# Scenario #1

* **Alonso De La Torre Vega**
  + Mentioned “software” at first, said “can’t be software”
    - Still clicked it anyway
    - Hesitating, having trouble, said “where do I start?”
    - Went back and skimmed categories on the left
* Clicked “system utilities,” then “security,” then verified was in wrong place by saying “no” and going back pages
* Clicked “business applications,” once again said “no” and went back a page
* Clicked “software” drop bar and skimmed those categories as well
  + Said “am I just dumb, or am I not looking in the right area?”
* Clicked on “best sellers” thinking it would be easy to find one if others bought one frequently, saw long list of products and said “I need pictures if I’m going to buy this....this looks like I’m working right now”
  + - I suggested to try and look at all the categories provided above
  + Started on leftmost category: “apparel”
    - Knew it wasn’t here but checked anyway
  + Clicked on “hardware,” scrolled through “networking and data communications” then went back
  + Started scrolling through “peripherals and accessories,” clicked on “monitors” then “computer monitors” and finally found them
    - Clicked on “details” for one of them, hoping to find a picture of the product and was happy when he saw there was
* **Phillip Nguyen**
  + User is competent and has done it successfully. No problems.
* **Juwan Michael De Jesus**
  + Clicked by category but having trouble figuring out which one would have monitors
  + Lots of stuff when checking out the initial page
  + Tried apparel then hardware
  + Mentioned pictures would be nice
  + The current categories are too vague
  + All she notices is price and descriptions but can’t really find what she needs right away
  + Goes instantly to find where the pictures are but is bothered by how clicking the pictures leaves it open
  + Selected 19 in LCD ACER product on first page
  + All of them looked similar so she just picked one
* **Jason Hing Lun Tam**
  + Typing shopblt.com
  + A lot going on in this website
  + Looking for a monitor
  + Sees hardware but then chooses category
  + Hardware
  + Gonna click on accessories
  + Clicks on monitors
  + Computer monitors
  + Looks at instructions
  + “Just any monitor?”
* **Matthew Morales**
  + “Ok I’m at the home page and I’m going to click on categories under hardware,
  + Then I’m going to go to systems
  + Then I’m going to go to desktop
  + Wait, I’m looking for a monitor,
  + I went back to hardware and then I clicked on peripherals and accessories,
  + There I found monitors
  + “And I clicked on one”

# Scenario #2

* **Alonso De La Torre Vega**
  + Pretty fast with this process
    - Immediately clicked “add to cart,” then clicked “secure check out”
    - Skimmed the policies for a bit then clicked “proceed to secure checkout form”
    - Immediately began inputting the required information: card type, card number, expiration date, CV code, bank name, phone number, street address, city, zip code, email address
  + \*\*missed the name box\*\*, clicked “review order” and got good feedback to correct his mistakes (fill in required fields)
  + Was able to correct his mistakes and make it to the final page before clicking “place the order”
* **Phillip Nguyen**
  + Company organization name was confusing…
  + User had to type in daytime, evening number which user found redundant.
  + User did not like to type in additional information
* **Juwan Michael De Jesus**
  + Easily found out the way to the cc input section
  + Is getting annoyed about how long the process is since she is not used to filling out so much information since it is normally just name email and address on most traditional sites
  + Got an error for daytime and evening phone (seemed unnecessary)
  + Doesn't like how it refreshed some of the info so that she needed to fill in more stuff again
* **Jason Hing Lun Tam**
  + Add to cart
  + Checkout
  + Proceed to Secure
  + Correctly chooses credit card
  + Correctly adds each piece of info into the cart
  + - Complains about keyboard -
  + Evening phone (copy paste)
  + Confused by shipping (because they were closed)
* **Matthew Morales**
  + “I’m at the homepage and I’m going to use the search bar
  + I searched monitors
  + Im going to go back to hardware (referencing the categories) because I found a buch of weird stuff when I searched monitors
  + Hardware - > peripherals and accessories -> monitors - > computer monitors
  + Ok I clicked on a random computer monitor
  + Click on add to cart
  + Now I have arrived at the cart, So I’m going to click checkout
  + Now Im going to use the information you gave me
  + For card type im going to use Visa
  + Im copying the information you gave me to use for the entry fields
  + For shipment information Im putting 1 standford court for Irvine California
  + It hurts my eyes to read tiny font

# Scenario #3

* **Alonso De La Torre Vega**
  + Clicked on “contact us,” started reading the instructions on that page
  + Found the appropriate instructions for his situation and followed its steps
    - Clicked on a link saying “complete the RMA form here” and started reading the instructions on that page
  + Immediately after was able to find the email contact portion of the form
* **Phillip Nguyen**
  + User was stuck.
  + Help, contact BLT.
  + Help email
* **Juwan Michael De Jesus**
  + Went to support on the bottom of the page
  + Clicked on email saw all the questions but just skipped all over it
  + Quick and easy but didn't read any of the info
* **Jason Hing Lun Tam**
  + Support
  + Email
  + Checking the FAQ’s (stops him from getting to bottom)
* **Matthew Morales**
  + “I’m opening another tab using the contact us link
  + I’m also looking at return policy
  + There is an email button under support
  + They have an email option to email them from the website
  + *Clicked the email button on the left side of the screen*
  + Am I going too fast?
  + Ok so that how you do it, first I went up to the contact bottom at the top of the screen, so I clicked it then I saw they had an email option to send them emails from the website, which is the same page I got to when I clicked on the email button under support on the left side of the screen
  + *Successfully completed task*“

# Scenario #4

* **Alonso De La Torre Vega**
  + Clicked on “software” at first, trying to condense his search results
    - Gave up and immediately went for the search bar, typed in the exact name of the product
  + Successfully found the product and clicked on it, scrolled towards the bottom of the page and clicked on “specifications”
  + Successfully verified the dimensions of the product being 12" x 8.7" x 2.2"
* **Phillip Nguyen**
  + User searched in the search bar, clicked on name and specifications. (took some time to do)
* **Juwan Michael De Jesus**
  + Easily found the item with the search bar
  + Took a minute to find the specifications
  + Successfully found it quickly after that
* **Jason Hing Lun Tam**
  + Search Bar
  + Types into bar but misspells as “Pheonix”
  + No items
  + Checks categories
  + Lost in categories for a while
  + Tries Sort by Manufacturer
  + Still no luck
  + Tries searching just for it again
  + “Am i just dumb?”
  + Tries dropdown hardware menu
  + Tests a bunch of different options (video capture/sound cards etc.)
  + “I actually can’t find it”
  + INTERVENTION (make sure it's spelled correctly.)
  + Finds it
* **Matthew Morales**
  + “*Uses search bar*
  + *Found the item*
  + I found it and I clicked on the item
  + *Clicked on specifications*
  + I then clicked on the specifications of the item
  + Under specifications there is essential information listing the dimensions

# Scenario #5

* **Alonso De La Torre Vega**
  + Immediately went to search bar and typed “black mouse pad with wrist rest”
    - Didn’t get results he was looking for, about only 3 appeared but they didn’t meet his criteria
  + Scrolled to the bottom of the screen and noticed filters
    - With category “anything” he input “25-35” in the dollar amount section
    - Changed category to “equal or more than” and changed the dollar amount section to “25” then searched
    - Couldn’t find anything, so changed the category to “exactly” with same dollar amount then searched
    - Couldn’t find anything again, so changed category to “equal or less than” with same dollar amount then searched
    - Couldn’t find anything again, so changed the category back to “anything” with same dollar amount then searched
    - He said “I guess they don’t have them here, is that a possibility?”
  + I suggested he condense the description of his product in the search bar
  + He changed the search bar input from “black mouse pad with wrist rest” to just “black mouse pad,” scrolled down to filters section and used category “equal or more than” with “25” in the dollar amount section
  + Successfully was able to find a mouse pad with the mentioned criteria
* **Phillip Nguyen**
  + Apparel
  + Hardware peripheral accessories
  + User tries to put in mouse pad and has successfully found it.
* **Juwan Michael De Jesus**
  + Went to apparel first
  + Questioning the items in there
  + Searched black mouse pad
  + Just checking out the prices and not using the advanced searched setting
  + Only found one selection from her search
  + Is wary of buying the item since there is no picture so she isn't sure if she would like it
* **Jason Hing Lun Tam**
  + Hardware
  + Pads
  + Black medium mouse pad (but no wrist rest)
  + Types Mousepad
* **Matthew Morales**
  + “ok so last time I saw accessories under hardware so I’m going to try that again
  + I see accessories, there is a lot of stuff
  + Pads?
  + I see black, medium mouse pads
  + I’m going to specifications
  + Ok so I don’t think this is what I need, first of all its 10 dollars, but when I go back it’s the only one I see
  + Im going to use the search bar, I typed “mousepads”
  + It didn’t even find anything!
  + Ill go back to hardware and then accessories,
  + It gives me a bunch of options, there’s a button I clicked on before, but it didn’t give me anything I needed.
  + There is a lot of stuff, I can’t seem to find mousepads. I’m not clicking on anything I’m just kind of staring at the screen looking at things
  + You said she needed a gel thing so I’m going to try to search for wrist rest
  + Did you specify a size?
  + I found a black mousepad, but I didn’t find one that expensive,
  + I’m going to open up a new tab because I think I found what I need but I’m not too sure
  + It would be really great if I had the option to sort my results by price.
  + Ok now Im just adding “mousepad” to my original search
  + The seach now says “wrist rest mousepad”
  + Ok…. Ummm
  + Ok, I think I found some good stuff.
  + Ok this one is 23$ so I can’t click on that
  + I found this one, its 29$ its black and it has the wrist rest thing