

## **Summarized Customer Notes**

- Liked the overall design.
- Did not understand the point of being able to search through/for previous orders, instead would prefer a history page where all previous orders would show up so customers do not need to input order numbers to search every time.
- John told us to just consider whether asking all the questions (family members, income source, etc.) at registration would be a barrier to entry or whether asking these questions on the order page would be considered speed bumps along the way. He told us to decide what we think would be better and we stuck with asking these questions at registration, just so the ordering process stays as simple and easy as possible.
- Overall, John really helped us limit our scope to necessary functionality. He really preferred every single page to have a purpose/need and if did not have a clear need, he would suggest for us to remove it. Not having any random pages that are not really increasing the functionality of the site really opened our eyes and is something we will carry in future designs. In the future, we will ensure that every page is contributing to the website and is serving a purpose, and if it is not, we should delete it or find a way to redesign it to actually have a real purpose.