**Subject Information**

Age: 22

Gender: F

Education Level: Fifth year undergraduate at Northeastern University

Major: BS in Computer Engineering

Technical Competency: Above average

Prior Experience: None

**Task 1: Recover a lost password**

The subject will begin at the homepage of Spoiled Tomatillos and will be logged out. The subject will have to attempt to log into the website by going to the login page, then recover their password by clicking the appropriate link on the login page.

Precondition: Starting at the home page, logged out

Notes:

* Searched for “login” button, found and clicked it
* Tried password, clicked log in, said she assumed she’d hit an error screen here
* Clicked “I forgot my password”

Comments:

* It was pretty straightforward
* It is confusing to not specify email address vs. username, but as long as it’s consistent and clear it’s fine

Measurements:

Homepage: 11s

Login page: 19s

**Task 2: Review a movie**

The user has to find a movie on the site and review it. The subject will start off logged in and will be at the home screen of the website. To do this task, the subject will have to click on a movie or search for one to go to a movie specifics page. At this point the user will click the button to write a review which will take them to the review page where they can fill in their thoughts and starts and save to post the review.

Precondition: Starting at the home page, logged in

Notes:

* Said she would look first in New Movies or Recommended
* Subject was told the movie was in New Movies, so she clicked in that area
* Spent a long time on the Movies page
  + Didn’t know if box was for title of review - if it is, she’d put her review in
  + Plus button to add review? Or is there a text box to start typing the review?
  + Said a prompt would be helpful
  + Finally clicked on plus
* On the review page,
  + The subject observed the movie name and info
* Clicked the star rating for the movie
* Typed review in comments box, check spelling
* Clicked “save” to add review

Measurements:

Home: 10s

Movie page: 50s

Review page: 22s

Comments:

* The “Movie” page is confusing - needs better labeling, and maybe “Add Review” instead of a plus

**Task 3: Join a group**

This task requires the user to join the user group “Monster Lovers”. At the start of the task, the subject is on the home screen of Spoiled Tomatillos and logged in. To successfully complete the task, the subject must click on the icon in the top-right corner of the screen to go to their Profile. From the profile, the subject then must click on “My Groups” to go to the Groups screen. They need to find the “Explore Groups” section on the page and click on the box that says “Monster Lovers”. Finally, the subject must find the links on the right side of the “Monster Lovers” page and click “Request to join group”.

Precondition: Starting at the home page, logged in

Notes:

* Subject began at the home screen
* The subject said her first instinct is to click on profile icon, because she didn’t see an option for groups on home screen
* The subject clicked on the profile icon and was taken to the Profile page
* Subject unsure if she should click “edit” or “my groups” to add a new group
* The subject clicked “My Groups” and was taken to the Groups page
* The subject was not sure if “Explore Groups” was clickable
* Subject saw “Monster Lovers” and clicked on it, and was taken to the “Monster Lovers” group page
* Subject looked around the page, sees menu on right, clicks “Request to join”

Measurements:

Home page: 22s

Groups page: 19s

Monster Lovers page: 32s

Comments:

* The subject said this task was more straightforward, but she wouldn’t know how to search for groups; therefore, if “Monster Lovers” had not been one of the featured groups on the Groups page, the subject would have gotten stuck
* The subject suggested to make “Explore Groups” clickable, or include groups in the search results from main taskbar