Participant Number: 7

Evaluator 1: Zehao Tan

Evaluator 2: Philena Yang

Age: 21

Gender: Male

Highest Level of Education: Some College

Daily Access to Internet: Yes

Daily Access to Devices: Yes

**In-Task Data Collection**

| Task | Completion (Y/N): | Time to Completion | # of Clicks: | # of Clarifying Questions | Additional Notes(errors/difficulties): |
| --- | --- | --- | --- | --- | --- |
| 1 | Y | 1:35 | 11 | Where was delivery scheduled for?  Did I type in email earlier? | Map doesn’t show up? |
| 2 | Y | 0:29 | 4 | N/A | Click delivery service even though individual |
| 3 | Y | 1:58 | 7 | Evaluator had to clarify user works for ACFB  Evaluator had to tell user to scroll at the bottom | Hard to find sign in button,  Assumed at the top  User - if had to hide, makes sense to put it at bottom |

## **End State Data Collection**

| Task | Ease of Use Rating (1-5) | Anything Confusing? | Additional Notes (errors/difficulties) |
| --- | --- | --- | --- |
| 1 | 4 | Confused at first after first 2 pages, | didn’t like to type info first - usually last since didn’t know what he was getting into |
| 2 | 5 | Had to click delivery even though he is individual | N/A |
| 3 | 1 | Couldn’t find sign in - worker with no prior knowledge - impossible to find button | N/A |

**Open-Ended Questions**

| Question | Response |
| --- | --- |
| How pleased are you with the design of the website on a scale of 1 to 5 with 1 being unhappy and 5 being pleased? | 4.5 - like color scheme, some components seem off centered/asymmetrical, smooth layout |
| If you could describe your experience with the website in 3 adjectives, what would they be? | Smooth, pleasing, nice |
| What aspects of the website did you like or enjoy? | Pleasing to the eye, icons are homey and friendly, font is nice - not in your face, landing page is very professional - helps user trust |
| What would you change about the website for users who were completing the tasks that you just did? | Used to giving info at the end, before browsing for items  Log in at the bottom was hard to find if no prior knowledge beforehand |

Aesthetics rating: 4.5/5

**Other Notes:**