filled the adoption and payment information and clicked the submit button.</li><li>- Participant felt confused that no confirmation page is shown before the success page is displayed.</li></ul>	“What the fuck... There is no confirmation page displayed before success page.”	2
Prompt 6: Complete the checkout process.				
Prompt 7: From the homepage, figure out where you would go to browse for your desired pet.	Home > “View more” N/A	<ul style="list-style-type: none"><li>- Participant initially could not figure it out.</li><li>- Participant clicked the “View more” button down the page to view list of pets to browse.</li><li>- Participant responded that the app is awesome but needs more adjustment for better user experience.</li></ul>	“This is done easily but initially confusing.”	2
Prompt 8: How did you feel about the app overall? What did you like and dislike about it?				N/A
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Sheet 3: Participant C

Participant's Name: Adam

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
	Home > “View more”		"I don't really know what to click to view a list of pets." "The list is so long that I don't really have time to browse for my desired pet."	2
Prompt 1: Open the animal shelter app and browse for your desired pet.		<ul style="list-style-type: none"><li>- Participant felt confused on what to click to view the list of pets but later figured it out.</li><li>- Participant felt too overwhelmed by the number of pets listed.</li></ul>		
Prompt 2: Select a pet to view its details.	“Pet list view” > “Clicked a pet image on the list view”  N/A	<ul style="list-style-type: none"><li>- Participant clicked on a pet image to navigate to its detailed information.</li><li>- Participant scrolled down the page to view all pet information.</li><li>- Participant complained that more images and videos of how the pet interact with other pets should be included.</li></ul>	"It's super easy to click on a pet to view its information."  "Pet information needs to include more videos and images of how it interacts with other pets."	2
Prompt 3: Read through the details.				2
Prompt 4: Add a pet to cart.	“Pet detail view” > Select add icon at the bottom-right corner of the page	<ul style="list-style-type: none"><li>- Participant initially felt confused as they expected to see a button that reads “Add to cart”.</li><li>- Participant clicked on add icon but no notification was shown to participant to inform them that the pet has been successfully added to the cart.</li></ul>	"I expected to see a ‘Add to cart button’ to complete this prompt." "This is confusing, I don't see any notification to assure me that the pet has been added to cart."	2

	"Pet detail view" > Select cart icon on the navigation bar	- Participant found the cart icon easily and viewed the added pet on the cart.		
Prompt 5: View cart.				1
	Cart > Click "Proceed to adopt" button > Fill the adoption and payment info > Success page	- Participant clicked "Proceed to adopt" button - Participant filled the adoption and payment information and clicked the submit button. - Participant felt confused that no confirmation page is shown before the success page is displayed.	"I think this is super easy to navigate to." "What the fuck... There is no confirmation page displayed before success page."	2
Prompt 6: Complete the checkout process.				
Prompt 7: From the homepage, figure out where you would go to browse for your desired pet.	Home > "View more" N/A	- Participant initially could not figure it out. - Participant clicked the "View more" button down the page to view list of pets to browse.  - Participant responded that the app is awesome but needs more adjustment for better user experience.	"This is done easily but initially confusing."	2
Prompt 8: How did you feel about the app overall? What did you like and dislike about it?				N/A
Additional Notes: Add any notes about what the participant shares after the tasks are complete.			"The app is awesome but needs more adjustment for better user experience."	

Sheet 4: Participant D

Participant's Name: Maryam

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 animal shelter app and browse for your desired pet.	Home > "View more"		"I don't really know what to click to view a list of pets." "The list is so long that I don't really have time to browse for my desired pet."	2
Prompt 2: Select a pet to view its details.	"Pet list view" > "Clicked a pet image on the list view"	- Participant felt confused on what to click to view the list of pets but later figured it out. - Participant felt too overwhelmed by the number of pets listed.	"It's super easy to click on a pet to view its information."	2
Prompt 3: Read through the details.	N/A	- Participant scrolled down the page to view all pet information. - Participant complained that more images and	"Pet information needs to include more videos and images of how it interacts with other pets."	2

videos of how the pet interact with other pets should be included.

	"Pet detail view" > Select add icon at the bottom-right corner of the page	- Participant initially felt confused as they expected to see a button that reads "Add to cart". - Participant clicked on add icon but no notification was shown to participant to inform them that the pet has been successfully added to the cart.	"I expected to see a 'Add to cart button' to complete this prompt." "This is confusing, I don't see any notification to assure me that the pet has been added to cart."	2
Prompt 4: Add a pet to cart.				
	"Pet detail view" > Select cart icon on the navigation bar	- Participant found the cart icon easily and viewed the added pet on the cart.		
Prompt 5: View cart.				1
	Cart > Click "Proceed to adopt" button > Fill the adoption and payment info > Success page	- Participant clicked "Proceed to adopt" button - Participant filled the adoption and payment information and clicked the submit button. - Participant felt confused that no confirmation page is shown before the success page is displayed.	"I think this is super easy to navigate to." "What the fuck... There is no confirmation page displayed before success page."	2
Prompt 6: Complete the checkout process.				
Prompt 7: From the homepage, figure out where you would go to browse for your desired pet.	Home > "View more" N/A	- Participant initially could not figure it out. - Participant clicked the "View more" button down the page to view list of pets to browse.  - Participant responded that the app is awesome but needs more adjustment for better user experience.	"This is done easily but initially confusing."	2
Prompt 8: How did you feel about the app overall? What did you like and dislike about it?				N/A
Additional Notes: Add any notes about what the participant shares after the tasks are complete.				

Sheet 5: Participant E

Participant's Name: Ibrahim

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 animal shelter app and	Home > "View more"	- Participant felt confused on what to click to view the list of pets but later figured it out.	"I don't really know what to click to view a list of pets."	2

browse for your desired pet.

- Participant felt too overwhelmed by the number of pets listed.

"The list is so long that I don't really have time to browse for my desired pet."

Prompt 2: Select a pet to view its details.

"Pet list view" > "Clicked a pet image on the list view"

- Participant clicked on a pet image to navigate to its detailed information.

"It's super easy to click on a pet to view its information."

2

Prompt 3: Read through the details.

N/A

- Participant scrolled down the page to view all pet information.  
- Participant complained that more images and videos of how the pet interact with other pets should be included.

"Pet information needs to include more videos and images of how it interacts with other pets."

2

Prompt 4: Add a pet to cart.

"Pet detail view" > Select add icon at the bottom-right corner of the page

- Participant initially felt confused as they expected to see a button that reads "Add to cart".  
- Participant clicked on add icon but no notification was shown to participant to inform them that the pet has been successfully added to the cart.

"I expected to see a 'Add to cart button' to complete this prompt."  
"This is confusing, I don't see any notification to assure me that the pet has been added to cart."

2

"Pet detail view" > Select cart icon on the navigation bar

- Participant found the cart icon easily and viewed the added pet on the cart.

Prompt 5: View cart.

1

Cart > Click "Proceed to adopt" button > Fill the adoption and payment info > Success page

- Participant clicked "Proceed to adopt" button  
- Participant filled the adoption and payment information and clicked the submit button.  
- Participant felt confused that no confirmation page is shown before the success page is displayed.

"I think this is super easy to navigate to."  
"What the fuck... There is no confirmation page displayed before success page."

2

Prompt 6: Complete the checkout process.

Prompt 7: From the homepage, figure out where you would go to browse for your desired pet.

Home > "View more"  
N/A

- Participant initially could not figure it out.  
- Participant clicked the "View more" button down the page to view list of pets to browse.

"This is done easily but initially confusing."

2

Prompt 8: How did you feel about the app overall? What did you like and dislike about it?

N/A

"The app is awesome but needs more adjustment for better user experience."

**Additional Notes: Add any notes about what the participant shares after the tasks are complete.**