

**User Test 2 Notes (must download to listen, won't show in preview):** <https://drive.google.com/file/d/1WkmdJr4diZA7wwezIHHzkjgtq-QdqVoX/view?usp=sharing>

## User Test 2 Notes

### Screen Test

1. How old are you?  
18
2. What is the highest level of education you have achieved?  
High School Diploma
3. Have you heard of Pamela's Diner? If yes, have you ever visited?  
No
4. Have you ever used Pamela's Diner's website?
  - a. If yes, what do you use the website for?
  - b. How satisfied are you with the website?

### In-Test Questions

1. Can you order food from Pamela's Diner?
  - User found order online feature with ease
2. Can you find a Pamela's Diner nearby?
  - User found Forbes Ave with ease
3. Can you contact Pamela's Diner with a question?
  - User found the contact form on the contact page with ease
3. Can you find Pamela's Diner's Facebook page?
  - Found facebook page with ease
4. Can you find what customers think of Pamela's Diner?
  - Found reviews very easily

### Post-Test Questions

1. What was your overall experience with the website?
  - Very easy to find things, liked the interactive features, liked the logo design
2. If you could change anything about the website what would you change?
  - On the order online page, the third party website open on the same tab
  - Would be more convenient if it opened to a new tab
3. Would keep using this website?
  - Yes
    - a. If yes, why do you want to continue using it?
      - Quick to navigate
    - b. If no, what is making you want to stop using it?
4. How likely are you to refer this website?
  - Very likely