Overview

Participant A
Participant B
Participant C
Participant D
Participant E

Sheet 1: Participant A

Participant's Name: Beatrice

r			I	1
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"	 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. 	"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
•	"Pet list view" > "Clicked a pet image on the list view"	•	"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.	add icon at the bottom-right corner of the page "Pet detail view" > Select	'- 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. - Participant found the cart icon easily and viewed the added pet on 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 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 net

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."

t. Home > "View more"

N/A

- Participant responded that the app is awesome but needs more adjustment for better user experience.

N/A

2

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

"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.

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.		Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
	Home > "View more"	I	"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
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.		'- 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'	2
Prompt 5: View cart.		- Participant found the cart icon easily and viewed the added pet on the cart.	to complete this prompt." "This is confusing, I don't see any notification to assure me that the pet has been added to 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

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

"What the fuck... There is no confirmation page displayed before success page."

2

2

N/A

Prompt 6: Complete the checkout process.

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

Home > "View more" N/A

 Participant responded that the app is awesome but needs more adjustment for better user

experience.

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

"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.

Sheet 3: Participant C

Participant's Name: Adam

Ta	sk	Click Path	Observations	Quotes	Task Completion
		participant took to	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.		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."	
anim	npt 1: Open the nal shelter app and yse for your desired		 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
	npt 2: Select a pet to its details.		- 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
Prom	npt 3: Read through		 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 	"Pet information needs to include more videos and images of how it interacts with other pets."	
	letails.		should be included.		2
Prom cart.		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

"The app is awesome but needs more

adjustment for better user experience."

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

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

Sheet 4: Participant D

overall? What did you

like and dislike about it?

Participant's Name: Maryam

Observations	Quotes	Task Completion
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
- 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.	"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
l a	"It's super easy to click on a pet to view its information."	2
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
7	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion. - 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. d a ." - Participant clicked on a pet image to navigate to its detailed information Participant scrolled down the page to view all pet information Participant complained that more images and	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion. "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." - 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. da "It's super easy to click on a pet to view its information." "It's super easy to click on a pet to view its information." "It's really know what to click to view a list of pets." "It's super easy to click on a pet to view its information." "It's super easy to click on a pet to view its information."

Prompt 4: Add a pet to

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

"Pet detail view" > Select '- Participant initially felt confused as they add icon at the bottom-right expected to see a button that reads "Add to corner of the page cart".

- Participant clicked on add icon but no notification was shown to participant to inform them that the pet has been successfully added to

"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

2

2

N/A

"Pet detail view" > Select $\;\;$ - Participant found the cart icon easily and cart icon on the navigation viewed the added pet on the cart.

Prompt 5: View cart. 1

> Cart > Click "Proceed to adopt" button > Fill the > Success page

- Participant clicked "Proceed to adopt" button
- Participant filled the adoption and payment adoption and payment info 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.'

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"

 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."

N/A

- Participant responded that the app is awesome but needs more adjustment for better user experience.

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

"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.

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

Animal-shelter-usability-study.htm

browse for your desired - Participant felt too overwhelmed by the "The list is so long that I don't really number of pets listed. have time to browse for my desired pet." "Pet list view" > "Clicked a "It's super easy to click on a pet to view Prompt 2: Select a pet to pet image on the list view' its information.' - Participant clicked on a pet image to navigate 2 view its details. to its detailed information. N/A - Participant scrolled down the page to view all "Pet information needs to include more pet information. videos and images of how it interacts - Participant complained that more images and with other pets. videos of how the pet interact with other pets Prompt 3: Read through 2 the details. should be included. "Pet detail view" > Select '- Participant initially felt confused as they add icon at the bottom-right expected to see a button that reads "Add to corner of the page - Participant clicked on add icon but no notification was shown to participant to inform Prompt 4: Add a pet to them that the pet has been successfully added to 2 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." "Pet detail view" > Select - Participant found the cart icon easily and cart icon on the navigation viewed the added pet on the cart. Prompt 5: View cart. 1 "I think this is super easy to navigate to." Cart > Click "Proceed to - Participant clicked "Proceed to adopt" button "What the fuck... There is no adopt" button > Fill the - Participant filled the adoption and payment confirmation page displayed before adoption and payment info information and clicked the submit button. success page. > Success page - Participant felt confused that no confirmation page is shown before the success page is displayed. 2 Prompt 6: Complete the checkout process. - Participant initially could not figure it out. Prompt 7: From the - Participant clicked the "View more" button 2 homepage, figure out down the page to view list of pets to browse. where you would go to browse for your desired "This is done easily but initially confusing." Home > "View more" pet. - Participant responded that the app is awesome N/A but needs more adjustment for better user experience. N/A Prompt 8: How did you feel about the app overall? What did you "The app is awesome but needs more like and dislike about it? adjustment for better user experience.' Additional Notes: Add any notes about what the participant shares after the tasks are complete.