

User Testing Transcript 1

Host [00:00:00] Hi, Clara, so the project is to redesign the website of Pamela's diners, which is a local restaurant in Pittsburgh, and today we're looking for ways to improve the user experience of this website. And this is a test of the components. So we're not testing you if you find something difficult to use. Chances are that others will as well. So your feedback helps. Everyone in this house of component is simply a means of evaluating the components design and to discover and issues we need to address. If you feel uncomfortable, you can stop any time during this study and please speak all your thoughts out loud as you go through the tasks. And this will help us better understand why you are making this making certain decisions. And the story will take about like three to five minutes to answer any questions you have at the end of the study. So to start, I will be seeing the task, and there are in total there are five tasks and I will read the other the next one after you complete one. OK, so the first task is to find the opening hours of Pamela's Diner.

User [00:01:16] So I'm going to there, the navigation bar to see where the hours might be, and I see something that says locations and hours. So going on to that page and I see how Pamela's diner in the strip district is open Monday through Sunday, eight a.m. to two p.m. and then I click on Ford Avenues have like, yeah, drop tab drop down. And it's like, I think they're all open on the same day or same time. But Mt. Lebanon is like Wednesday through Sunday.

Host [00:02:03] Okay, so next task is to check Pamela's diners locations.

User [00:02:08] Oh, so the locations. I'm already on the locations and hours page so I can see that there's four different locations in the Strip District, Forbes Avenue, Walnut Street and Mt. Lebanon.

Host [00:02:24] So the next task is to see some pictures of the food served in the restaurant.

User [00:02:30] Okay, so the food in the restaurant, I would go back to the navigation bar and go to menu, and the menu page has different options for like Mt. Lebanon shady side strip district or like ordering online. So I go to shady side and then it brings me to another page that has their menu so I can see like their omelets, hash hot cakes, waffles, things like that. Okay. Well, where the different locations there? And then if I check the order online, it's like a lot of different options, so I can see like hot cakes, crepes and combinations.

Host [00:03:24] So next task is to see what customers said about or how they rated Pamela's Diner.

User [00:03:31] Yeah, so I go on the navigation bar again, and I see that there's a Typekit says, what's what everyone's saying that looks like reviews, so there are what seems like. Different magazines may be that there are quotes from them selling favorites, locals and visitors. Number one breakfast restaurant and there's also reviews from different websites, and it looks like it's linked to each of the websites and also includes Diner in the press.

Host [00:04:08] Ok. The next task is to join Pamela's diners mailing list.

User [00:04:13] So I go back up on the navigation bar and there's a join us. So once I click on the page says, subscribe to our food and be notified, so I'll sign up for free account. And I click on the

checkbox that says I would like to subscribe. And then I submit it and then regardless of the page. So I'm assuming I subscribed.

Host [00:04:43] That's the end of the user testing. Thank you so much for helping.